



DEPARTMENT OF SOCIAL WELFARE AND DEVELOPMENT

CITIZEN'S CHARTER
2022 (6th Edition)



DEPARTMENT OF SOCIAL WELFARE AND DEVELOPMENT

CITIZEN'S CHARTER 2022 (6th Edition)

I. Mandate:

The Department of Social Welfare and Development (DSWD) is the primary government agency mandated to develop, implement and coordinate social protection and poverty-reduction solutions for and with the poor, vulnerable and disadvantaged.

II. Vision:

The Department of Social Welfare and Development envisions all Filipinos free from hunger and poverty, have equal access to opportunities, enabled by a fair, just, and peaceful society.

III. Mission:

To lead in the formulation, implementation, and coordination of social welfare and development policies and programs for and with the poor, vulnerable, and disadvantaged.

IV. Service Pledge:

We are committed to provide quality, prompt, and courteous service from Mondays to Fridays, 8:00 A.M. to 5:00 P.M., without noon breaks and thereby ensure that all applicants or requesting parties who are within the DSWD premises prior to the end of the official working hours and during lunch break shall be attended to. In view of this, we shall ensure availability of Officers-in-Charge of our frontline services at all times for consultation and advice.

Furthermore, we shall endeavor to complete transactions within the day and in the event that we are unable to do so, we shall inform you promptly of our actions taken so far and clearly explain the reason/s for such delay.

We shall appreciate any positive or negative feedback regarding our services, facilities, and personnel.

All these we pledge for the best interest of the clients/customers we serve.

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Field Office VIII

External Services

1. National Household Targeting Section

1.1. Walk-in Name Matching Data Request

Provision of data corresponding to the individual/s name matching request – to determine if a household is in the Listahanan database and its corresponding poverty status.

Office or Division:		National Household Targeting System		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		All walk-in clients		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. (1) Valid Identification Card/Proof of Identity 2. Walk-in Name Matching Form (1 original)			1. Provided by the Client 2. National Household Targeting System Office – Administrative Assistant	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The Requesting Party will fill out the Walk-in Name Matching Form.	1. Receive and record the request in the document transaction/ tracking system. 1.1. Endorse request to the Project Development Officer (PDO).	None	5 minutes	<i>Administrative Assistant III</i>
	2. Interview the client to evaluate the validity of the request as to its purpose <ul style="list-style-type: none"> <i>If not valid-</i> The PDO will inform the client on the grounds for the denial of the request based on the DSWD MC 12, s.2017. End of process. <i>If valid –</i> Forward the request to the 	None	10 minutes	<i>Project Development Officer</i>

	Information Technology Officer for matching Note: * In case, the ITO is on official travel, the client shall leave his/her contact details.			
	3.Process the name matching request. <ul style="list-style-type: none"> • Manual verification • Running of name matching application *Note: 1day processing time if the ITO is on official travel	None	5 minutes	<i>Information Technology Officer</i>
	4. Review and archive result. 4.1 Endorse result to the PDO	None	5 minutes	<i>Information Technology Officer</i>
5.Receive Name Matching Result	5.Present and explain the result of name matching and administer the CSMS form (per CART Guidelines)	None	5 minutes	<i>Project Development Officer</i>
TOTAL:		None	30 minutes	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	Fill out the feedback form to be provided by the Administrative Officer and drop it in the designated drop box or email to nhts.fo8@dswd.gov.ph .
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How feedbacks are processed	<p>Every end of the week, all forms are compiled and recorded in the feedback log book by the Administrative Officer.</p> <p>Feedback requiring answers shall be forwarded to the concerned staff or sections and response shall be forwarded to the client within 3 days upon receipt of feedback.</p> <p>For concerns and inquiries, the clients may send an email to nhtspr.nhts.fo8@dswd.gov.ph</p>
How to file a complaint	<p>Fill out the complaint form to be provided by the Administrative Officer and shall be forwarded to the designated Complaints Officer.</p> <p>Complaints may also be filed via electronic mail at nhtspr.nhts.fo8@dswd.gov.ph specifying the staff being complained, incident, and evidence if available.</p>
How complaints are processed	<p>The Complaints Officer shall evaluate and discuss the complaint with the immediate supervisor of the concerned staff.</p> <p>The Complaints Officer shall investigate and create an incident report specifying the facts and results of investigation. The report shall be forwarded to the Director for appropriate action.</p> <p>Complaints officer shall provide feedback to the client.</p>
Contact Information	<p>Regional Director DSWD Field Office VIII (053) 321-3322</p> <p>ARTA 8-478-5093 complaints@arta.gov.ph</p> <p>Presidential Complaint Center (PCC) 8888 pcc@malacanang.gov.ph</p> <p>Contact Center ng Bayan 0908-881-6565 email@contactcenterngbayan.gov.ph</p>

1.2. Data Sharing – Name Matching

Provision of data corresponding to the individual/s name matching request – to determine if a household is in the Listahanan database and its corresponding poverty status.

Office or Division:	National Household Targeting System			
Classification:	Highly Technical			
Type of Transaction:	Government to Government (G2G), Government to Business (G2B), Government to Citizen			
Who may avail:	All NGAs, GOCCs. NGOs, CSOs, and Private Foundations for the purpose of utilizing the data for social protection programs.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Request (indicating reasons for name-matching) 2. Electronic copy of the names to be matched 3. Original Copy of the Resolution of Governing Board authorizing head of agency to enter into data sharing MOA with DSWD (for NGOs, CSOs, Private Foundations) 4. Designated Data Protection Officer (DPO) 5. Valid Proof of Identities of the agency head and DPO		Provided by the Requesting Party		
6. Memorandum of Agreement 7. Certificates: (a.) Certificate of orientation on the DPA, (b.) Certification on Acknowledgement Receipt of the copy of the law, IRR and its issuances, (c.) Physical Setup Certification, and (d.) Organizational, Technical, and Security Setup Certification		NHTS PDO and ITO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The Requesting Party will endorse their letter of request with attached e-copy of names for name matching to NHTS.	1. Receive and record the request in the document transaction/ tracking system. 1.1. Endorse request for approval to the Director or NHTS PPD Chief. Note: Administrative Staff will advise the	None	5 minutes	<i>Administrative Assistant</i>

	requesting party that they will receive an email or call after 1 working day on the approval of their request and the expected schedule of release of the results.			
	2. Decide if the request is for processing or not. <ul style="list-style-type: none"> The Director/ PPD Chief input comments and decisions and endorse to the Operations Division Chief/NHTS PDO 	None	2 hours	<i>Director/ PPD Chief</i>
	3. Inform the requesting party on the approval/disapproval of the data request based on the DSWD MC 12, s.2017 <ul style="list-style-type: none"> If approved- the inspection meeting will be scheduled including preparation of documentary requirements for submission. 	None	10 minutes	<i>Project Development Officer</i>

	<ul style="list-style-type: none"> If disapproved- Inform the requesting party of the disapproval 			
5. Requesting Party will attend the scheduled orientation with the PDO.	<p>4. Orient the requesting party on Listahanan and discussion of the Salient Points of the Data Privacy Act.</p> <p>5.1. Hand-over of the copy of the law, its IRR and the issuances of the NPC</p>	None	2 hours	<i>PDO/ NHTS Inspection Team</i>
6. Compliance and Submission of signed Memorandum of Agreement and documentary requirements to the NHTS	<p>6. Review all submitted documentary requirements including MOA submitted by the requesting party.</p> <p>6.1. Make a schedule with the requesting party on the inspection Meeting</p>	None	2 hours	<i>Project Development Officer</i> <i>Information Technology Officer</i>
7. Requesting party will present their IT facilities to the NHTS Inspection Team.	<p>7. Check on the capability of the second party to protect the Listahanan data</p> <ul style="list-style-type: none"> Inspect the IT facilities of the 	None	1 day	<i>IT Inspection Team/ NHTS Inspection Team</i>

	requesting party <ul style="list-style-type: none"> Collection of documentations based on data requirements <p>*Note: NHTS conduct signing of the certifications of the inspection completion and exit conference</p>			
	8.Certifications will be attached to the MOA and endorsed to the Department's Data Protection Officer.	None	35 minutes	<i>Director/ RFC</i>
	9.Assess the MOA, its purpose, and attachments.	None	1 day	<i>DSWD Data Protection Officer</i>
	10. Review and sign the MOA. The signed MOA will be endorsed to the NHTS for data processing.	None	3 days	<i>DSWD Office of the Regional Director</i>
	11.The approved request is endorsed to the ITO to assess if the attached electronic copy of names is in accordance with the template required. <ul style="list-style-type: none"> If not in accordance with the 	None	1 hour	<i>Information Technology Officer</i>

	required template- inform the requesting party for revision <ul style="list-style-type: none"> If in accordance- ITO shall inform the Administrative staff of the schedule of release of the results 			
	12.Process the request on a set deadline, depending on the volume or number of names to be matched.	None	20 days (maximum 300,000 names)	Information Technology Officer
	13.Review result of name matching	None	3 days	NHTS Information Technology Officer
	14. Secure the data by adding password protection to the file. 14.1. Prepare Data Release Form (DRF), draft memo reply and burn results in a compact disc(CD). <ul style="list-style-type: none"> Other storage device may apply as long as it is approved by the IT Head 	None	1 hour	Information Technology Officer

	<p>and the storage device is provided by the requesting party</p> <p>14.2. Counter sign in the DRF.</p> <p>14.3. Finalize the memo, attach the Data Release Form (DRF) and secure data then forward it to the Administrative unit.</p>			
	15. Sign the memo/ endorsement letter.	None	1 hour	<i>Regional Director</i>
	16. Track and scan the documents before releasing the result to the requesting Party.	None	5 minutes	<i>Administrative Assistant</i>
17.Call NHTS/ NHTS Office	17. Provide the password of the file to the requesting party thru phone upon inquiry. And administer CSMS form per CART guidelines.	None	5 minutes	<i>Information Technology Officer</i>
<p style="text-align: right;">Total:</p> <p><i>*with possible extension on the actual data processing depending on the volume of data requirements, number of names required, and the compliance and</i></p>		None	29 days, 2 hours, 10 minutes	

<i>submission of the documentary requirements by the requesting.</i>			
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FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Fill out the feedback form to be provided by the Administrative Officer and drop it in the designated drop box or email to nhts.fo8@dswd.gov.ph .
How feedbacks are processed	<p>Every end of the week, all forms are compiled and recorded in the feedback log book by the Administrative Officer.</p> <p>Feedback requiring answers shall be forwarded to the concerned staff or sections and response shall be forwarded to the client within 3 days upon receipt of feedback.</p> <p>For concerns and inquiries, the clients may send an email to nhtspr.nhts.fo8@dswd.gov.ph</p>
How to file a complaint	<p>Fill out the complaint form to be provided by the Administrative Officer and shall be forwarded to the designated Complaints Officer.</p> <p>Complaints may also be filed via electronic mail at nhtspr.nhts.fo8@dswd.gov.ph specifying the staff being complained, incident, and evidence if available.</p>
How complaints are processed	<p>The Complaints Officer shall evaluate and discuss the complaint with the immediate supervisor of the concerned staff.</p> <p>The Complaints Officer shall investigate and create an incident report specifying the facts and results of investigation. The report shall be forwarded to the Director for appropriate action.</p> <p>Complaints officer shall provide feedback to the client.</p>
Contact Information	<p>Regional Director DSWD Field Office VIII (053) 321-3322</p> <p>ARTA 8-478-5093 complaints@arta.gov.ph</p> <p>Presidential Complaint Center (PCC) 8888 pcc@malacanang.gov.ph</p>

	Contact Center ng Bayan 0908-881-6565 email@contactcenterngbayan.gov.ph
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1.3. Data Sharing – List of Data Subjects

Generation of data sets with Personal Information (PI) and Sensitive Personal Information (SPI) with a Memorandum of Agreement (MOA).

Office or Division	National Household Targeting System			
Classification:	Highly Technical			
Type of Transaction:	Government to Government (G2G), Government to Citizen (G2C),			
Who may avail:	All NGAs, GOCCs, NGOs, CSOs, and Private Foundations for the purpose of utilizing the data for social protection programs.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Request (indicating reasons for the request) 2. Original Copy of the Resolution of Governing Board authorizing head of agency to enter into data sharing MOA with DSWD (for NGOs, CSOs, Private Foundations) 3. Electronic copy of the Data Requirements 4. Designated Data Protection Officer (DPO) 5. Valid Proof of Identities of the agency head and DPO		Provided by the Requesting Party		
6. Memorandum of Agreement 7. Certificates: (a.) Certificate of orientation on the DPA, (b.) Certification on Acknowledgement Receipt of the copy of the law, IRR and its issuances, (c.) Physical Setup Certification, and (d.) Organizational, Technical, and Security Setup Certification		NHTS PDO and ITO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Endorse the letter of request with attached e-copy of the	1. Receive and record the request in the document transaction/ tracking system.	None	5 minutes	<i>Administrative Assistant</i>

data requirements to NHTS.	<p>1.1. Advise the requesting party that they will receive an email or call after 1 working day on the approval of their request and the expected schedule of release of the results.</p> <p>1.2. Forward the request to the Director for approval.</p>			
	2. Input comments and decide if the request is for processing or not then endorse it to the NHTS Policy and Plans Division Chief.	None	4 hours	<i>Director/ NHTS Regional Director</i>
	3. Input comments and endorse it to the Project Development Officer.	None	10 minutes	<i>NHTS PPD Chief</i>
	<p>4. Inform the client on the approval or disapproval of the data request base on the DSWD MC 12, s. 2017.</p> <ul style="list-style-type: none"> • If approved- the orientation will be scheduled including preparation of documentary requirements for submission. • If Disapproved- Inform the requesting party of the disapproval. End of process. 	None	30 minutes	<i>Project Development Officer</i>

5. Requesting Party will attend the scheduled orientation with the NHTS Inspection Team.	5. Orient the requesting party on Listahanan, Data Privacy Act, data sharing policy and requirements.	None	2 hours	<i>NHTS Inspection Team</i>
6. Compliance and Submission of signed Memorandum of Agreement and documentary requirements to the NHTS for review on completeness	6. Review all documentary requirements including MOA submitted by the requesting party. 6.1 Make a schedule with the requesting party on the inspection meeting	None	2 hours	<i>NHTS Listahanan Inspection Team</i> <i>NHTS Listahanan Inspection Team</i>
7. Requesting party will present their IT facilities to the NHTS Inspection Team.	7. Inspection of IT facilities of the requesting party and issuance of Certifications (Physical Setup Certification and Organizational, Technical and Security Setup Certification)	None	1 day	<i>IT Inspection Team</i>
	8. Certifications will be attached to the MOA and endorsed by the Director to the Department's Data Protection Officer.	None	2 hours	<i>Director/ RFC</i>
	9. Assess the MOA, its purpose, and attachments. Once approved, the DPO will endorse the MOA for the Department Secretary's signature.	None	1 day	<i>DSWD Data Protection Officer</i>
	10. Review and sign the MOA. The signed MOA will be endorsed to the NHTS for data processing.	None	3 days	<i>Regional Director</i>

	11. Process the request.	None	3 days	Information Technology Officer
	12. Review result of the data generation	None	1 day	NHTS Information Technology Officer
	13. Secure the data by adding password protection to the file. 13.1. Prepare Data Release Form (DRF), draft memo reply and burn results in a compact disc (CD). <ul style="list-style-type: none"> Other storage device may apply as long as it is approved by the IT Head and the storage device is provided by the requesting party 13.2. Counter sign in the DRF. 13.3. Finalize the memo, attach the Data Release Form (DRF) and secure data then forward it to the Administrative unit.	None	1 day	Information Technology Officer
	14. Track and scan the documents before releasing the result to the requesting Party.	None	5 minutes	Administrative Assistant
15. Call NHTO/NHTS for retrieval of password upon receipt of the result.	15. Provide the password of the file to the requesting party thru phone upon inquiry. And administer the CSMS form per CART guidelines.	None	5 minutes	Information Technology Officer

Total: <i>*with possible extension on the actual data processing depending on the volume of data requirements, number of names required, and the compliance and submission of the documentary requirements by the requesting.</i> None		None	11 days, 2 hours, 55 minutes	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Fill out the feedback form to be provided by the Administrative Officer and drop it in the designated drop box or email to nhts.fo8@dswd.gov.ph .
How feedbacks are processed	<p>Every end of the week, all forms are compiled and recorded in the feedback log book by the Administrative Officer.</p> <p>Feedback requiring answers shall be forwarded to the concerned staff or sections and response shall be forwarded to the client within 3 days upon receipt of feedback.</p> <p>For concerns and inquiries, the clients may send an email to nhtspr.nhts.fo8@dswd.gov.ph</p>
How to file a complaint	<p>Fill out the complaint form to be provided by the Administrative Officer and shall be forwarded to the designated Complaints Officer.</p> <p>Complaints may also be filed via electronic mail at nhtspr.nhts.fo8@dswd.gov.ph specifying the staff being complained, incident, and evidence if available.</p>
How complaints are processed	<p>The Complaints Officer shall evaluate and discuss the complaint with the immediate supervisor of the concerned staff.</p> <p>The Complaints Officer shall investigate and create an incident report specifying the facts and results of investigation. The report shall be forwarded to the Director for appropriate action.</p> <p>Complaints officer shall provide feedback to the client.</p>
Contact Information	Regional Director DSWD Field Office VIII (053) 321-3322

	ARTA 8-478-5093 complaints@arta.gov.ph Presidential Complaint Center (PCC) 8888 pcc@malacanang.gov.ph Contact Center ng Bayan 0908-881-6565 email@contactcenterngbayan.gov.ph
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1.4. Data Sharing – Statistics/Raw Data Request

Generation of source data, unprocessed anonymized data or numerical processed data as requested by the client.

Office or Division:	National Household Targeting System			
Classification:	Complex			
Type of Transaction:	Government to Government (G2G), Government to Citizen (G2C), Government to Business (G2B)			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Letter of Request (specify purpose and data requested)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.The requesting party (NGAs, CSOs / NGOs, LGUs, academe etc.) sends a communication letter addressed to the Regional Director for request of statistical data/ raw data generated from <i>Listahanan</i> .	1. Receive and record the request in the document transaction/ tracking system. 1.1. Forward the request to the Director/ NHTS PPD Chief.	None	10 minutes	<i>Administrative Assistant</i>
	2. Review, input comments and approval in the	None	5 hours	<i>Director/ NHTS PPD Chief</i>

	request based on MC 12, s. 2017 then endorse to the NHTS RFC.			
	<p>3. Review the request, if the request is:</p> <p>a. <i>Not clear</i> – In case of vague data request, will coordinate with the data users to clarify the data requirements. He/ She shall provide recommendations on other possible data that can be requested if the requested data is not available in the <i>Listahanan</i> database.</p> <p>b. <i>Clear</i> – Endorse request to the Associates Statisticians for data generation.</p>	None	5 hours	<i>NHTS Regional Field Coordinator</i>
	<p>4. Generate the requested data from the <i>Listahanan</i> database. The generated statistical/ raw data can be in excel/ or in any format available.</p> <p>4.1. Draft reply</p>	None	1 day	<i>Associate Statistician</i>

	letter/ memorandum			
	4.2. Submit to the NHTS RFC			
	5. Review generated statistical/ raw data. If the statistical/ raw data. If the statistical/raw data is: a. <i>Not accurate</i> – Return the generated statistical/ raw data will be to the Associate Statisticians for revisions. b. <i>Accurate</i> – Submit the generated statistical/ raw data to the PPD Chief.	None	5 hours	<i>NHTS RFC</i>
	6. Review facilitated data, countersign reply letter/ memorandum and endorse to the Regional Director for approval and release.	None	5 hours	<i>NHTS PPD Chief</i>
	7. Further review the facilitated data request for approval to release. If the	None	5 hours	<i>Regional Director</i>

	<p>generated statistics/ raw data is:</p> <p>a. <i>Not accurate and acceptable</i> – Return the facilitated data request to the Statistics section for revisions.</p> <p>b. <i>Accurate and acceptable</i> – Sign the reply letter/ memorandum. The facilitated data request will be approved for release.</p>			
8.Receive the data requested	<p>8. Facilitate the release of the <i>approved</i> data request to the requesting party.</p> <ul style="list-style-type: none"> • Administer the CSMS form per CART guidelines. 		10 minutes	<p><i>Administrative Assistant</i></p> <p><i>Associate Statisticians</i></p>
Total:		None	4 days, 1 hour, 20 minutes	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	Fill out the feedback form to be provided by the Administrative Officer and drop it in the designated drop box or email to nhts.fo8@dswd.gov.ph .
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How feedbacks are processed	<p>Every end of the week, all forms are compiled and recorded in the feedback log book by the Administrative Officer.</p> <p>Feedback requiring answers shall be forwarded to the concerned staff or sections and response shall be forwarded to the client within 3 days upon receipt of feedback.</p> <p>For concerns and inquiries, the clients may send an email to nhtspr.nhts.fo8@dswd.gov.ph</p>
How to file a complaint	<p>Fill out the complaint form to be provided by the Administrative Officer and shall be forwarded to the designated Complaints Officer.</p> <p>Complaints may also be filed via electronic mail at nhtspr.nhts.fo8@dswd.gov.ph specifying the staff being complained, incident, and evidence if available.</p>
How complaints are processed	<p>The Complaints Officer shall evaluate and discuss the complaint with the immediate supervisor of the concerned staff.</p> <p>The Complaints Officer shall investigate and create an incident report specifying the facts and results of investigation. The report shall be forwarded to the Director for appropriate action.</p> <p>Complaints officer shall provide feedback to the client.</p>
Contact Information	<p>Regional Director DSWD Field Office VIII (053) 321-3322</p> <p>ARTA 8-478-5093 complaints@arta.gov.ph</p> <p>Presidential Complaint Center (PCC) 8888 pcc@malacanang.gov.ph</p> <p>Contact Center ng Bayan 0908-881-6565 email@contactcenterngbayan.gov.ph</p>

2. Policy Development and Planning Section

2.1. Approval for the conduct of research studies in DSWD offices, Centers, and Institutions

Approval is issued to internal and external researchers who intend to conduct research studies related to or involving the Department. The processing of requests to conduct research studies in DSWD Offices, Centers, and Institutions particularly applies to researchers who wish to acquire primary data through first-hand investigation, e.g., face-to-face interviews, survey questionnaires, focused group discussions, case study among others from the DSWD including clients/beneficiaries currently at its Centers/Institutions, and on-going DSWD programs, projects, and services wherein their main subject of research study involves DSWD as an organization. Request to conduct such activities need to undergo research protocol. Researches with target respondents **involving one (1) region** shall seek the approval of the corresponding Regional Director. Research requests must be submitted to the Regional Director at least one (1) month before the projected start of data gathering activity

On the other hand, research requests for the following need not go through the protocol and may be approved and provided by submitting a letter of request addressed to the head of the concerned office, bureau, service or unit:

- Observations and/or photo/video/audio shoots at DSWD premises, except those involving DSWD's clients or beneficiaries. If a photo, audio or video of a client or beneficiary is essential for the study, the researcher shall secure the consent of the Center Head/Client/Beneficiary.
- Briefing/interview/orientation sessions with key focal persons in the Central Office on general information about DSWD programs, policies, and projects. The Department however, discourages requests for "practice interviews" of DSWD personnel for the sole purpose of student's acquisition of interview skills, in consideration of the valuable time taken away from the personnel when accommodating student researchers.
- Conduct of surveys with DSWD employees about subject matters that do not directly concern the Department or not related to the Department's program operations.
- Studies conducted by consultants/researchers under the Technical Assistance Facility (TAF) grant portfolio. The researchers, however, shall adhere to the policies in undertaking research and evaluation studies as stipulated in the Guidelines for the Conduct of Research and Evaluation in the DSWD.

Office or Division:	Policy and Plans Division (PPD) / Policy Development and Planning Section (PDPS)
Classification:	Highly Technical
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government
Who may avail:	Internal researchers (e.g., DSWD personnel researching to pursue higher academic education) and external researchers (e.g., students, academe, other government agencies including members of other branches of government, local and international organizations or research institutions, and other independent researchers) who intend to conduct research studies

related to or involving the Department.				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
If request shall not undergo Research Protocol: 1. Request letter If the request shall undergo Research Protocol: 1. Request letter 2. Research Request Form 3. Research Brief 4. Research Instruments		Researcher Researcher PDPS PDPS Researcher		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Submit the request letter and/or the research request documents	1. Receive request 1.1. Receive the request letter addressed to the Regional Director and/or the research request documents and encode the details in the office's tracking system for incoming documents 1.2. Furnish researcher with a receiving copy of the request letter. If the request is received through email, reply and acknowledge receipt. 1.3. Endorse to the PPD or PDPS Head for assignment and further instructions (if any) to the concerned technical staff	None	4 hours	Administrative/ Records Management Section/ <i>Technical staff</i> Office of the Regional Director/ PPD/PDPS
	1.4. Review the request and assign to available technical staff	None	4 hours	<i>Division/ Section Head</i> PDPS/PPD
	1.5. Review the request as to area/region of coverage (<i>refer to MC 10, s. 2019 Section VII. Item No. 4</i>) to ensure that it is sent to the correct office. Otherwise, endorse to	None	4 hours	<i>Technical Staff</i> PDPS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
	the correct office. 1.6. Assess the research request if the request shall undergo research protocol (i.e., approval of the Regional Director) using the <i>Checklist for Reviewing Research and SWD Data Requests</i>	None	4 hours	<i>Technical Staff PDPS/PDPS Head</i>
	1.6.1. For requests that need not go through the protocol , endorse researcher to the concerned DSWD Field Office - Offices/ Divisions/ Sections/Units (ODSUs) using the <i>Endorsement of Research and SWD Data Request Form</i> (either hard copy or soft copy via email) then request the researcher to fill up the <i>Client Satisfaction Measurement Survey</i> (either online (insert the Google Form Link) or paper-based) and proceed to step 3.	None	2-4 days	<i>Technical Staff PDPS/PDPS Head</i>
	1.6.2. For requests that need to go	None	2 days	<i>Technical Staff PDPS/PDPS Head</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
	<p>through the protocol, review submitted documents as to completeness</p> <p>1.6.3. If documents are complete, proceed to step 2. Otherwise, assist the researcher in the completion of documentary requirements and provide orientation on the research protocol.</p>			
2. Submit complete documentary requirements (Request letter, <i>Accomplished Research Request Form</i> , <i>Research Brief</i> , and <i>research instruments</i>)	<p>2. Review of research request with concerned ODSUs</p> <p>2.1. Communicate the research request to the concerned ODSUs. Review and assess the submitted documents in consultation with the concerned ODSUs</p>	None	7 days	<i>Technical Staff PDPS</i> Concerned DSWD FO-ODSUs
	<p>2.2. Receive the comments/inputs and recommendations from other offices. These shall be the basis for decision to</p>	None	2 days	<i>Technical Staff PDPS</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
	<p>approve/ disapprove the request.</p> <p>2.3.To recommend Approval?</p> <p>2.3.1. Yes - Prepare a recommendation for approval using the <i>Outline Memorandum of Recommendation on the Research Request</i> for review and initial of the Division Chief. This shall include the consolidated recommendations from the concerned ODSUs.</p> <p>2.3.2. No - Communicate decision to the researcher and inform them of relevant revisions that are needed to be made. Two (2) days will be given to the researcher to officially respond, through a letter, if they will continue or terminate their request. If pursuing request, ask the researcher to re-</p>	None	1 day	<i>Technical Staff and Division Chief PDPS/PPD</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
	submit the revised request based on DSWD's comments, then go back to step 2. Otherwise, request the researcher to fill up the <i>Client Satisfaction Measurement Survey</i> (either online or paper-based) and proceed to step 3.			
	1.1. Regional Director to approve/disapprove request based on recommendations To approve? 1.1.1. Yes - Inform researcher and endorse to the concerned ODSUs. Coordinate with the concerned office where the research request was endorsed and assist the researcher in matters related to the conduct of data-gathering activities, then request the researcher to fill	None	1 day	<i>Regional Director</i> Field Office <i>Technical Staff</i> PDPS

CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
	up the <i>Client Satisfaction Measurement Survey</i> (either online or paper-based) and proceed to step 3.			
3. Accomplish the <i>Client Satisfaction Measurement Survey</i>	2. Receive the accomplished <i>Client Satisfaction Measurement Survey</i> (either online or paper-based)	None	15 minutes	<i>Technical/ Administrative Staff</i> PDPS
	Total	None	6 days and 15 minutes or 15 days and 15 minutes¹	

¹ The former, if the request would undergo the research protocol, or the latter, if the request would not undergo the research protocol

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Researchers/Data users are requested to accomplish the <i>Client Satisfaction Measurement Survey</i> to be provided by PDPS to monitor the implementation of the research protocol. The feedback form shall be accomplished after the processing of the request.
How feedbacks are processed	Feedbacks are monitored and consolidated by the assigned PDPS Technical Staff. Responses are analyzed and will form part of the <i>Client Satisfaction Measurement Report</i> . The recommendations from the data users are considered to improve service delivery.
How to file a complaint	<p>Feedback/remarks, including complaints, may be indicated in the <i>Client Satisfaction Measurement Survey</i> and will be coursed through the assigned technical staff's email for appropriate response/action.</p> <p>In case of an appeal, the researcher may file a written appeal within 10 working days from receipt of the notice of disapproval.</p>
How complaints are processed	PDPS Technical Staff to receive the appeal and endorse recommendation with the PPD/PDPS Head's initials to the Regional Director. An official response letter will be communicated to the researcher/data user informing of the decision.
Contact Information	<p>Regional Director DSWD Field Office VIII (053) 321-3322</p> <p>ARTA 8-478-5093 complaints@arta.gov.ph</p> <p>Presidential Complaint Center (PCC) 8888 pcc@malacanang.gov.ph</p> <p>Contact Center ng Bayan 0908-881-6565 email@contactcenterngbayan.gov.ph</p>

2.2. Obtaining Social Welfare and Development (SWD) Data and Information

The SWD data and information is provided to internal and external researchers who are requesting current and secondary SWD data and statistics from the Department. Requests for SWD data and information need not go through the protocol and may be approved and provided by submitting a letter of request

addressed to the head of the concerned office, bureau, service, or unit. Secondary SWD data refers to data that has already been consolidated and/or published by DSWD and readily available as a public document.

Office or Division	Policy and Plans Division (PPD) / Policy Development and Planning Section (PDPS)			
Classification	Simple			
Type of Transaction	G2C - Government to Citizen G2G - Government to Government			
Who may avail	DSWD personnel conducting research for the purpose of pursuing higher academic education and external researchers such as students, academe, other government agencies including members of other branches of government, local and international organizations or research institutions and other independent researchers who are requesting current and secondary SWD data and statistics from the Department.			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
Request letter	Researcher			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Submit the required document (<i>request letter</i>)	1. Receive and acknowledge request for SWD data 1.1. Receive the request letter then request the researcher to login into the Researcher's Logbook and provide the researcher with receiving copy of request, if walk-in client or print out the request letter and acknowledge receipt, if request is received via email 1.2. Check the completeness of information in the request (i.e., specific data, scope, coverage, and year)	None	15 minutes	<i>Administrative Staff</i> Office of the Regional Director/PPD/PDPS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
	1.3. Encode the details in the office's tracking system for incoming documents	None	5 minutes	<i>Administrative Staff</i> Office of the Regional Director/PPD/PDPS
	1.4. Endorse to the PPD or PDPS Head for assignment and further instructions (if any) to the concerned technical staff	None	5 minutes	<i>Administrative Staff</i> Office of the Regional Director/PPD/PDPS
	1.5. Assign data request to concerned technical staff	None	5 minutes	<i>Division/ Section Head</i> PDPS/PPD
	1.6. Assess the data request if the data/information are available within the office	None	10 minutes	<i>Technical Staff</i> PDPS
	Data available within DSWD?			
	1.6.1. Yes, within PDPS - Prepare the requested data/information then proceed to step 1.7	None	Single data: 1-3 hours Multiple data: 1 day	<i>Technical Staff</i> PDPS
	1.6.2. Yes, within other ODSUs - Endorse the request to the concerned ODSU using the	None	30 minutes	<i>Technical Staff</i> PDPS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
	<p><i>Endorsement of Research and SWD Data Request Form</i> then request the researcher to fill up the <i>Client Satisfaction Measurement Survey</i> (either online or paper-based) and proceed to step 2.</p> <p>1.6.3. No - Inform the researcher of other sources of data then request the researcher to fill up the <i>Client Satisfaction Measurement Survey</i> (either online or paper-based) and proceed to step 2.</p> <p>1.7. Prepare response letter with the requested data for submission to the Division/Section Chief for review, approval, and initial</p>	None	30 minutes	<i>Technical Staff PDPS</i>
	1.8. Review, approve, and endorse response letter with the requested data to the Regional Director for approval and signature	None	20 minutes	<i>Division/ Section Chief PPD/PDPS</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
	1.9. Approve and sign the response letter with the requested data	None	4 hours	<i>Regional Director</i> Field Office
	1.10. Send the signed/approved response letter with the requested data to the researcher then request the data user to fill up the <i>Client Satisfaction Measurement Survey</i> (either online or paper-based) and proceed to step 2.	None	30 minutes	<i>Administrative/ Technical Staff</i> PPD/PDPS
2. Accomplish the <i>Client Satisfaction Measurement Survey</i>	2. Receive the accomplished <i>Client Satisfaction Measurement Survey</i> (either online or paper-based)	None	10 minutes	<i>Administrative/ Technical Staff</i> PDPS
	Total	None	1 day, 1 hour, 10 minutes or 1 day, 6 hours, 40 minutes²	

² The former, if the request is for single data, or the latter, if request is for multiple data

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	Researchers/Data users are requested to accomplish the <i>Client Satisfaction Measurement Survey</i> to be provided by PDPS to monitor the implementation of the research protocol. The feedback form shall be accomplished after the processing of the request.
How feedbacks are processed	Feedbacks are monitored and consolidated by the assigned PDPS Technical Staff. Responses are analyzed and will form part of the <i>Client Satisfaction Measurement Report</i> . The recommendations from the data users are considered to improve service delivery.
How to file a complaint	<p>Feedback/remarks, including complaints, may be indicated in the <i>Client Satisfaction Measurement Survey</i> and will be coursed through the assigned technical staff's email for appropriate response/action.</p> <p>In case of an appeal, the researcher may file a written appeal within 10 working days from receipt of the notice of disapproval.</p>
How complaints are processed	PDPS Technical Staff to receive the appeal and endorse recommendation with the PPD/PDPS Head's initials to the Regional Director. An official response letter will be communicated to the researcher/data user informing of the decision.
Contact Information	<p>Regional Director DSWD Field Office VIII (053) 321-3322</p> <p>ARTA 8-478-5093 complaints@arta.gov.ph</p> <p>Presidential Complaint Center (PCC) 8888 pcc@malacanang.gov.ph</p> <p>Contact Center ng Bayan 0908-881-6565 email@contactcenterngbayan.gov.ph</p>

3. Standards Section

3.1. Issuance of National Solicitation Permit/Certificate Authority to Conduct Fund Raising Campaign to Person, Corporation, Organization or Association in Normal Situation

The process of assessing the applicant person/individual, corporation, organization or association eligibility to conduct fund raising campaign.

Office or Division:	Standards Section – DSWD Field Office Standards Compliance and Monitoring Division (SCMD)		
Classification:	Highly Technical		
Type of Transaction:	<ul style="list-style-type: none">Government to Client (G2C)Government to Government (G2G)		
Who may avail:	All eligible person/individual, groups whether organized or unorganized, Corporations whether profit or non-profit, Organizations or Agencies, Associations including Civil Society Organizations (CSOs), Registered, Licensed and/or Accredited SWDAs including Social Welfare Arms of religious Organizations desiring to solicit funds for charitable and public welfare purposes in more than one (1) region.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
A. For Individuals, Corporation, Organization or Association desiring to solicit funds for charitable and public welfare purposes			
1. Duly Accomplished Application Form		<ul style="list-style-type: none">DSWD Central Office - Standards Bureau (SB) IBP Road, Constitution Hills, Batasan Pambansa Complex, Quezon CityAny DSWD Field Office - Standards Section (Regions I, II, III, IV-A, V, VI, VII, VIII, IX, X, XI, XII, CAR, Caraga, MIMAROPA & NCR)https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf Annex 2: DSWD-SB- PSF-001: Application Form	

<p>2. Certified True Copy (CTC) of Certificate of Registration which has jurisdiction to regulate the endorsing SWDA, and Articles of Incorporation and By-Laws, if new application</p> <p>*Not applicable to Government Agencies and SWDAs with Valid RLA</p>	<ul style="list-style-type: none"> • Securities Exchange Commission (SEC) - Company Registration and Monitoring Department Secretariat Building, PICC Complex, Roxas Boulevard, Pasay City, 1307 • Any SEC Extension Office (Baguio City, Tarlac City, Legazpi City, Cebu City, Iloilo City, Cagayan De Oro City, Davao City, Zamboanga City)
<p>3. Updated Certificate of Good Standing, or Updated Certificate of Corporate Filing/Accomplished General Information Sheet (GIS) from SEC or any government regulatory agencies that has jurisdiction to regulate the applicant organization or agency.</p> <p>*Not applicable to Government Agencies and SWDAs with Valid RLA.</p>	<ul style="list-style-type: none"> • Securities Exchange Commission (SEC) Company Registration and Monitoring Department Secretariat Building, PICC Complex, Roxas Boulevard, Pasay City, 1307 • Any SEC Extension Office (Baguio City, Tarlac City, Legazpi City, Cebu City, Iloilo City, Cagayan De Oro City, Davao City, Zamboanga City)
<p>4. Project Proposal on the intended public solicitation approved by the Head of Agency including the work and financial plan (WFP) of the intended activity indicating details of the methodology to be used.</p>	<ul style="list-style-type: none"> • https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf <p>Annex 5 - DSWD-SB-PSF-003: Project Proposal</p>

<p>5. Updated Profile of the Governing Board or its equivalent in the corporation, certified by the Corporate Secretary or any equivalent officer.</p> <p>*Not applicable to Government Agencies and SWDAs with Valid RLA.</p>	<ul style="list-style-type: none"> • https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf <p>Annex 6: DSWD-SB-PSF-004: Profile of Governing Board</p>
<p>6. Notarized Written Agreement or any similar document signifying the intended beneficiary/ies concurrence as recipient of the fundraising activities.</p> <p>For children beneficiaries, only the parent/s of the child/children or maternal/paternal relative/s may sign the document in behalf of the child.</p>	<ul style="list-style-type: none"> • From the applicant signed by the intended beneficiary/recipients or its head/authorized representative
<p>7. Endorsement or Certification from Licensed and Accredited SWDA allowing an individual to solicit funds under their name or responsibility.</p>	<ul style="list-style-type: none"> • From the Licensed and Accredited SWDA that allowed the applicant to solicit funds under their name or responsibility

<p>8. Endorsement or Certification from any but not limited to the following agencies that allow/s applicant to undertake solicitation activities in their agency's jurisdiction, as applicable:</p> <p>8.1. Director of Private Schools</p> <p>8.2. Schools Superintendent of Public School</p> <p>8.3. Head or authorized representative of National Government Agencies (NGAs)</p> <p>8.4. Head or authorized representative of Local Government Unit (LGU)</p> <p>8.5. Bishop/Parish Priest/Minister or Head of Sect or Denomination</p> <p>8.6 Others</p>	<ul style="list-style-type: none"> from the agency that allows applicant to undertake solicitation activities in their jurisdiction
<p>9. Medical Certificate/Abstract and/or Treatment Protocol certified by the attending physician or by an Hospital Records Section</p>	<ul style="list-style-type: none"> From the attending physician or Hospital Records Section
<p>10. Duly signed Social Case Study Report and endorsement from the Local Social Welfare and Development Office (LSWDO)</p>	<ul style="list-style-type: none"> From the Local Social Welfare and Development Officer who has jurisdiction on the area of the applicant

<p>11. Signed Memorandum of Agreement (MOA) between the DSWD and the C/MSWDO of the concerned LGU stating therein their commitment to monitor the applicant's solicitation activities and to submit post-reportorial requirements to the issuing DSWD Office.</p>	<ul style="list-style-type: none"> From the concerned DSWD Office and/or the C/MSWDO of the concerned LGU
<p>12. Approved and notarized board resolution or other written authorization for the solicitation activity which shall ensure strict compliance to the standard ratio of funds utilization (Annex 20) or Pledge of Commitment for Individuals (Annex 11)</p>	<ul style="list-style-type: none"> https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf <p>Annex 10 - DSWD-SB-PSF-008: Board Resolution Annex 11 - DSWD-SB-PSF-009: Pledge of Commitment</p>
<p>13. Fund Utilization Report (Annex 12) of proceeds and expenditures</p>	<ul style="list-style-type: none"> https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf <p>Annex 12 - DSWD-SB-PSF-010: Fund Utilization Report</p>

<p>14. Official Receipt as proof of payment of processing fee issued by the concerned DSWD CO-FO Finance Management Service./Unit (FMS/U)</p>	<ul style="list-style-type: none"> • From the Applicant as issued by the concerned Field Office
<p>15. Certification from the Barangay, City or Municipality from where the applicant Person, Corporation, Organization or Association is based, is not in any way connected, engaged or involved in any activity/action against the government per Anti-Terrorism Act of 2020.</p>	<ul style="list-style-type: none"> • Concerned LGU where the applicant is based.

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<ul style="list-style-type: none"> Concerned citizen/concerned agencies send letter/email to the concerned Field Office (FO) <p>DSWD - Field Offices send memo/email to Standards Bureau</p>
How feedbacks are processed	<ul style="list-style-type: none"> FO send reply to the concerned citizen/ agencies within three (3) days upon receipt of the feedback <p>Standards Bureau shall send reply letter/memo to the concerned Field Office/concerned citizen within three (3) days upon receipt of the feedback</p>
How to file a complaint	<p>Complaints can be filed thru sending a letter or email to concerned DSWD FO or SB. The name of person being complained and the circumstances of the complaint should be included in the information.</p>
How complaints are processed	<ul style="list-style-type: none"> The concerned Office will conduct a case conference/meeting to discuss the issue/concern. If necessary, to set a meeting with the complainant and discuss the concern. Internal investigation shall be conducted, then provide recommendation and officially send reply letter/memo to the concerned citizen/agencies/FO. <p>The timelines on the processing of complaints/grievances shall be according to the DSWD Grievance Mechanism Guidelines.</p>
Contact Information	<p>Regional Director DSWD Field Office VIII (053) 321-3322</p> <p>ARTA 8-478-5093 complaints@arta.gov.ph</p> <p>Presidential Complaint Center (PCC) 8888 pcc@malacanang.gov.ph</p> <p>Contact Center ng Bayan 0908-881-6565 email@contactcenterngbayan.gov.ph</p>

3.2. Issuance of Regional Temporary Solicitation Permit/Certificate Authority to Conduct Fund Raising Campaign to Person, Corporation, Organization or Association During State of Emergency/Calamity

The process of assessing the applicant person, groups, corporation, organization or association's eligibility for Solicitation Permit to conduct Regional Fund Raising Campaign during State of Emergency/Calamity

Office or Division:	Standards Section – DSWD Field Office		
Classification:	Complex Transaction		
Type of Transaction:	Government to Client (G2C)		
Who may avail:	Person/s, group/s, corporations whether profit or non-profit, organizations or associations desiring to solicit or receive contributions for charitable, social and public welfare purposes		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
A. For Person/s desiring to solicit or receive contributions for response to victims of state of emergency/calamity			
1. One (1) Duly Accomplished Application Form signed by the Agency Head or his/her authorized representative		<ul style="list-style-type: none">Standards Section (SS) of the concerned DSWD Field Officehttps://www.dswd.gov.ph/downloads-forms-downloads-public solicitation forms/ or; https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf Annex 1 - DSWD-SB-PSF-001: Application Form	
2. Project Proposal including the Work and Financial Plan (WFP) for the intended public solicitation, approved by the Head of Agency		<ul style="list-style-type: none">https://www.dswd.gov.ph/downloads-forms-downloads-public solicitation forms/ or; https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf Annex 5 - DSWD-SB-PSF-003: Project Proposal	

<p>3. Undertaking to comply with the remaining requirements during the validity of the issued solicitation permit</p>	<ul style="list-style-type: none"> • https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/ or; https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf Annex 7 - DSWD-SB-PSF-006: Undertaking
<p>4. Fund Utilization Report for those applying for renewal of their solicitation permit (Annex 12).</p>	<ul style="list-style-type: none"> • https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/ or; https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf Annex 12 - DSWD-SB-PSF-011: Fund Utilization Report
<p>5. Additional Requirements for Persons</p> <p>a. Two valid government issued Identification Cards</p> <p>b. Barangay Certification attesting to the applicants integrity and capability to launch a fund raising activity</p>	<ul style="list-style-type: none"> • Applicant
<p>6. Official Receipt as proof of payment of processing fee issued by the concerned DSWD CO-FO Finance Management Unit (FMU) Applicant</p>	<ul style="list-style-type: none"> • Applicant
<p>7. Certification from the Barangay, City or Municipality from where the applicant Person, Corporation, Organization or Association is based, is not in any way connected, engaged or involved in any activity/action against the government per Anti-Terrorism Act of 2020.</p>	<ul style="list-style-type: none"> • Concerned LGU where the applicant is based.
<p>B. For Person/s representing an unorganized/unregistered group</p>	

<p>1. One (1) Duly Accomplished Application Form signed by the applicant person or head of agency or his/her authorized representative</p>	<ul style="list-style-type: none"> Standards Section (SS) of the concerned DSWD Field Office https://www.dswd.gov.ph/downloads-forms-downloads-public solicitation forms/ or; https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf Annex 2 - DSWD-SB-PSF-001: Application Form
<p>2. Project Proposal including the Work and Financial Plan (WFP) for the intended public solicitation, approved by the Head of Agency</p>	<ul style="list-style-type: none"> https://www.dswd.gov.ph/downloads-forms-downloads-public solicitation forms/ or; https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf Annex 5 - DSWD-SB-PSF-003: Project Proposal
<p>3. Undertaking to comply with the remaining requirements during the validity of the issued solicitation permit</p>	<ul style="list-style-type: none"> https://www.dswd.gov.ph/downloads-forms-downloads-public solicitation forms/ or; https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf Annex 7 - DSWD-SB-PSF-006: Undertaking
<p>4. Additional Requirements for Persons representing an informal/unorganized group</p> <p>a. Two valid government issued Identification Cards</p> <p>b. Barangay Certification attesting to the applicant's integrity and capability to launch a fund raising activity</p> <p>c. Endorsement Letter from the group the person is representing with</p>	<ul style="list-style-type: none"> Applicant
<p>5. Official Receipt as proof of payment of processing fee issued by the concerned DSWD CO-FO Finance Management Unit (FMU)</p>	<ul style="list-style-type: none"> Applicant

6. Fund Utilization Report for those applying for renewal of their solicitation permit (Annex 12).	<ul style="list-style-type: none"> • https://www.dswd.gov.ph/downloads-forms- downloads- public solicitation forms/ or; https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf Annex 12 - DSWD-SB-PSF-010: Fund Utilization Report
7. Certification from the Barangay, City or Municipality from where the applicant Person, Corporation, Organization or Association is based, is not in any way connected, engaged or involved in any activity/action against the government per Anti-Terrorism Act of 2020.	<ul style="list-style-type: none"> • Concerned LGU where the applicant is based.
C. For Corporations, Organizations or Associations including SWDAs and Religious Organizations	
1. One (1) Duly Accomplished Application Form signed by the Agency Head or his/her authorized representative	<ul style="list-style-type: none"> • Standards Section (SS) of the concerned DSWD Field Office • https://www.dswd.gov.ph/downloads-forms- downloads- public solicitation forms/ or; https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf
2. Project Proposal including the Work and Financial Plan (WFP) for the intended public solicitation, approved by the Head of Agency	<ul style="list-style-type: none"> • https://www.dswd.gov.ph/downloads-forms- downloads- public solicitation forms/ or; https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf Annex 5 - DSWD-SB-PSF-003: Project Proposal
3. Undertaking to comply with the remaining requirements during the validity of the issued solicitation permit	<ul style="list-style-type: none"> • https://www.dswd.gov.ph/downloads-forms- downloads- public solicitation forms/ or; https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf Annex 7 - DSWD-SB-PSF-006: Undertaking

<p>4. Fund Utilization Report of proceeds and expenditures.</p>	<ul style="list-style-type: none"> • https://www.dswd.gov.ph/downloads-forms- downloads-public solicitation forms/ or; https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf <p>Annex 12 - DSWD-SB-PSF-010: Fund Utilization Report</p>
<p>5. Official Receipt as proof of payment of processing fee issued by the concerned DSWD CO-FO Finance Management Service/Unit (FMS/U)</p>	<ul style="list-style-type: none"> • Applicant
<p>6. Sample of additional specific requirements for each methodology to be used, such as:</p> <ul style="list-style-type: none"> a. Ticket, Ballots, Cards and similar forms b. Donation Boxes, Coin Banks and other similar forms c. Benefits show such as fashion show, concert and similar activities d. Photo or Painting Exhibits and similar activities e. Written request such as envelopes, letters of appeal, greeting cards and similar forms f. Text message, e-mail, online post and other types of solicitation using electronic devices g. Mass media campaign through radio, television, cinema, magazines, newspapers, billboards and other similar forms h. Sport activities for a cause such as fun run, marathon, cycling and similar activities i. Rummage sale, garage sale, sale of goods and other similar forms 	<ul style="list-style-type: none"> • Applicant
<p>7. Certification from the Barangay, City or Municipality from where the applicant Person, Corporation, Organization or Association is based, is not in any way connected, engaged or involved in any activity/action against the government per Anti-Terrorism Act of 2020.</p>	<ul style="list-style-type: none"> • Concerned LGU where the applicant is based.
<p>D. For Regional Offices of Government Agencies (GAs), government owned and controlled corporations (GOCCs), and Local Government Units (LGUs) desiring to solicit funds</p>	

1. One (1) Duly Accomplished Application Form signed by the Agency Head or his/her authorized representative	<ul style="list-style-type: none"> Standards Section (SS) of the concerned DSWD Field Office https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/ or; https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf Annex 2 - DSWD-SB-PSF-001: Application Form
2. Project Proposal including the Work and Financial Plan (WFP) for the intended public solicitation, approved by the Head of Agency	<ul style="list-style-type: none"> https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/ or; https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf Annex 5 - DSWD-SB-PSF-003: Project Proposal
3. Undertaking to comply with the remaining requirements during the validity of the issued solicitation permit	<ul style="list-style-type: none"> https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/ or; https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf Annex 7 - DSWD-SB-PSF-006: Undertaking
4. Official Receipt as proof of payment of processing fee issued by the concerned DSWD CO-FO Finance Management Unit (FMU)	<ul style="list-style-type: none"> Applicant
5. Fund Utilization Report for those applying for renewal of their solicitation permit (Annex 12).	<ul style="list-style-type: none"> https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/ or; https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf Annex 12 - DSWD-SB-PSF-011: Fund Utilization Report
6. Sample of additional specific requirements for each methodology to be used, such as: a. Ticket, Ballots, Cards and similar forms b. Donation Boxes, Coin Banks and other similar forms c. Benefits show such as fashion show, concert and similar activities d. Photo or Painting Exhibits and similar activities e. Written request such as envelopes, letters of appeal, greeting cards and	<ul style="list-style-type: none"> Applicant

similar forms f. Text message, e-mail, online post and other types of solicitation using electronic devices g. Mass media campaign through radio, television, cinema, magazines, newspapers, billboards and other similar forms h. Sport activities for a cause such as fun run, marathon, cycling and similar activities i. Rummage sale, garage sale, sale of goods and other similar forms	
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Note to Applicant. The acceptance of application documents does not imply that the application is already approved. The applicant must satisfy the assessment indicators based on DSWD Memorandum Circular No. 05 Series of 2021.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Facilitation Procedures for the Issuance of Temporary Regional Public Solicitation Permit at the Standards Section of the concerned DSWD Field Office (Walk-in)				
Step 1: Submission of Application	1. Determine whether the submitted documents are complete. <i>If complete</i> , receive the documentary Requirements and provide the organization an acknowledgement receipt and log the receipt of application documents into the Document Tracking System. 1.1. Prepares billing statement for the payment of the processing fee to Cash Section	Php500.00	30 minutes	Standards Section Support Staff
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

	1.2. Instruct the applicant to settle the processing fee at the DSWD Field Office – Cash Unit. If incomplete , return all documents submitted accompanied by a checklist of requirements for applicant Organization's compliance.			
Note: Application documents received after 3:00 PM shall be considered as a next working day transaction.				
Step 2: Awaits the result of Assessment	Review and conduct assessment of the submitted application documents for eligibility and compliance to documentary requirements; <i>May conduct validation activities, collateral interview and/or agency visit, if necessary.</i> Step 2a – If found compliant to eligibility and documentary requirements 1. Prepare Solicitation Permit/Certificate and confirmation letter of Authority to Conduct National Fund Raising Campaign for endorsement to the Office of the Secretary	None	4 hours	NFRC Focal Person – Standards Section – DSWD Field Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2. Sign and endorse the assessment report, complete application documents and Solicitation Permit/ Certificate of Authority to Conduct Fund Raising Activity to the Division Chief for endorsement to the Office of the Bureau Director			
Step 2: Awaits the result of Assessment	<i>Step 2b – If found non-compliant to eligibility and documentary requirements</i> 1. Return application documents to the applicant with a letter citing reasons for disapproval with technical assistance on how to rectify non-compliance and/or submit lacking requirements.		2 hours	NFRC Focal Person – Standards Section – DSWD Field Office
	2. Review and Sign the letter citing reasons for disapproval with technical assistance on how to rectify non-compliance		3 hours	Standards Section Head/ Division Chief/Regional Director

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	and/or submit lacking requirements.			
Step 3: Awaits the result of application	4.1 Review and Sign assessment report with complete application documents 4.2 Prepared Certificate of Authority to Conduct Regional Fund Raising Campaign 4.3 Endorse to the Office of the Division Chief Supervising the Standards Section	None	3 hours	Standards Section Head
Step 4: Awaits the result of application	5.1 Review and Sign assessment report with complete application documents and Certificate of Authority to Conduct Regional Fund Raising Campaign 5.2 Endorse the same to the Office of the Regional Director with recommendation for approval and signing of Permit/Certificate of Authority to Conduct Regional Fund Raising Campaign	None	3 hours	Division Chief
Step 5: Awaits the result of application	Approve and sign Solicitation Permit/ Certificate of Authority to Conduct Regional Fund Raising Campaign	None	5 hours	DSWD Regional Director or Authorized Representative

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 6: Receive the Certificate	Release/transmits the approved/signed permit to the applicant with a letter of instruction to provide orientation conforming to the standard operating procedures (SOP) in the inventory, monitoring and utilization of solicited funds	None	30 minutes	Standards Section DSWD Office
TOTAL				
Complete and Compliant:		₱500.00	Two (2) working days	
Complete but Non- Compliant		₱500.00	6 hours	
Incomplete Submission:		None	30 minutes	
B. Processing Procedures of Applications submitted at Field Office through Mail/Courier				
STEP 1: Send the Application prescribed documentary requirements through Mail or Courier to the concerned DSWD Field Office who has jurisdiction on the area for Solicitation.	Log receipt into the Document Tracking System. This shall be route to the Assigned Technical Staff.	None	*10 minutes	Standards Section Support Staff in-charge of incoming documents
Note: Application documents received after 3:00 PM shall be considered as a next working day transaction.				
Step 2: Awaits the result of Assessment	Review and conduct assessment of the submitted application documents for eligibility and compliance to documentary requirements;	None	4 hours	NFRC Focal Person – Standards Section – DSWD Field Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p><i>May conduct validation activities, collateral interview and/or agency visit, if necessary.</i></p> <p>Step 2a – If found compliant to eligibility and documentary requirements</p> <ol style="list-style-type: none"> 1. Prepare Solicitation Permit/ Certificate and confirmation letter of Authority to Conduct National Fund Raising Campaign for endorsement to the Office of the Secretary 2. Sign and endorse the assessment report, complete application documents and Solicitation Permit/Certificate of Authority to Conduct Fund Raising Activity to the Division Chief for endorsement to the Office of the Bureau Director 			
Step 2: Awaits the result of Assessment	<p>Step 2b – If found non-compliant to Eligibility and documentary requirements</p> <ol style="list-style-type: none"> 3. Return application documents to the applicant with a 	None	2 hours	NFRC Focal Person – Standards Section – DSWD Field Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	letter citing reasons for disapproval with technical assistance on how to rectify non-compliance and/or submit lacking requirements.			
	4. Review and Sign the letter citing reasons for disapproval with technical assistance on how to rectify non-compliance and/or submit lacking requirements.	None	3 hours	Standards Section Head/ Division Chief/Regional Director
Step 3: Awaits the result of application	4.1 Review and Sign assessment report with complete application documents 4.2 Prepared Certificate of Authority to Conduct Regional Fund Raising Campaign 4.3 Endorse to the Office of the Division Chief Supervising the Standards Section	None	3 hours	Standards Section Head
Step 4: Awaits the result of application	5.1 Review and Sign assessment report with complete application documents and Certificate of Authority to Conduct Regional Fund Raising Campaign 5.2 Endorse the same to the Office of the Regional Director	None	3 hours	Division Chief

	with			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	recommendation for approval and signing of Permit/Certificate of Authority to Conduct Regional Fund Raising Campaign			
Step 5: Awaits the result of application	Approve and sign Solicitation Permit/ Certificate of Authority to Conduct Regional Fund Raising Campaign	None	5 hours	DSWD Regional Director or Authorized Representative
Step 6: Receive the Certificate	Release/ transmits the approved/signed permit to the applicant with a letter of instruction to provide orientation conforming to the standard operating procedures (SOP) in the inventory, monitoring and utilization of solicited funds	None	30 minutes	Standards Section – DSWD Field Office
TOTAL				
Complete and Compliant:		₱500.00	Two (2) working days	
Complete but Non- Compliant		₱500.00	6 hours	
Incomplete Submission:		None	30 minutes	

Note 1: If the concerned FO is affected by the Emergency situation, the application can be filed directly at the DSWD Standards Bureau – DSWD Central Office

*Note 2: Applications for Regional Temporary Solicitation Permit is waived during Disasters/ Calamities amidst **State of National Emergency** shall follow the*

same facilitation procedures. However, during these instances, the payment of the processing fee is waived in favor of the Applicant

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<ul style="list-style-type: none"> Concerned citizen/concerned agencies send letter/email to the concerned Field Office (FO) <p>DSWD - Field Offices send memo/email to Standards Bureau</p>
How feedbacks are processed	<ul style="list-style-type: none"> FO send reply to the concerned citizen/ agencies within three (3) days upon receipt of the feedback <p>Standards Bureau shall send reply letter/memo to the concerned Field Office/concerned citizen within three (3) days upon receipt of the feedback</p>
How to file a complaint	<p>Complaints can be filed thru sending a letter or email to concerned DSWD FO or SB. The name of person being complained and the circumstances of the complaint should be included in the information.</p>
How complaints are processed	<ul style="list-style-type: none"> The concerned Office will conduct a case conference/meeting to discuss the issue/concern. If necessary, to set a meeting with the complainant and discuss the concern. Internal investigation shall be conducted, then provide recommendation and officially send reply letter/memo to the concerned citizen/agencies/FO. <p>The timelines on the processing of complaints/grievances shall be according to the DSWD Grievance Mechanism Guidelines.</p>
Contact Information	<p>Regional Director DSWD Field Office VIII (053) 321-3322</p> <p>ARTA 8-478-5093 complaints@arta.gov.ph</p> <p>Presidential Complaint Center (PCC) 8888 pcc@malacanang.gov.ph</p> <p>Contact Center ng Bayan 0908-881-6565 email@contactcenterngbayan.gov.ph</p>

3.3. Issuance of Regional Solicitation Permit/Certificate Authority to Conduct Fund Raising Campaign to Person, Corporation, Organization or Association in Normal Situation

The process of assessing the applicant person, corporation, organization or association's eligibility for Solicitation Permit to conduct Regional Fund Raising Campaign in Normal Situation

Office or Division:	Standards Section – DSWD Field Office
Classification:	Complex Transaction
Type of Transaction:	Government to Client (G2C)
Who may avail:	Person/s whose child, relative or friend ailing of chronic ailments as endorsed by the LSWDO or a SWDA; non-stock, non-profit organizations; regional offices of government agencies (GAs), GOCCs and LGUs; and, SWDAs with updated/valid Certificate of Registration, License to Operate and/or Accreditation
<div>CHECKLIST OF REQUIREMENTS<div>WHERE TO SECURE</div></div>	
A. For Person/s whose child, relative or friend ailing of a chronic ailment as endorsed by the Local Social Welfare and Development Office (LSWDO)	
1. One (1) Duly Accomplished Application Form signed by the Agency Head or his/her authorized representative	<div><div><div><div><div><div></div><div></div><div></div><div></div><div></div><div></div></div><div><div></div><div></div><div></div><div></div><div></div><div></div></div><div><div></div><div></div><div></div><div></div><div></div><div></div></div><div><div></div><div></div><div></div><div></div><div></div><div></div></div><div><div></div><div></div><div></div><div></div><div></div><div></div></div><div><div></div><div></div><div></div><div></div><div></div><div></div></div><div><div></div><div></div><div></div><div></div><div></div><div></div></div><div><div></div><div></div><div></div><div></div><div></div><div></div></div><div><div></div><div></div><div></div><div></div><div></div><div></div></div><div><div></div><div></div><div></div><div></div><div></div><div></div></div><div><div></div><div></div><div></div><div></div><div></div><div></div></div><div><div></div><div></div><div></div><div></div><div></div><div></div></div><div><div></div><div></div><div></div><div></div><div></div><div></div></div><div><div></div><div></div><div></div><div></div><div></div><div></div></div><div><div></div><div></div><div></div><div></div><div></div><div></div></div><div><div></div><div></div><div></div><div></div><div></div><div></div></div><div><div></div><div></div><div></div><div></div><div></div><div></div></div><div><div></div><div></div><div></div><div></div><div></div><div></div></div><div><div></div><div></div><div></div><div></div><div></div><div></div></div><div><div></div><div></div><div></div><div></div><div></div><div></div></div><div><div></div><div></div><div></div><div></div><div></div><div></div></div><div><div></div><div></div><div></div><div></div><div></div><div></div></div><div><div></div><div></div><div></div><div></div><div></div><div></div></div><div><div></div><div></div><div></div><div></div><div></div><div></div></div><div><div></div><div></div><div></div><div></div><div></div><div></div></div><div><div></div><div></div><div></div><div></div><div></div><div></div></div><div><div></div><div></div><div></div><div></div><div></div><div></div></div><div><div></div><div></div><div></div><div></div><div></div><div></div></div><div><div></div><div></div><div></div><div></div><div></div><div></div></div><div><div></div><div></div><div></div><div></div><div></div><div></div></div><div><div></div><div></div><div></div><div></div><div></div><div></div></div><div><div></div><div></div><div></div><div></div><div></div><div></div></div><div><div></div><div></div><div></div><div></div><div></div><div></div></div><div><div></div><div></div><div></div><div></div><div></div><div></div></div><div><div></div><div></div><div></div><div></div><div></div><div></div></div><div><div></div><div></div><div></div><div></div><div></div><div></div></div><div><div></div><div></div><div></div><div></div><div></div><div></div></div><div><div></div><div></div><div></div><div></div><div></div><div></div></div><div><div></div><div></div><div></div><div></div><div></div><div></div></div><div><div></div><div></div><div></div><div></div><div></div><div></div></div><div><div></div><div></div><div></div><div></div><div></div><div></div></div><div><div></div><div></div><div></div><div></div><div></div><div></div></div><div><div></div><div></div><div></div><div></div><div></div><div></div></div><div><div></div><div></div><div></div><div></div><div></div><div></div></div><div><div></div><div></div><div></div><div></div><div></div><div></div></div><div><div></div><div></div><div></div><div></div><div></div><div></div></div><div><div></div><div></div><div></div><div></div><div></div><div></div></div><div><div></div><div></div><div></div><div></div><div></div><div></div></div><div><div></div><div></div><div></div><div></div><div></div><div></div></div><div><div></div><div></div><div></div><div></div><div></div><div></div></div><div><div></div><div></div><div></div><div></div><div></div><div></div></div><div><div></div><div></div><div></div><div></div><div></div><div></div></div><div><div></div><div></div><div></div><div></div><div></div><div></div></div><div><div></div><div></div><div></div><div></div><div></div><div></div></div><div><div></div><div></div><div></div><div></div><div></div><div></div></div><div><div></div><div></div><div></div><div></div><div></div><div></div></div><div><div></div><div></div><div></div><div></div><div></div><div></div></div><div><div></div><div></div><div></div><div></div><div></div><div></div></div><div><div></div><div></div><div></div><div></div><div></div><div></div></div><div><div></div><div></div><div></div><div></div><div></div><div></div></div><div><div></div><div></div><div></div><div></div><div></div><div></div></div><div><div></div><div></div><div></div><div></div><div></div><div></div></div><div><div></div><div></div><div></div><div></div><div></div><div></div></div><div><div></div><div></div><div></div><div></div><div></div><div></div></div><div><div></div><div></div><div></div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2. Project Proposal including the Work and Financial Plan (WFP) for the intended public solicitation, approved by the Head of Agency	<ul style="list-style-type: none"> • https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/ or; https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf Annex 5 - DSWD-SB-PSF-003: Project Proposal
3. Notarized Written Agreement or any similar document signifying the intended beneficiary's concurrence as recipient of the fundraising activity. For children beneficiaries, only the parent/s of the child/children or maternal/paternal relative/s may sign the document in behalf of the child.	<ul style="list-style-type: none"> • Applicant
4. Duly signed Social Case Study Report and endorsement from the Local Social Welfare and Development Office (LSWDO)	<ul style="list-style-type: none"> • Applicant
5. Medical Certificate/Abstract and/or Treatment Protocol signed by the attending physician or the hospital's records section	<ul style="list-style-type: none"> • Applicant
6. Signed Memorandum of Agreement (MOA) between the DSWD and the LSWDO of the concerned LGU stating therein their commitment to monitor the applicant's solicitation activities and to submit post-reportorial requirements to the issuing DSWD Office.	<ul style="list-style-type: none"> • Applicant
7. Pledge of Commitment (Annex 11)	<ul style="list-style-type: none"> • https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/ or; https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf Annex 11 - DSWD-SB-PSF-010: Pledge of Commitment
8. Official Receipt as proof of payment of processing fee issued by the concerned DSWD CO-FO Finance Management Unit (FMU)	<ul style="list-style-type: none"> • Applicant

<p>9. Fund Utilization Report for those applying for renewal of their solicitation permit (Annex 12).</p>	<ul style="list-style-type: none"> • https://www.dswd.gov.ph/downloads-forms- downloads-public solicitation forms/ or; https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf Annex 12 - DSWD-SB-PSF-010: Fund Utilization Report
<p>10. Certification from the Barangay, City or Municipality from where the applicant Person, Corporation, Organization or Association is based, is not in any way connected, engaged or involved in any activity/action against the government per Anti-Terrorism Act of 2020.</p>	<ul style="list-style-type: none"> • Concerned LGU where the applicant is based.
<p>B. For Person/s whose child, relative or friend ailing of a chronic ailment as endorsed by a registered, licensed and/or accredited Social Welfare and Development Agency (SWDA)</p>	
<p>1. One (1) Duly Accomplished Application Form signed by the Agency Head or his/her authorized representative</p>	<ul style="list-style-type: none"> • Standards Section (SS) of the concerned DSWD Field Office • https://www.dswd.gov.ph/downloads-forms- downloads-public solicitation forms/ or; https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf Annex 2 - DSWD-SB-PSF-001: Application Form
<p>2. Project Proposal including the Work and Financial Plan (WFP) for the intended public solicitation, approved by the Head of Agency</p>	<ul style="list-style-type: none"> • https://www.dswd.gov.ph/downloads-forms- downloads-public solicitation forms/ or; https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf Annex 5 - DSWD-SB-PSF-003: Project Proposal
<p>3. Notarized Written Agreement or any similar document signifying the intended beneficiary's concurrence as recipient of the fundraising activity.</p> <p>For children beneficiaries, only the parent/s of the child/children or maternal/paternal relative/s may sign the document in behalf of the child.</p>	<ul style="list-style-type: none"> • Applicant

4. Endorsement or Certification from Licensed and Accredited SWDA allowing an individual to solicit funds under their name or responsibility	<ul style="list-style-type: none"> Applicant
5. Board Resolution or any document authorizing the conduct of public solicitation	<ul style="list-style-type: none"> https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/ or; https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf Annex 10 - DSWD-SB-PSF-008: Board Resolution
6. Official Receipt as proof of payment of processing fee issued by the concerned DSWD CO-FO Finance Management Unit (FMU)	<ul style="list-style-type: none"> Applicant
7. Fund Utilization Report for those applying for renewal of their solicitation permit (Annex 12).	<ul style="list-style-type: none"> https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/ or; https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf Annex 12 - DSWD-SB-PSF-010: Fund Utilization Report
8. Certification from the Barangay, City or Municipality from where the applicant Person, Corporation, Organization or Association is based, is not in any way connected, engaged or involved in any activity/action against the government per Anti-Terrorism Act of 2020.	<ul style="list-style-type: none"> Concerned LGU where the applicant is based.
C. For Non- Stock, Non-Profit Corporations, Organizations or Associations	
1. One (1) Duly Accomplished Application Form signed by the Agency Head or his/her authorized representative	<ul style="list-style-type: none"> Standards Section (SS) of the concerned DSWD Field Office https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/ or; https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf Annex 2 - DSWD-SB-PSF-001: Application Form

2. Project Proposal including the Work and Financial Plan (WFP) for the intended public solicitation, approved by the Head of Agency	<ul style="list-style-type: none"> • https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/ or; • https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf <p>Annex 5 - DSWD-SB-PSF-003: Project Proposal</p>
3. Certified True Copy (CTC) of Certificate of Registration with SEC which has jurisdiction to regulate the endorsing SWDA, and Articles of Incorporation and By-Laws, if new applicant	<ul style="list-style-type: none"> • Applicant
4. Updated Certificate of Good Standing, or Updated Certificate of Corporate Filing/ Accomplished SEC General Information Sheet (GIS) from any of the above- mentioned regulatory government agency that has jurisdiction to regulate the applying organization or agency.	<ul style="list-style-type: none"> • Applicant
5. Updated Profile of Governing Board or its Equivalent in Government Organizations	<ul style="list-style-type: none"> • https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/ or; • https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf <p>Annex 6 - DSWD-SB-PSF-004: Profile of Governing Board</p>
6. Board Resolution or any document authorizing the conduct of public solicitation	<ul style="list-style-type: none"> • https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/ or; • https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf <p>Annex 10 - DSWD-SB-PSF-008: Board Resolution</p>
7. Notarized Written Agreement or any similar document signifying the intended beneficiary/ies concurrence as recipient of the fundraising activities. For children beneficiaries, only the parent/s or maternal/paternal relative/s may sign the document in behalf of the child.	<ul style="list-style-type: none"> • Applicant

8. Pledge of Commitment	<ul style="list-style-type: none"> • https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/ or; https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf <p>Annex 11 - DSWD-SB-PSF-009: Pledge of Commitment</p>
9. Endorsement or Certification from any but not limited to the following agencies that allow/s applicant to undertake solicitation activities in their agency's jurisdiction, as applicable: <ul style="list-style-type: none"> a. Director of Private Schools b. Schools Superintendent of Public School c. Head or authorized representative of National Government Agencies (NGAs) d. Head or authorized representative of Local Government Unit (LGU) e. Bishop/Parish Priest/Minister or Head of Sect or Denomination f. Others 	<ul style="list-style-type: none"> • Applicant
10. Fund Utilization Report of proceeds and expenditures.	<ul style="list-style-type: none"> • https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/ or; https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf <p>Annex 12 - DSWD-SB-PSF-010: Fund Utilization Report</p>
11. Official Receipt as proof of payment of processing fee issued by the concerned DSWD CO-FO Finance Management Service/Unit (FMS/U	<ul style="list-style-type: none"> • Applicant
12. Sample of additional specific requirements for each methodology to be used, such as: <ul style="list-style-type: none"> a. Ticket, Ballots, Cards and similar forms b. Donation Boxes, Coin Banks and other similar forms c. Benefits show such as fashion show, concert and similar activities d. Photo or Painting Exhibits and similar activities e. Written request such as 	<ul style="list-style-type: none"> • Applicant

envelopes, letters of appeal, greeting cards and similar forms f. Text message, e-mail, online post and other types of solicitation using electronic devices g. Mass media campaign through radio, television, cinema, magazines, newspapers, billboards and other similar forms h. Sport activities for a cause such as fun run, marathon, cycling and similar activities i. Rummage sale, garage sale, sale of goods and other similar forms	
13. Certification from the Barangay, City or Municipality from where the applicant Person, Corporation, Organization or Association is based, is not in any way connected, engaged or involved in any activity/action against the government per Anti-Terrorism Act of 2020.	<ul style="list-style-type: none"> Concerned LGU where the applicant is based.
D. For Regional Offices of Government Agencies (GAs), government owned and controlled corporations (GOCCs), and Local Government Units (LGUs) desiring to solicit funds	
1. One (1) Duly Accomplished Application Form signed by the Agency Head or his/her authorized representative	<ul style="list-style-type: none"> Standards Section (SS) of the concerned DSWD Field Office https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/ or; https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf Annex 2 - DSWD-SB-PSF-001: Application Form
2. Project Proposal including the Work and Financial Plan (WFP) for the intended public solicitation, approved by the Head of Agency	<ul style="list-style-type: none"> https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/ or; https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf Annex 5 - DSWD-SB-PSF-003: Project Proposal
3. Written authorization from Head of Government Agency for the intended solicitation activity that also ensure strict compliance to the standard ratio of funds utilization	<ul style="list-style-type: none"> Applicant

4. Official Receipt as proof of payment of processing fee issued by the concerned DSWD CO-FO Finance Management Unit (FMU)	<ul style="list-style-type: none"> Applicant
5. Fund Utilization Report for those applying for renewal of their solicitation permit (Annex 12).	<ul style="list-style-type: none"> https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/ or; https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf <p>Annex 12 - DSWD-SB-PSF-011: Fund Utilization Report</p>
6. Sample of additional specific requirements for each methodology to be used, such as:	<ul style="list-style-type: none"> Applicant
a. Ticket, Ballots, Cards and similar forms b. Donation Boxes, Coin Banks and other similar forms c. Benefits show such as fashion show, concert and similar activities d. Photo or Painting Exhibits and similar activities e. Written request such as envelopes, letters of appeal, greeting cards and similar forms f. Text message, e-mail, online post and other types of solicitation using electronic devices g. Mass media campaign through radio, television, cinema, magazines, newspapers, billboards and other similar forms h. Sport activities for a cause such as fun run, marathon, cycling and similar activities i. Rummage sale, garage sale, sale of goods and other similar forms	
E. For Social Welfare and Development Agency (SWDA) with updated/valid registration, licensing and/or accreditation	
1. One (1) Duly Accomplished Application Form signed by the Agency Head or his/her authorized representative	<ul style="list-style-type: none"> Standards Section (SS) of the concerned DSWD Field Office https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/ <p>Annex 2 - DSWD-SB-PSF-002: Application Form</p>

2. Project Proposal including the Work and Financial Plan (WFP) for the intended public solicitation, approved by the Head of Agency	<ul style="list-style-type: none"> • https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/ or; https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf Annex 5 - DSWD-SB-PSF-003: Project Proposal
3. Notarized Written Agreement or any similar document signifying the intended beneficiary's concurrence as recipient of the fundraising activity. For children beneficiaries, only the parent/s of the child/children or maternal/paternal relative/s may sign the document in behalf of the child.	<ul style="list-style-type: none"> • Applicant
4. Endorsement or Certification from Licensed and Accredited SWDA allowing an individual to solicit funds under their name or responsibility	<ul style="list-style-type: none"> • Applicant
5. Board Resolution or any document authorizing the conduct of public solicitation	<ul style="list-style-type: none"> • https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/ or; https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf Annex 10 - DSWD-SB-PSF-008: Board Resolution
6. Official Receipt as proof of payment of processing fee issued by the concerned DSWD CO-FO Finance Management Unit (FMU)	<ul style="list-style-type: none"> • Applicant
7. Fund Utilization Report for those applying for renewal of their solicitation permit (Annex 12).	<ul style="list-style-type: none"> • https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/ or; https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf Annex 12 - DSWD-SB-PSF-011: Fund Utilization Report
8. Sample of additional specific requirements for each methodology to be used, such as: a. Ticket, Ballots, Cards and similar forms b. Donation Boxes, Coin Banks and other similar forms	<ul style="list-style-type: none"> • Applicant

c. Benefits show such as fashion show, concert and similar activities d. Photo or Painting Exhibits and similar activities e. Written request such as envelops, letters of appeal, greeting cards and similar forms f. Text message, e-mail, online post and other types of solicitation using electronic devices g. Mass media campaign through radio, television, cinema, magazines, newspapers, billboards and other similar forms h. Sport activities for a cause such as fun run, marathon, cycling and similar activities i. Rummage sale, garage sale, sale of goods and other similar forms	
9. Certification from the Barangay, City or Municipality from where the applicant Person, Corporation, Organization or Association is based, is not in any way connected, engaged or involved in any activity/action against the government per Anti-Terrorism Act of 2020.	<ul style="list-style-type: none"> Concerned LGU where the applicant is based.

Note to Applicant: The acceptance of application documents does not imply that the application is already approved. The applicant must satisfy the assessment indicators based on DSWD Memorandum Circular No. 05 Series of 2021.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Facilitation Procedures after receipt of complete application documents from the applicant of Regional Public Solicitation Permit at the concerned DSWD Field Office				

Step 1: Submit Application	<p>Applicant submits application documents to the Standards Section of the concerned DSWD Regional Office. Applications could be submitted personally or sent thru e-mail or courier. And wait for the response of the of the concerned DSWD Regional Office</p> <p>a. Standards Section concerned Technical Staff reviews the completeness and correctness of the submitted application documents based on the checklist received either personally, thru courier or e-mail</p> <p><i>If complete, forward application documents to the Standards Section Support Staff, for tracking</i></p> <p><i>If incomplete, the Technical Staff of Standard Section of the concerned DSWD-FO shall then provide the applicant with the necessary technical assistance to rectify the gap and/or submit lacking requirements. Provides applicant with checklist of requirements</i></p>	None	2 Hours	Applicant
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

Step 2: Receives reference number for tracking	a. Receives application documents and logs its receipt into the document tracking system b. Provides the applicant with document reference number for easy tracking either in person, courier or e-mail. c. Prepares billing statement for the payment of the processing fee to Cash Section d. Provide instruction to the applicant to pay the processing fee at the Cash Section of the DSWD Field Office <i>If the application documents are received via courier or e-mail, inform the Standards Section Technical staff to inform applicant for the payment of the processing fee</i>	None	1 Hour	Standards Section Support Staff
Step 3: Payment of processing fee	a. Applicant proceeds to the Cash Section or to the nearest LBP Branch or via online and pay the processing fee of PhP500.00 b. Cash Section accepts payment for processing fee and issue official receipt and provide instruction to return a photocopy of the	PhP500.00	1 Hour	Applicant Cash Section Cashier/ Support Staff
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

	receipt to the Standards Section c. Applicant photocopies receipt and submit the same to the Standards Section of the concerned DSWD Field Office d. Waits for the release of Solicitation Permit/ Certificate of Authority to Conduct Fund Raising Campaign to be released within two (2) days after receipt of complete application documents			Applicant
Step 4: Submission of the OR for attachment to the application	a. Receives photocopy of the official receipt for the processing fee and attached the same to the application documents b. Routes the complete application documents including photocopy of official receipt to the Head of the Standards Section	None	1 Hour	Standards Section Support Staff
Note: Application documents received after 3:00 PM shall be considered as a next working day transaction.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

Step 5: Waiting for the result of the application	a. Provides written notes/ instructions for appropriate action of the concerned Standards Section Technical Staff b. Endorse application documents to the concerned Standards Section Technical Staff, for appropriate action c. Standards Section concerned technical staff receives application documents and conducts assessment of the application for the issuance of solicitation permit d. Acknowledges receipt of application documents and transmit it thru e-mail or courier <i>If found eligible and compliant, facilitates the preparation of Solicitation Permit/ Certificate of Authority to Conduct Fund Raising Campaign and Conforme Letter and endorse the same to the Section Head for review.</i>	None	4 Hours	Section Head
		None	1 and 1/2 Days	Technical Staff Standards Section
	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

	<i>If found non-eligible, non-compliant or both, technical staff immediately or within the day of receipt of application provide the applicant with technical assistance on fund raising requirements per M.C. 5 series of 2021 to rectify the gap and/or submit lacking requirements</i>			
	<i>e. Takes proper action relative to the inputs/ comments/ correction provided by either the Section Head, Division Chief or the Regional Director for application documents and Solicitation Permit/Certificate of Authority to Conduct Fund Raising Campaign not found in order and return the same to the Section Head for onward endorsement to the concerned Division Chief</i>			
	<i>f. Section Head receives and reviews the application documents including the prepared Solicitation Permit/ Certificate of Authority to Conduct Fund Raising Campaign endorsed by the technical staff.</i>			
	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

	<p><i>If found in-order, affix her initial and endorse the same to the concerned Division Chief for further review and/or onward endorsement to the Office of the Regional Director, for approval and signature</i></p> <p><i>If found not in-order, provide comments/ inputs/corrections and return the same to the technical staff</i></p> <p><i>g. Logs its receipt to the</i> <i>Document Tracking System</i></p> <p><i>h. Route application documents including prepared Solicitation Permit/Certificate of Authority to Conduct Fund Raising Campaign to the Division Chief</i></p>		1 Day	Section Head Standards Section
			1 Hour	Concerned Division Chief Support Staff
	<p><i>Concerned Division Chief receives and reviews application for solicitation permit and the prepared Solicitation Permit/Certificate of Authority to Conduct Fund Campaign.</i></p>		1 Day	Division Chief Concerned Division
	<p><i>If found in-order, endorsed the same to the Office of the Regional Director for approval and signature</i></p>			

	<i>If found not in-order, return the same to the Standards Section for proper action</i>			
	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<i>i. Logs its receipt to the Document Tracking System</i> <i>j. Route application documents including Prepared Solicitation Permit/ Certificate of Authority to Conduct Fund Raising Campaign to the Regional Director</i>		30 Minutes	Office of the Regional Director Support Staff
	<i>k. The Regional Director reviews application documents including the prepared Solicitation Permit/ Certificate of Authority to Conduct Fund Raising Campaign</i>		1 and 1/2 Days	Regional Director DSWD Field Office
	<i>If found in order, the Regional Director approves application for solicitation permit and signs the prepared Solicitation Permit/Certificate of Authority to Conduct Fund Raising Campaign and transmit the</i>			

	<i>same to the Standards Section for issuance</i>			
	<i>If found not in order, return the same to the Standards Section through the concerned Division Chief for appropriate action</i>			
	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<i>l. Logs the receipt of the approved Solicitation Permit /Certificate of Authority to Conduct Fund Raising Campaign to the Document Tracking System</i>		20 Minutes	Concerned Division Chief Support Staff
	<i>m. Endorse the same to the Standards Section Head, for further instructions</i>			
	<i>n. Receives approves Solicitation Permit/ Certificate of Authority to Conduct Fund Raising Campaign and endorse the same to the concerned Standards Section Technical Staff and provide instructions to the Standards Section Technical Staff for its</i>		1 Hour	Section Head Standards Section

	<i>release to applicant</i>			
	<i>o. Receives approved application for solicitation permit and the signed Solicitation Permit/ Certificate of Authority to Conduct Fund Campaign and issue the same to the eligible and compliant applicant</i> <i>p. Issue and e-mail the approved Solicitation Permit/Certificate of Authority to Conduct Fund Raising</i>		4 Hours	Standards Section Technical Staff
	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<i>Campaign including the Conforme Letter to the Applicant</i> <i>q. Facilitates the accomplishment of the Customer Satisfaction Survey to the applicant for the services rendered and ensures its return to the Standards Section for consolidation</i> <i>r. Provides a copy of</i>			

	<i>the issued permit to the Records and Archives Management Unit (RAMU) of the Administrative Division</i>			
	a. Issuance of the Solicitation Permit to the successful applicant b. Acknowledge/ receives signed and approved Solicitation Permit and sign Conforme Letter c. Transmit signed Conforme Letter to the Standards Section, DSWD Regional Office	None	10 minutes	Standards Section Technical/ Support Staff
				Applicant
Total No. of Days		500.00	Seven (7) Working Days	
Complete but Non-Compliant and/or Incomplete Submission:		₱500.00	Three (3) Working Days	
Incomplete Submission:		None	30 minutes	

****The number of minutes shall be included on the total 7 working days.***

***** This does not include the travel time of documents from the DSWD Field Office to the Applicant, and vice versa.***

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<ul style="list-style-type: none"> Concerned citizen/concerned agencies send letter/email to the concerned Field Office (FO) <p>DSWD - Field Officesend memo/email to Standards Bureau</p>
How feedbacks are processed	<ul style="list-style-type: none"> FO send reply to the concerned citizen/ agencies within three (3) days upon receipt of the feedback <p>Standards Bureau shall send reply letter/memo to the concerned Field Office/concerned citizen within three (3) days upon receipt of the feedback</p>
How to file a complaint	<p>Complaints can be filed thru sending a letter or email to concerned DSWD FO or SB. The name of person being complained and the circumstances of the complaint should be included in the information.</p>
How complaints are processed	<ul style="list-style-type: none"> The concerned Office will conduct a case conference/meeting to discuss the issue/concern. If necessary, to set a meeting with the complainant and discuss the concern. Internal investigation shall be conducted, then provide recommendation and officially send reply letter/memo to the concerned citizen/agencies/FO. <p>The timelines on the processing of complaints/grievances shall be according to the DSWD Grievance Mechanism Guidelines.</p>
Contact Information	<p>Regional Director DSWD Field Office VIII (053) 321-3322</p> <p>ARTA 8-478-5093 complaints@arta.gov.ph</p> <p>Presidential Complaint Center (PCC) 8888 pcc@malacanang.gov.ph</p> <p>Contact Center ng Bayan 0908-881-6565 email@contactcenterngbayan.gov.ph</p>

3.4. Registration of Social Welfare and Development Agencies (SWDAs) Operating in One Region

The process of assessing the applicant person/individual, corporation, organization or association operating only in one region whether its intended purpose is within the purview of social welfare and development.

Office or Division:	DSWD Field Office – Standards Section		
Classification:	Simple		
Type of Transaction:	<ul style="list-style-type: none">• Government to Client (G2C)• Government to Government (G2G)		
Who may avail:	All eligible person/individual, corporation, organization or association intending/ already engaging in SWD activities in One (1) region		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
A. For applicant person/individual, corporation, organization or association intending/already engaging in SWD activities			
1. One (1) Duly Accomplished and Notarized Application Form (Note: Per Secretary’s advisory, during state of public health emergency, Application need not be notarized)		<ul style="list-style-type: none">• Any DSWD Field Office - Standards Section (Regions I, II, III, IV-A, V, VI, VII, VIII, IX, X, XI, XII, CAR, Caraga, MIMAROPA & NCR)• https://www.dswd.gov.ph/downloads-2/publications1 Annex 1. DSWD-RLA-F001 Application Form for Registration	
2. Updated Copy of Certificate of Registration and latest Articles of Incorporation and By- Laws, indicating that the organization’s primary purpose is within the purview of social welfare and development issued by SEC that gives a juridical personality to a non-stock non-profit organization to operate in the Philippines. *Not applicable to Government Agencies.		<ul style="list-style-type: none">• Securities Exchange Commission (SEC) - Company Registration and Monitoring Department Secretariat Building, PICC Complex, Roxas Boulevard, Pasay City, 1307• Any SEC Extension Office (Baguio City, Tarlac City, Legazpi City, Cebu City, Iloilo City, Cagayan De Oro City, Davao City, Zamboanga City)	
3. Copy of any of the following:			
3.1 Handbook or Manual of Operations of its programs, policies and procedures to attain its purposes.		<ul style="list-style-type: none">• https://www.dswd.gov.ph/downloads-2/publications1 Annex 4. DSWD-RLA-F004 Manual of Operation	

3.2 Brochure	<ul style="list-style-type: none"> https://www.dswd.gov.ph/downloads-2/publications1 Annex 5. DSWD-RLA-F005 Brochure
3.3 Duly signed Work and Financial Plan (for two succeeding years) by the Head of Agency	<ul style="list-style-type: none"> https://www.dswd.gov.ph/downloads-2/publications1 Annex 9. DSWD-RLA-F009 Work and Financial Plan
4. Copy of Official Receipt (OR) of processing fee on registration amounting to P 1,000.00	<ul style="list-style-type: none"> Applicant

Note to Applicant. The acceptance of application documents does not imply that the application is already approved. The applicant must satisfy the assessment indicators for Registration based on DSWD Memorandum Circular No. 17 Series of 2018.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Pre-Registration Procedures for Walk-in Applicants				
STEP 1: Secure application form thru the DSWD Website or from the DSWD Field Office	Provided the client with application form and checklist of requirements	None	--	Support Staff (Standards Section-Field Office)
STEP 2: 1.1 Submit/file application and supporting documents 1.2 For applicant organization with complete requirements, receive the acknowledgement receipt of the submitted requirements	1. Determine whether the submitted documents are complete. 1.1. If complete, receive the documentary requirements and provide the organization an acknowledgement receipt and log the receipt of application documents into the Document Tracking System.	None	30 minutes	Support Staff in charge of all incoming documents (Standards Section-Field Office) Officer of the day (Standards Section-Field Office)
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.3 For incomplete	1.2 Logs its receipt in the document tracking system (DTMS).			

requirements, the applicant organization shall sign the acknowledgment of the returned documents and the checklist of the lacking requirements.	1.3 Provides the walk-in applicant with document reference number for easy tracking. 1.4. If incomplete, return all documents submitted accompanied by a checklist of requirements for applicant Organization's compliance.			
STEP 3: If Complete, Settle the required processing fee and make payments to Cash Section or thru online.	Prepares billing statement	None	10 minutes	Support Staff in charge on the issuance of Billing Statement (Standards Section-Field Office)
	Process payment and issues Official Receipt.	₱1,000.00	20 minutes	Cashier (Cashier Section-FO)
STEP 4: Provide the DSWD Standards Section the photocopy of the Official Receipt (OR).	Attach the photocopy of the official receipt of the processing fee.	None	5 minutes	Support Staff in charge on the issuance of Billing Statement (Standards Section-Field Office)
STEP 5: Ensure that the Client Satisfaction	Provides the applicant the Client Satisfaction Measurement Form	None	5 minutes	Standards Section Support Staff/Technical Staff
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Measurement Form is duly accomplished and emailed/via courier by the				

applicant to the Standards Bureau				
Note: Application documents received after 3:00 PM shall be considered as a next working day transaction.				
STEP 6: Wait for the result of the assessment.	1.1 Routes	None	25 minutes	Support Staff (Standards Section-Field Office)
	1.2 Receives incoming applications and assigns to concerned technical staff.	None	30 minutes	Standards Section Head/
	1.3 Conducts desk review of the received application as to completeness and compliance. The submitted documents must satisfy the criteria that the applicants must be engaged mainly or generally in Social Welfare and Development Activities. Other supporting documents may be requested to the applicant SWDA to support the said criteria. If complete and compliant, notify the applicant SWDA on the payment for processing fee.	None	3 hours	Assigned Technical Staff
	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.1 If incomplete, prepares an acknowledgment letter with checklist of documents indicating the lacking requirement.			

	Preparation of the Confirmation Report with attached draft Certificate of Registration and printing of Security Paper(SECPA).	None	5 hours and 25 minutes	Assigned Technical Staff/
	Review and approval of the Confirmation Report; Endorsement for Approval of the Registration Certificate	None	7 hours	Standards Section Support Staff/Standards Section Head/ PPD Chief/ ORD Support Staff/ Regional Director
	Releasing of the Certificate of Registration to the SWDA	None	30 minutes	ORD / ARDA / Standards Section
TOTAL				
For Complete and Compliant:		₱1,000.00	3 working days	
For Incomplete Submission				
Walk-in:		None	30 Minutes	
Courier:			2 days	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
B. Processing Procedures of Applications submitted at Standards Bureau through Mail/Courier:				
STEP 1: Send the Application Standards Bureau DSWD Central Office, IBP Road, Pambansa Complex, Constitution	1.1 "Received" stamp the document and logs its receipt into the document tracking system. 1.2 Endorse the document	None	30 minutes	Support Staff (Standards Section- Field Office)

Hills, Quezon City.				
Note: Application documents received after 3:00 PM shall be considered as a next working day transaction.				
STEP 2: Wait for the result of documents review.	Receives incoming applications and assigns to concerned technical staff. Provides not es/ instructions for action to concerned technical staff.	None	30 minutes	Standards Section Head
	1.1 Review the submitted documents as to completeness and compliance, both in form and substance. The submitted documents must satisfy the criteria that the	None	3 hours	Technical Staff
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	applicants must be engaged mainly or generally in Social Welfare and Development Activities. Other supporting documents may be requested to the applicant SWDA to support the said criteria. 1.2 If complete and compliant, notify the SWDA on the payment for processing fee. 1.3 If incomplete, an acknowledgment letter with checklist of requirements shall be			(Standards Section-Field Office)

	returned to the applicant.			
STEP 4: Wait for the result of the assessment.	1.1 Prepares the Confirmation Report with attached Certificate of Registration in Security Paper (SECPA) and duplicate copy.	None	5 hours and 25 minutes 2 hours and 25 minutes	Support Staff in charge of incoming documents (Standards Section- Field Office)
	1.2 Reviews and provides inputs and endorses the			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Confirmation Report with attached Certificate of Registration in Security Paper (SECPA) and duplicate copy to the PPD Chief for initial. 1.3 Review and approval of the Confirmation Report; Endorsement for Approval of the Registration Certificate		4 hours and 10 minutes	Standards Section Head/ Standards Standards Section Support Staff/ PPD Chief/ORD Support Staff/ Regional Director/
Step 5: Receive the Certificate and confirmation letter.	Send the Confirmation Report and notify the availability of the Certificate of Registration for release through various means per preference	None	30 minutes	Support Staff (Standards Section- Field Office)

	indicated in the application form. (direct pick-up or courier)			
TOTAL				
For Complete and Compliant:		₱1,000.00	3 working days	
For Incomplete Submission				
Walk-in:		None	30 Minutes	
Courier:			2 days	

****The number of minutes shall be included on the total 3 working days.***

***** This does not include the travel time of documents from the DSWD Field Office to the Central Office, and vice versa.***

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<ul style="list-style-type: none"> Concerned citizen/concerned agencies send letter/email to the concerned Field Office (FO) <p>DSWD - Field Offices send memo/email to Standards Bureau</p>
How feedbacks are processed	<ul style="list-style-type: none"> FO send reply to the concerned citizen/ agencies within three (3) days upon receipt of the feedback <p>Standards Bureau shall send reply letter/memo to the concerned Field Office/concerned citizen within three (3) days upon receipt of the feedback</p>
How to file a complaint	<p>Complaints can be filed thru sending a letter or email to concerned DSWD FO or SB. The name of person being complained and the circumstances of the complaint should be included in the information.</p>
How complaints are processed	<ul style="list-style-type: none"> The concerned Office will conduct a case conference/meeting to discuss the issue/concern. If necessary, to set a meeting with the complainant and discuss the concern. Internal investigation shall be conducted, then provide recommendation and officially send reply letter/memo to the concerned citizen/agencies/FO. <p>The timelines on the processing of complaints/grievances shall be according to the DSWD Grievance Mechanism Guidelines.</p>
Contact Information	<p>Regional Director DSWD Field Office VIII (053) 321-3322</p> <p>ARTA 8-478-5093 complaints@arta.gov.ph</p> <p>Presidential Complaint Center (PCC) 8888 pcc@malacanang.gov.ph</p> <p>Contact Center ng Bayan 0908-881-6565 email@contactcenterngbayan.gov.ph</p>

3.5. Licensing of Private Social Welfare and Development Agencies (SWDAs) – Operating in One Region

The process of assessing the qualifications and authorizing a registered SWDA to operate as a Social Work Agency or as an Auxiliary SWDA operating in one region.

Office or Division:	DSWD Field Office – Standards Section		
Classification:	Highly Technical		
Type of Transaction:	Government to Client (G2C)		
Who may avail:	ALL Private SWDAs Intending to Operate in One Region		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. One (1) Duly Accomplished and Notarized Application Form		<ul style="list-style-type: none">Any DSWD Field Office - Standards Section (Regions I, II, III, IV-A, V, VI, VII, VIII, IX, X, XI, XII, CAR, Caraga, MIMAROPA & NCR)https://www.dswd.gov.ph/downloads-2/Annex 2. DSWD-RLA-F002 Application Form for Licensing	
2. One (1) set of the following Basic Documents: a. A certification of plan to hire the required Registered Social Worker (RSW) or staff complement; or (b) Profile of Employees and volunteers whichever is applicable b. Manual of Operation containing the SWDAs program and administrative policies, procedures and strategies to attain its purpose/s among others		<ul style="list-style-type: none">https://www.dswd.gov.ph/downloads-2/Annex 22. DSWD-RLA-F022 Profile of Employeeshttps://www.dswd.gov.ph/downloads-2/Annex 4. DSWD-RLA-F004 Manual of Operation	
c. Profile of Board of Trustees		<ul style="list-style-type: none">https://www.dswd.gov.ph/downloads-2/Annex 21. DSWD-RLA-F021 Profile of Governing Board	

<p>d. Certified True Copy of General Information Sheet issued by SEC (One (1) copy)</p> <p>e. Notarized certification from the Board of Trustees and/or the funding agency to financially support the organizations to operate for at least two (2) years</p> <p>f. Work and Financial Plan for the two (2) succeeding years</p>	<ul style="list-style-type: none"> • Securities Exchange Commission (SEC) - Company Registration and Monitoring Department Secretariat Building, PICC Complex, Roxas Boulevard, Pasay City, 1307 • Any SEC Extension Office (Baguio City, Tarlac City, Legazpi City, Cebu City, Iloilo City, Cagayan De Oro City, Davao City, Zamboanga City) • Board resolution by the Organization • https://www.dswd.gov.ph/downloads-2/Annex 9. DSWD-RLA-F009 Work and Financial Plan
<p>3. ADDITIONAL REQUIREMENTS</p> <p>a. Certified True Copy of the notarized written agreement of partnership or cooperation between the agency and its partner agency e.g. MOA, Contract of Partnership, among others</p> <p>b. For Applicant SWA's implementing Child Placement Services Certification from DSWD or photocopy of the certificate of training attended by the hired RSW related to child placement service.</p> <p>c. Documents Establishing Corporate Existence and Regulatory Compliance</p>	<ul style="list-style-type: none"> • Photocopy of the Memorandum of Agreement/Contract of Partnership and Certified by the Head of Applicant Organization • https://www.dswd.gov.ph/downloads-2/Annex 22. DSWD-RLA-F022 Profile of Employees
<p>1. For Center Based (<i>Residential and Non-Residential Based</i>) Copy of the valid safety certificates namely:</p> <p>a. Occupancy permit (only for new buildings) or Annual Building Inspection/Structural Safety</p>	<ul style="list-style-type: none"> • City/Municipal Engineering Office of Local Government Unit covering the SWDAs area of operation or Private Engineer

Certificate (for old buildings) b. Fire Safety Inspection Certificate c. Water Potability Certificate or Sanitary Permit 2. For applicant serving within the Ancestral Domains of Indigenous People (IP) – Photocopy of NGO Accreditation from NCIP. 3. For applicant with past and current partnership with the DSWD that involved transfer of funds a. Certification from DSWD Office and/or other concerned government agencies that the applicant is free from any financial liability/obligation	<ul style="list-style-type: none"> Office of the Bureau of Fire Protection in the City/Municipal Local Government Unit covering the SWDAs area of operation City/Municipal Health Office of Local Government Unit covering the SWDAs area of operation or Private Service Provider National Commission of Indigenous People (NCIP) Regional Office where the NGO operates. DSWD Field Office – Financial Government Agency where the Organization implemented or implements projects and programs.
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Note to Applicant: The acceptance of application documents does not imply that the application is already approved. The applicant must satisfy the assessment indicators for Licensing based on DSWD Memorandum Circular No. 17 Series of 2018.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Assessment Procedures for Walk-in Applicants				
STEP 1: Secure application form thru the DSWD Website/ Standards Section – Field Office	Provides client Application form, and checklist of requirements	None	*10 minutes	Support Staff (Standards Section- Field Office)
STEP 2:				

1.1 Submit/file application	1.1 Receive the documentary requirements	None	*20 minutes	Support Staff in charge of all incoming documents
1.2 For applicant organization	1.2 Determine whether the submitted documents are complete.			(Standards Section- Field Office)
1.3 For incomplete requirements, the applicant organization shall sign the acknowledgment of the returned documents and the checklist of the lacking requirements.	1.3 If complete, provide the organization an acknowledgment receipt and log the receipt of application documents			Officer of the day (Standards Section- Field Office)
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.4 If incomplete, return all documents submitted accompanied by a checklist of Requirements for applicant Organization's compliance.			

STEP 3: If Complete, Settle the required processing fee.	Prepare Billing Statement and instruct applicant to proceed to the Cash Section of DSWD Field Office	None	*20 minutes	Support Staff in charge on the issuance of Billing Statement (Standards Section- Field Office)
	Process payment And issues Official Receipt.	₱1,000.00	*15 minutes	Cashier (Cashier Section-FO)
STEP 4: Provide the DSWD Standards Section the photocopy of the Official Receipt (OR).	Acknowledge the photocopy of the Official Receipt from the applicant Organization.	None	*15 Minutes	Support Staff (Standards Section- Field Office)

Step 5: Accomplish and drop the Customer's Feedback Form on the dropbox.	Provide the applicant Organization the Customer's Feedback Form	None	*5 minutes	Support Staff (Standards Section-Field Office)
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Note: Applications received after 3:00pm shall be considered as a next working day transaction.				
STEP 6: Wait for the result of the documents review and notice of validation assessment.	1.1 Review the submitted documents as to completeness and compliance, both in form and substance. The submitted complete documents must satisfy the following Criteria:	None	2 working days	Technical Staff (Standards Section- Field Office)

	<p>i. In case a new applicant SWDA applying to operate a residential care facility, the applicant must establish the need for a residential facility serving a particular sector and the absence of related facility to cater them. e.g. Situationer.</p> <p>ii. Applicant has employed a sufficient number of duly qualified staff and/or registered social workers to supervise and take charge of its social welfare and development activities and/or social work interventions in accordance with the set standards.</p>			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

	<p>iii. Applicant submit a duly certified financial statement that at least seventy percent (70%) of its funds are disbursed for direct social work services while thirty percent (30%) of the funds are disbursed for administrative services.</p> <p>iv. The SWDA must have a financial capacity to operate for at least two (2) years.</p> <p>v. Applicant keeps record of all social development and/or welfare activities it implements.</p> <p>Note: Criteria iv and vi are only applicable for those SWDAs that are already in operation prior to application for License to Operate.</p> <p>1.2.1 If complete and compliant, an Acknowledgment Letter and Notification on the proposed schedule on the conduct</p>			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>of Validation</p> <p>1.2.2</p>			

	1.3 Review and approval of the Acknowledgement Letter including its attachments.	None	2 working days	Section Head/Division Chief/Regional Director (Standards Section-Field Office)
STEP 7: Confirm the Availability on the proposed Validation Visit	For those with requirements that are complete and compliant, Confirmation of Validation Visit.	None	*30 minutes	Technical Staff (Standards Section-Field Office)
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
STEP 8: Assist the Assessor during the conduct of Validation visit.	Conduct of Validation visit	None	1 working day per agreed schedule	Technical Staff (Standards Section-Field Office)
Step 9: Accomplish and place the Customer's Feedback Form on a sealed envelope.	Provide the applicant Organization	None	*5 minutes	Technical Staff (Standards Section-Field Office)
STEP 10: Awaits the result of the licensing assessment	1.1 Prepare Confirmation Report 1.2.1 If favorable, the Technical Staff shall draft Confirmation Report and Draft Certificate of License to Operate. 1.2.2 If not favorable, the Technical Staff shall detail the Assessors Findings and the agreed compliance date of the Action Plan.	None	3 working days	Technical Staff (Standards Section-Field Office)

	1.3.1 If favorable, review and approval of the Confirmation Report and the Draft Certificate of License to Operate. 1.3.2 If unfavorable, review and approval of the Confirmation Report.	None	Favorable; 8 working days Unfavorable; 7 working days	Section Head/Division Chief (Standards Section-Field Office)
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.4.1 If favorable, for approval and signature of the Certificate of License to Operate. 1.4.2 If unfavorable, the Support Staff shall send the Confirmation Report to the SWDA through email and via courier.		Favorable; 3 working days Unfavorable; 2 working days	Regional Director (Standards Section-Field Office) Support Staff (Standards Section-Field Office)
STEP 11: Acknowledge the receipt of the Certificate of License to Operate.	Send the Confirmation Report and notify the availability of the Certificate of License to Operate for release through various means per preference indicated in the application form. (direct pick-up or courier)	None	1 working day (depending on the choice of the applicant)	Support Staff (Standards Section-Field Office)
TOTAL				
For Complete and Compliant:		₱1,000.00	20 working days	
For Incomplete Submission:		None	17 working days	
B. Processing Procedures of Applications submitted at Standards Bureau through Mail/Courier:				

STEP 1: Send the Application Form together with the prescribed documentary requirements for Licensing through Mail or Courier to: Standards Section of	Log receipt into the Document Tracking System (DTS) for Standards Section – Field Office. This shall be route to the Assigned Technical Staff.	None	*15 minutes	Support Staff in charge of incoming documents (Standards Section-Field Office)
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
concerned DSWD Field Office				
STEP 2: Wait for the result of documents review.	1.1 Review the submitted documents as to completeness and compliance, both in form and substance. The submitted complete documents must satisfy the following Criteria: i. In case a new applicant SWDA applying to operate a residential care facility, the applicant must establish the need for a residential facility serving a particular sector and the absence of related facility to cater them. (e.g.	None	2 working day	Technical Staff (Standards Section-Field Office)

	Situationer) ii. Applicant has employed a sufficient number of duly qualified staff and/or registered social workers to supervise			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	charge of its social welfare and development activities and/or social work interventions in accordance with the set standards. iii. Applicant must submit a duly certified financial statement that at least seventy percent (70%) of its funds are disbursed for direct social work services while thirty percent (30%) of the funds are disbursed for administrative services. iv. The SWDA must have a financial capacity v. Applicant keeps record of all social development and/or welfare activities			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

	<p>Note: Criteria iv and vi are only applicable for those SWDAs that are already in operation prior to application for License to Operate.</p> <p>1.2 If complete and compliant, an Acknowledgment Letter and Notification on the proposed schedule on the conduct of Validation Visit shall be prepared.</p> <p>1.3 If found incomplete or non-compliant, the Acknowledgement Letter prepared shall contain the checklist of requirements to be secured and complied. This will be sent to the applicant SWDA together with all the application documents submitted</p>			
STEP 3: Settle the required processing fee.	If found both complete and compliant, notify the Applicant Organization that they have to settle their processing fee.	₱1,000.00	*15 minutes	Technical Staff
				and Support
				Staff (Standards
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<ul style="list-style-type: none"> Inform the applicant 			Section-Field Office)

	organization that the processing of the application shall start once they have paid the required fees and provided			
	Field Office: The Support Staff shall prepare Billing Statement and instructs applicant to proceed to Field Office Cashier Section.			
	Note: The processes shall only take place once the applicant organization settle its payment.			
STEP 4: Provide the DSWD Standards Section the copy of the Official Receipt (OR) through the following: 2. Scanned copy of the Official Receipt to the concerned DSWD Field	1.1 Acknowledge the copy of Official Receipt from the SWDA. 1.2 For the Copy of OR sent through email: the Support Staff managing the Official email of the Standards Section shall acknowledged its receipt.	None	*15 Minutes	Support Staff in charge of incoming documents (Standards Section- Field Office)
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Offices' official email address with the subject: Name of the Organization_ Copy of OR for Licensing.	1.3. For the Copy of OR sent through mail/courier: the assigned technical Staff shall acknowledged its receipt.			

3. Hand-carry the Photocopy of Official Receipt				
4. Courier the Photocopy of Official Receipt				
Step 5: Accomplish and drop the Customer's Feedback Form on the dropbox.	Provide the applicant Organization the Customer's Feedback Form	None	*5 minutes	Support Staff
				(Standards
				Section- Field
				Office)
Note: Applications received after 3:00pm shall be considered as a next working day transaction.				
STEP 6: Wait for the notice of validation assessment.	Review and approval of the Acknowledgement Letter including its attachments. For those with requirements that are complete and compliant, Confirmation of Validation Visit.	None	3 working days	Section Head/Division Chief (Standards Section- Field Office)
STEP 7: Confirm the Availability on the proposed Validation Visit	For those with requirements that are complete and compliant, Confirmation of Validation Visit.	None	1 working day	Technical Staff (Standards Section- Field Office)
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

STEP 8: Assist the Assessor during the conduct of Validation visit.	Conduct of Validation visit	None	1 working day per agreed schedule	Technical Staff (Standards Section- Field Office)
Step 9: Accomplish and place the Customer's Feedback Form on a sealed envelope.	Provide the applicant Organization the Customer's Feedback Form	None	*5 minutes	Technical Staff (Standards Section- Field Office)
STEP 10: Wait for the result of the Validation visit.	1.Prepare Confirmation Report 1.2.1 If favorable, the Technical Staff shall draft Confirmation Report and Draft Certificate of License to Operate. 1.2.2 If not favorable, the Technical Staff shall detail the Assessors Findings and the agreed compliance date of the Action Plan.	None	3 working days	Technical Staff (Standards Section- Field Office)
	1.3.1 If favorable, review and approval of the Confirmation Report and the Draft Certificate of License to Operate. 1.3.2 If unfavorable, review and approval of the Confirmation Report.	None	Favorable; 8 working days Unfavorable; 7 working days	Section Head/Division Chief (Standards Section- Field Office)
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

	1.4.1 If favorable, for approval and signature of the Certificate of License to Operate. 1.4.2 If unfavorable, the Support Staff shall send the Confirmation Report to the SWDA through email and via courier.		Favorable; 3 working days Unfavorable; 1 working days	Regional Director (Standards Section- Field Office) Support Staff (Standards Section- Field Office)
STEP 11: Wait on the release of the Certificate of License to Operate.	Send the Confirmation Report and notify the availability of the Certificate of License to Operate for release through various means per preference indicated in the application form. (direct pick-up or courier)	None	1 working day (depending on the choice of the applicant)	Support Staff (Standards Section-Field Office)
TOTAL				
For Complete and Compliant:		₱1,000.00	20 working days	
For Incomplete Submission:		None	17 working days	

***The number of minutes shall be included on the total working days**

**** This does not include the travel time of documents from the DSWD**

***** Field Office to the Central Office, and vice versa.**

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<ul style="list-style-type: none"> Concerned citizen/concerned agencies send letter/email to the concerned Field Office (FO) <p>DSWD - Field Offices send memo/email to Standards Bureau</p>
How feedbacks are processed	<ul style="list-style-type: none"> FO send reply to the concerned citizen/ agencies within three (3) days upon receipt of the feedback <p>Standards Bureau shall send reply letter/memo to the concerned Field Office/concerned citizen within three (3) days upon receipt of the feedback</p>
How to file a complaint	<p>Complaints can be filed thru sending a letter or email to concerned DSWD FO or SB. The name of person being complained and the circumstances of the complaint should be included in the information.</p>
How complaints are processed	<ul style="list-style-type: none"> The concerned Office will conduct a case conference/meeting to discuss the issue/concern. If necessary, to set a meeting with the complainant and discuss the concern. Internal investigation shall be conducted, then provide recommendation and officially send reply letter/memo to the concerned citizen/agencies/FO. <p>The timelines on the processing of complaints/grievances shall be according to the DSWD Grievance Mechanism Guidelines.</p>
Contact Information	<p>Regional Director DSWD Field Office VIII (053) 321-3322</p> <p>ARTA 8-478-5093 complaints@arta.gov.ph</p> <p>Presidential Complaint Center (PCC) 8888 pcc@malacanang.gov.ph</p> <p>Contact Center ng Bayan 0908-881-6565 email@contactcenterngbayan.gov.ph</p>

3.6. Pre-Accreditation of the Social Welfare and Development Programs and Services of Licensed Private SWA and Public SWDA Operating Within the Region

Refers to the process conducted by the Standards Section of the concerned DSWD Field Office to determine the readiness of the SWDA to meet the set standards on SWD programs and services being delivered to its client prior to SBs accreditation.

Office or Division:	DSWD Field Office - Standards Section (Regions I, II, III, IV-A, V, VI, VII, VIII, IX, X, XI, XII, CAR, Caraga, MIMAROPA & NCR)		
Classification:	Highly Technical		
Type of Transaction:	<ul style="list-style-type: none">• Government to Client (G2C)• Government to Government (G2G)		
Who may avail:	New applicant Registered and licensed SWDA operating within the region.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. One (1) original copy of the Duly Accomplished Application Form		<ul style="list-style-type: none">• Any DSWD Field Office - Standards Section (Regions I, II, III, IV-A, V, VI, VII, VIII, IX, X, XI, XII, CAR, Caraga, MIMAROPA & NCR)• https://www.dswd.gov.ph/downloads-2/ Annex 3. DSWD-RLA-F003 Application Form for Accreditation	
2. Pre-accreditation assessment <ul style="list-style-type: none">• For New Applicant, submit one (1) original copy of the pre-assessment conducted by concerned Field Office covering the Area of Operation• For Renewal, submit one (1) original copy of the assessment tool signed by the SWAs Head of Agency		<ul style="list-style-type: none">• https://www.dswd.gov.ph/issuances/#MCs• For Residential Amended Administrative Order No. 11, s.2007 Entitled Revised Standards on Residential Care Service• For Community Based Please email sb@dswd.gov.ph	
3. One (1) Original Copy of each of the following Documents Establishing Corporate Existence and Regulatory Compliance			

<p>a. Certification of no derogatory information issued by SEC (for those operating more than six (6) months upon filing of the application (not applicable for Public SWDA)</p> <p>b. ABSNET Membership Certification from the Regional ABSNET (RAB) President or Chairperson of the Cluster ABSNET (CAB) or the authorized ABSNET Officer attesting the active ABSNET membership of the applicant SWDA.</p> <p>For RAB President, the Standards Section shall be the one to issue the required certification.</p>	<ul style="list-style-type: none"> Securities Exchange Commission (SEC) - Company Registration and Monitoring Department Secretariat Building, PICC Complex, Roxas Boulevard, Pasay City, 1307 https://www.dswd.gov.ph/downloads-2/ Annex 23. DSWD-RLA-F023 ABSNET Active Membership
<p>4. One (1) Original Copy of each of the following Documents Establishing Track Record and Good Standing</p> <ol style="list-style-type: none"> Duly signed Work and Financial Plan for the two (2) succeeding Years Notarized Updated Certification from the Board of Trustees and/or funding agency to financially support the organization's to operate for at least two (2) years. (not applicable for Public SWDA) 	<ul style="list-style-type: none"> https://www.dswd.gov.ph/downloads-2/ Annex 9. DSWD-RLA-F009 Work and Financial Plan Board Resolution by the Organization

<p>3. Annual Accomplishment Report previous year</p> <p>4. Audited Financial Report of the previous year</p> <p>5. Profile of Clients served for the preceding and current year</p>	<ul style="list-style-type: none"> • https://www.dswd.gov.ph/downloads-2/ Annex 6. DSWD-RLA-F006 Accomplishment Report • https://www.dswd.gov.ph/downloads-2/ Annex 8. DSWD-RLA-F008 Audited Financial Statement • https://www.dswd.gov.ph/downloads-2/ Annex 20. DSWD-RLA-F020 Profile of Clients/Beneficiaries Served
<p>5. One (1) Original Copy of each of the following Documents Establishing Corporate Existence and Regulatory Compliance</p> <p><input type="checkbox"/> Declaration of Commitment from the applicant of no support to tobacco in compliance to the provisions of EO 26 series of 2017(Providing for the establishment of smoke-free Environments in Public and Enclosed Places) and RA 9211 (Tobacco Regulation Act of 2003)</p>	<ul style="list-style-type: none"> • https://www.dswd.gov.ph/downloads-2/ AO 11 s2019 Annex A Declaration of Commitment
<p>One (1) Original Copy of each of the following Basic Documents</p> <p>1. Manual of Operation containing the SWDAs program and administrative policies, procedures and strategies to attain its purpose/s among others</p> <p>2. Profile of Board Trustees (Not applicable to Public SWDAs)</p> <p>3. Profile of Employees and Volunteers: At least one (1) full time staff who will manage its operations</p>	<ul style="list-style-type: none"> • https://www.dswd.gov.ph/downloads-2/ Annex 4. DSWD-RLA-F004 Manual of Operation • https://www.dswd.gov.ph/downloads-2/ Annex 21. DSWD-RLA-F021 Profile of Governing Board • https://www.dswd.gov.ph/downloads-2/ Annex 22. DSWD-RLA-F022 Profile of Employees

<p>4. Certified True Copy of General Information Sheet issued by SEC (not applicable for Public SWDA)</p> <p>Note: The first 4 Basic Documents are needed if only there is an update or amendment on documents recently submitted to DSWD Standards Bureau.</p> <p>For Applicant SWA's implementing Child Placement Services:</p> <p>4. One (1) Original Copy of the Certification from DSWD or one (1) photocopy of the certificate of training attended by the hired RSW related to child placement service.</p>	<ul style="list-style-type: none"> • Securities Exchange Commission (SEC) - Company Registration and Monitoring Department Secretariat Building, PICC Complex, Roxas Boulevard, Pasay City, 1307 • https://www.dswd.gov.ph/downloads-2/ Annex 22. DSWD-RLA-F022 Profile of Employees
<p>5. Certified True Copy of General Information Sheet issued by SEC (not applicable for Public SWDA)</p> <p>6. For Center Based (Residential and Non-Residential Based) AND Community Based, Copy of the valid safety certificates namely:</p> <p>a. Occupancy permit (only for new buildings) or Annual Building Inspection/Structural Safety Certificate (for old buildings)</p> <p>b. Fire Safety Inspection Certificate Water</p> <p>c. Potability Certificate or</p>	<ul style="list-style-type: none"> • Securities Exchange Commission (SEC) - Company Registration and Monitoring Department Secretariat Building, PICC Complex, Roxas Boulevard, Pasay City, 1307 • City/Municipal Engineering Office of Local Government Unit covering the SWDAs area of operation or Private Engineer • Office of the Bureau of Fire Protection in the City/Municipal Local Government Unit covering the SWDAs area of operation • City/Municipal Health Office of

Sanitary Permit	Local Government Unit covering the SWDAs area of operation or Private Service Provider
h. For applicant serving within the Ancestral Domains of Indigenous People (IP) – Photocopy of NGO Accreditation from NCIP i. For applicants with past and current partnership with the DSWD that involved transfer of funds. j. Signed Data Privacy Consent Form	<ul style="list-style-type: none"> National Commission of Indigenous People (NCIP) Regional Office where the NGO operates Field Office- Financial and Management Service Unit or concerned Government Agency where the Organization implemented or implements projects and programs. Applicant

Note to Applicant: The acceptance of application documents does not imply that the application is already approved. The applicant must satisfy the assessment indicators for Accreditation based on DSWD Memorandum Circular No. 17 Series of 2018.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Request received through courier/email (7 days)				
STEP 1: Secures application form thru the DSWD Website/ Field Office	Upload and make available of the necessary documents in the DSWD website	None	None	SWDA/ DSWD Field Office

STEP 2: Submits the application documents, get a stamped receiving copy of the documents submitted and reference number for follow up of the request.	Receives the documentary requirements, stamped the receiving copy and provide the applicant SWDA with an application reference number for easy tracking.	None	30 minutes	Support Staff in charge of all incoming documents
Note: Application documents received after 3:00 PM shall be considered as a next working day transaction.				
STEP 3: Awaits the result of the documents review and notice of pre-accreditation assessment.	1. Conducts desk review of the documentary requirements: 1.1 If complete, prepares acknowledgment letter indicating the schedule of the 1.2 If Incomplete, prepares an acknowledgment letter indicating the checklist of documents to be submitted	None	6 days, 7 hours 30 minutes	Technical Staff/ Section Head/ Division Chief/ Regional Director
CLIENT STEPS		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

Step 4: Receive the acknowledgment letter from the DSWD Field Office:		None	Depends on the SWDA	Technical Staff
If the acknowledgment letter indicates that the submitted documents are complete and compliant, confirm the schedule of the pre-accreditation assessment to the DSWD Field Office.				
If the acknowledgment letter indicates that the submitted documents submitted are incomplete and non-compliant, comply and submit the lacking requirements.				

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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STEP 5: For the SWDA with complete and compliant documents, participate in the conduct of pre-accreditation assessment	Conducts the pre-accreditation assessment (virtual or actual visit) through the following activities: Focus Group Discussion with Clients . Interview with the staff . Review of documents . Ocular Inspection . Action Planning/ Exit Conference	None	Minimum of 2 working days depending on the Programs and Services for Accreditation	Technical Staff/ SWDA
Step 6: Answer the Client Satisfaction Measurement Form (CSMF) and submit to DSWD Field Office.	Provide the SWDA with a Client Satisfaction Measurement Form for them to answer and submit to the DSWD Field Office.	None	After the pre-accreditation assessment	Technical Staff/ SWDA
Note: Application documents received after 3:00 PM shall be considered as a next working day transaction.				
STEP 7: Wait for the result of assessment.	If the result of the pre-accreditation assessment is favorable, the technical staff to prepare the following: <ul style="list-style-type: none"> • Confirmation Report to the SWDA • Transmittal memo to Standards Bureau attached the confirmation report, complete documentary 	None	11 working days	Technical Staff (Standards Bureau - SB) Section Head/Division Chief/Bureau Director

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>requirements including the accomplished pre-accreditation assessment tool.</p> <p>If the result of the pre-accreditation is not favorable, prepares a confirmation report to the SWDA and Standards Bureau highlighting the indicators/ Requirements for compliance of SWDA.</p>			
	TOTAL	None	20 working days	
	Social Work Agency:			
	Senior Citizen Center:	None	19 working days	

****The number of minutes shall be included on the total number of working days.***

***** This does not include the travel time of documents from the DSWD Field Office to the Central Office, and vice versa.***

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<ul style="list-style-type: none"> Concerned citizen/concerned agencies send letter/email to the concerned Field Office (FO) <p>DSWD - Field Offices send memo/email to Standards Bureau</p>
How feedbacks are processed	<ul style="list-style-type: none"> FO send reply to the concerned citizen/ agencies within three (3) days upon receipt of the feedback <p>Standards Bureau shall send reply letter/memo to the concerned Field Office/concerned citizen within three (3) days upon receipt of the feedback</p>
How to file a complaint	<p>Complaints can be filed thru sending a letter or email to concerned DSWD FO or SB. The name of person being complained and the circumstances of the complaint should be included in the information.</p>
How complaints are processed	<ul style="list-style-type: none"> The concerned Office will conduct a case conference/meeting to discuss the issue/concern. If necessary, to set a meeting with the complainant and discuss the concern. Internal investigation shall be conducted, then provide recommendation and officially send reply letter/memo to the concerned citizen/agencies/FO. <p>The timelines on the processing of complaints/grievances shall be according to the DSWD Grievance Mechanism Guidelines.</p>
Contact Information	<p>Regional Director DSWD Field Office VIII (053) 321-3322</p> <p>ARTA 8-478-5093 complaints@arta.gov.ph</p> <p>Presidential Complaint Center (PCC) 8888 pcc@malacanang.gov.ph</p> <p>Contact Center ng Bayan 0908-881-6565 email@contactcenterngbayan.gov.ph</p>

3.7. Issuance of Certificate of Accreditation to Civil Society Organization (CSO) Organized by the Sustainable Livelihood Program (SLP)

The process of issuing Certificate of Accreditation to Civil Society Organizations (CSOs) Beneficiaries of DSWD Projects and/or Program Organized by the Sustainable Livelihood Program (SLP).

Office or Division:	DSWD Field Office - Standards Section (Regions I, II, III, IV- A, V, VI, VII, VIII, IX, X, XI, XII, CAR, Caraga, MIMAROPA & NCR)
Classification:	Complex
Type of Transaction:	<ul style="list-style-type: none"> Government to Client (G2C) Government to Government (G2G)
Who may avail:	All eligible beneficiary CSOs organized by the Department through SLP.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Certified true copy of the Certificate of Eligibility (CoE) <i>*The issuance of COE is subject to compliance on SLP existing guidelines.</i>	<ul style="list-style-type: none"> DSWD Sustainable Livelihood Program- Regional Program Management Office (DSWD SLP-RPMO)
2. Endorsement of SLPAs with CoE signed by the Regional Program Coordinator (to include the project/s approved, address of the SLPA, and the budget approved for the project)	<ul style="list-style-type: none"> DSWD Sustainable Livelihood Program- Regional Program Management Office (DSWD SLP-RPMO)

Note to Applicant: The acceptance of application documents does not imply that the application is already approved. The applicant must satisfy the assessment indicators based on DSWD Memorandum Circular No.26 Series of 2020.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
STEP 1: Submit/file application documents	Logs receipt into the document tracking system (DTS)/ Logbook Refer to the concerned unit.	None	*1 day	Focal Person
Note: Application documents received after 3:00 PM shall be considered as a next working day transaction.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
STEP 2: Wait for the result of the assessment	If Complete and Compliant: 1.1 Receive the documentary requirements	None	*4 days	Focal Person DSWD Field Office

	If found incomplete or non-compliant, 1.1 If found to be incomplete, prepares memo to the SLP-RPMO returning the application documents for compliance.			
STEP 3: Issuance of Permit	1.1 Forwards the signed memo to SLP-RMPO with the signed certificates and secures receiving copy. 1.2. Forwards signed memo to ICTMS for posting to FO website.	None	2 days	Focal Person- Standards Section - DSWD Field Office
	1.3. Post of list of accredited Beneficiary CSOs to FO-assigned bulletin board			
TOTAL				
For Complete and Compliant:	None	7 working days		
For Incomplete Submission:	None	30 minutes		

****The number of minutes shall be included on the total 7 working days.***

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<ul style="list-style-type: none"> Concerned citizen/concerned agencies send letter/email to the concerned Field Office (FO) <p>DSWD - Field Offices send memo/email to Standards Bureau</p>
How feedbacks are processed	<ul style="list-style-type: none"> FO send reply to the concerned citizen/ agencies within three (3) days upon receipt of the feedback <p>Standards Bureau shall send reply letter/memo to the concerned Field Office/concerned citizen within three (3) days upon receipt of the feedback</p>
How to file a complaint	<p>Complaints can be filed thru sending a letter or email to concerned DSWD FO or SB. The name of person being complained and the circumstances of the complaint should be included in the information.</p>
How complaints are processed	<ul style="list-style-type: none"> The concerned Office will conduct a case conference/meeting to discuss the issue/concern. If necessary, to set a meeting with the complainant and discuss the concern. Internal investigation shall be conducted, then provide recommendation and officially send reply letter/memo to the concerned citizen/agencies/FO. <p>The timelines on the processing of complaints/grievances shall be according to the DSWD Grievance Mechanism Guidelines.</p>
Contact Information	<p>Regional Director DSWD Field Office VIII (053) 321-3322</p> <p>ARTA 8-478-5093 complaints@arta.gov.ph</p> <p>Presidential Complaint Center (PCC) 8888 pcc@malacanang.gov.ph</p> <p>Contact Center ng Bayan 0908-881-6565 email@contactcenterngbayan.gov.ph</p>

3.8. Issuance of Certificate of Accreditation to Civil Society Organization (CSOs) Non-SLP Organized

The process of issuing Certificate of Accreditation to Civil Society Organizations (CSOs) Beneficiaries of DSWD Projects and/or Program.

Office or Division:	DSWD Field Office - Standards Section (Regions I, II, III, IV-A, V, VI, VII, VIII, IX, X, XI, XII, CAR, CARAGA, MIMAROPA & NCR)		
Classification:	Highly Technical		
Type of Transaction:	<ul style="list-style-type: none">• Government to Client (G2C)• Government to Government (G2G)		
Who may avail:	All eligible beneficiary CSOs organized by the Department through DSWD project/s and/or program/s.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Duly accomplished and duly sworn Beneficiary CSO Accreditation Application Form		<ul style="list-style-type: none">• DSWD FO- Standards Section	
2. Proof of existence or presence of the CSO in its stated address and area of operation or organization, namely: a. Pictures of office and direction sketch; and b. At least one of the following documents: <i>i. Barangay certification</i> <i>ii.</i> Certification or endorsement from at least two (2) publicly known individuals in the community <i>iii.</i> Other documents showing proof of existence		<ul style="list-style-type: none">• CSO Beneficiary Applicant	
3. Proof of organization, namely: a. Organizational chart or governance structure; and b. Date of organization, list of officers and members with their complete names, dates of birth (if known and or registered, complete address, and contact numbers, if available;		<ul style="list-style-type: none">• CSO Beneficiary Applicant	
4. Certificate of Good Standing – if the CSO applicant has received public funds prior to its application; Specifically stating that the CSO has liquated, in accordance with COA regulations, all fund transfers due for liquidation		<ul style="list-style-type: none">• Government agency or agencies from which it has received public funds	
5. Proof of having undergone Social Preparation		<ul style="list-style-type: none">• Designated DSWD Regional Program/Project Officer of the DSWD Program or project where the CSO applicant is seeking funds	

Note to Applicant. The acceptance of application documents does not imply that the application is already approved. The applicant must satisfy the assessment indicators based on DSWD Memorandum Circular No. 17 Series of 2017.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
STEP 1: Submit/file application documents	Logs receipt into the document tracking system (DTS)/ Logbook Refer to the concerned unit.	None	*2 hours	Focal Person - Standards Section - DSWD Field Office
Note: Application documents received after 3:00 PM shall be considered as a next working day transaction.				
STEP 2: Wait for the result of the assessment	If Complete and Compliant: 1.1 Receive and review the documentary requirements 1.2 Posting of applicant to DSWD website 1.3 Preparatory activities for the conduct of validation 1.4 Conducts validation as to the existence of the applicant beneficiary CSO including its on-going projects and/or programs as	None	*18 days and 6 hours	Focal Person - Standards Section - DSWD Field Office
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	applicable.			
	To include activities			

	<p>e.g. FGD, interviews, photo documentation of the validation site, interviewed persons and other related documents</p> <p>1.5 Prepares and signs Validation Report and Abstract with supporting documents.</p> <p>1.6 Evaluation and deliberation by the Field Office-Accreditation Committee.</p> <p>1.7 Prepares the Certificate of Accreditation</p> <p>1.8 Facilitates Certificate of Accreditation</p> <p>1.9 Post of list</p>			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>If found incomplete or non-compliant (in any part of the process)</p> <p>1.1 If found to</p> <p>1.2 If an irregularity, falsehood, fabrication or forgery is noted or found in the documents the</p>			

	applicant shall be required to explain not later than 3 days from receipt of notice issued by the Regional Director.			
STEP 3: Receives the Certificate of Accreditation	Release of the signed Certificate/s of Accreditation through: 1) Befitting ceremony (e.g. during the flag- raising ceremony) 2) Pick-up by the CSO applicant, 3) Courier, and 4) Hand-carrying of the Certificate/s of, Accreditation whichever is practicable.	None	*1 day	Focal Person - Standards Section - DSWD Field Office
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
TOTAL		N/A	20 working days	
For Complete and Compliant:				
For Incomplete Submission:		None	30 minutes	

***The number of minutes shall be included on the total 20 working days.**

**** This does not include the travel time of documents from the DSWD Field Office to the Central Office, and vice versa.**

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<ul style="list-style-type: none"> Concerned citizen/concerned agencies send letter/email to the concerned Field Office (FO) <p>DSWD - Field Offices send memo/email to Standards Bureau</p>
How feedbacks are processed	<ul style="list-style-type: none"> FO send reply to the concerned citizen/ agencies within three (3) days upon receipt of the feedback <p>Standards Bureau shall send reply letter/memo to the concerned Field Office/concerned citizen within three (3) days upon receipt of the feedback</p>
How to file a complaint	<p>Complaints can be filed thru sending a letter or email to concerned DSWD FO or SB. The name of person being complained and the circumstances of the complaint should be included in the information.</p>
How complaints are processed	<ul style="list-style-type: none"> The concerned Office will conduct a case conference/meeting to discuss the issue/concern. If necessary, to set a meeting with the complainant and discuss the concern. Internal investigation shall be conducted, then provide recommendation and officially send reply letter/memo to the concerned citizen/agencies/FO. <p>The timelines on the processing of complaints/grievances shall be according to the DSWD Grievance Mechanism Guidelines.</p>
Contact Information	<p>Regional Director DSWD Field Office VIII (053) 321-3322</p> <p>ARTA 8-478-5093 complaints@arta.gov.ph</p> <p>Presidential Complaint Center (PCC) 8888 pcc@malacanang.gov.ph</p> <p>Contact Center ng Bayan 0908-881-6565 email@contactcenterngbayan.gov.ph</p>

3.9. Accreditation of Pre-Marriage Counselors

The process of assessing the applicant eligible to conduct pre-marriage counseling pursuant to Article 16 of the Family Code of the Philippines.

Office or Division:	DSWD Field Office - Standards Section (Regions I, II, III, IV-A, V, VI, VII, VIII, IX, X, XI, XII, CAR, Caraga, MIMAROPA & NCR)	
Classification:	Highly Technical	
Type of Transaction:	• Government to Client (G2C)	
Who may avail:	All qualified applicants per item VIII of MC 1 s. 2019 and as amended in MC 10 s. 2021	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
A. For New Applicants		
1. One (1) Duly Accomplished Application Form.	<ul style="list-style-type: none">Any DSWD Field Office - Standards Section (Regions I, II, III, IV-A, V, VI, VII, VIII, IX, X, XI, XII, CAR, Caraga, MIMAROPA & NCR)https://www.dswd.gov.ph/issuances/MCs/MC_2019-001.pdf <i>Annex A. PMC Form_App</i>	
One (1) photocopy of the following documents (<u>original copies must be presented</u>):		
1. Any of the following as proof that the applicant is a graduate of four (4) year course: a. Photocopy of Certificate of graduation/college diploma or transcript of records; or b. Certified photocopy of valid PRC ID.	<ul style="list-style-type: none">Any PRC Office nationwide	
2. Photocopy of Training Certificates/ Certificates from seminars, conferences, training, and other related activities on basic counseling service for at least twenty-four (24) four hours. If original copy is unavailable, a certified true copy of the certificate of participation/ attendance from the training provider will be accepted.	<ul style="list-style-type: none">Training Provider	
3. Any of the following as proof that applicant is tasked to assist/conduct PMC sessions and/or part of the local PMC Team, if applicable: a. Certification from immediate Supervisor; or b. An approved resolution	<ul style="list-style-type: none"><i>Local Government Office</i>	

4. Documentation of at least six (6) PMC sessions, which captures the role performed by the applicant as proof that he/she has assisted in the PM Counseling session.	<ul style="list-style-type: none"> • https://www.dswd.gov.ph/issuances/MCs/MC_2019-001.pdf <p><i>Annex C. Documentation Report Template</i></p>
Other documents to be made available during the assessment visit:	
Accomplished Marriage Expectation Inventory Form of would-be-married couple/s present during the validation visit.	
B. For Renewal	
1. Certificates of training, seminars, orientation and other related or similar activities on marriage counseling or topics related to pre-marriage counseling such as but not limited to Gender and Development, Human Maturity, Value Clarification and Responsible Parenting for at least twenty-four (24) hours within the validity period of the preceding certificate.	<ul style="list-style-type: none"> • Training Provider
2. Accomplishment Report for the past year with at least a minimum of ten (10) PMC sessions conducted preceding the application using the template provided by DSWD (<u>Annex D</u>);	<ul style="list-style-type: none"> • Any DSWD Field Office - Standards Section (Regions I, II, III, IV-A, V, VI, VII, VIII, IX, X, XI, XII, CAR, Caraga, MIMAROPA & NCR) • https://www.dswd.gov.ph/issuances/MCs/MC_2019-001.pdf <i>Annex D. PMC Form</i>
3. Summary documentation of PMC session/s conducted for the past year using the template provided by DSWD (<u>Annex C</u>);	<ul style="list-style-type: none"> • Any DSWD Field Office - Standards Section (Regions I, II, III, IV-A, V, VI, VII, VIII, IX, X, XI, XII, CAR, Caraga, MIMAROPA & NCR) • https://www.dswd.gov.ph/issuances/MCs/MC_2019-001.pdf <i>Annex C. PMC Form</i>
Other documents to be made available during the validation visit.	
a. Accomplished Marriage Expectation Inventory Form of would-be-married couple/s present during the validation visit.	
b. Accomplished and consolidated result of client feedback/satisfaction survey (See <u>Annex F</u> for the template) of about fifty (50) percent of the total number of counselled couple for the past year; and	<ul style="list-style-type: none"> • Any DSWD Field Office - Standards Section (Regions I, II, III, IV-A, V, VI, VII, VIII, IX, X, XI, XII, CAR, Caraga, MIMAROPA & NCR) • https://www.dswd.gov.ph/issuances/MCs/MC_2019-001.pdf <i>Annex F. PMC Form</i>

c. A summary/record on the number of Certificate of Marriage Counseling issued.	•
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Note to Applicant: The acceptance of application documents does not imply that the application is already approved. The applicant must satisfy the assessment indicators based on DSWD Memorandum Circular No. 01 Series of 2019.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Assessment Procedures for Walk-in Applicants				
STEP 1: Secures application form thru the DSWD Website/Field Office	Provides client application form, and checklist of requirements	None	*5 minutes	Support Staff in charge of all incoming documents (Field Office-Standards Section)
STEP 2: Submit/ file application and supporting documents at Field Office – Standards Section	Records receipt of application and forward the same to assigned staff.	None	*15 minutes	Support Staff in charge of all incoming documents (Field Office-Standards Section)
Note: Application documents received after 3:00 PM shall be considered as a next working day transaction.				
STEP 3: Awaits for acknowledgement or notification relative to the application.	1. Reviews and Assess the completeness of requirements/ documents submitted and prepare	None	5 working days and 2 hours	Technical Staff or Officer of the day / Support Staff in charge of all incoming documents (Field
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Acknowledgement letter, to wit: 1.1 If found complete/ sufficient, acknowledge receipt of application and notifies applicant and coordinate			Office - Standards Section)

	<p>for the schedule assessment visit.</p> <p>1.2 If found insufficient/have not met required qualification and requirements, acknowledge receipt and notify the applicant on the lacking requirements and provide necessary technical assistance.</p> <p>2. Review and approval of Supervisor/ Section Head</p> <p>3. Review and approval of the Regional Director.</p>			<p>Supervisor/ Section Head</p> <p>Regional Director</p>
Step 4: Accomplish and drop the Customer's Feedback Form on the dropbox.	Provide the applicant Organization the Customer's Form Feedback	None	*5 minutes	Support Staff (Field Office - Standards Section)
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
STEP 5: Actual Accreditation Assessment	<p>Conducts validation assessment with the applicable mode:</p> <ul style="list-style-type: none"> Under Normal circumstances actual accreditation visit; During the 	None	1 working day	Technical Staff or Officer of the day (Field Office - Standards Section)

	state of calamity/ emergency virtual assessment. Activities to take place: 1. Brief overview on the assessment process; 2. Observation on the counseling session; and 3. Exit Conference			
STEP 6: Awaits the approval of the confirmation report/issuanc e of the Certificate	1.1 Final Assessment of the application documents and result of the actual accreditation assessment.	None	7 working days	Technical Staff/ Section Head/ Division Chief/
	1.2 Prepares the confirmation report, with the following possible content:			
	a. If favorable, inform applicant on the approval of his/her accreditation.			
	b. If unfavorable, recommend for re- assessment.			
	1.3 Forwards to the office of the RD for approval/signature.			Support Staff

	1.4 Approval and Signature of the documents			Regional Director
STEP 7: Awaits for the approval and issuance of certificate, if favorable.	Prepares certificate for issuance, if favourable. Approval and signature of the Certificate	None	5 working days	Support Staff Regional Director
STEP 8: Receives the Accreditation Certificate	Release of Certificate	None	1 working day	Support Staff (Field Office - Standards Section)
TOTAL				
For Complete and Compliant:		None	18 working days and 2.25 hours	
For Complete Requirements with Areas For Compliance:		None	25 minutes	

****The number of minutes shall be included on the total number of working days.***

***** This does not include the travel time of documents from the DSWD Field Office to the Central Office, and vice versa.***

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<ul style="list-style-type: none"> Concerned citizen/concerned agencies send letter/email to the concerned Field Office (FO) <p>DSWD - Field Offices send memo/email to Standards Bureau</p>
How feedbacks are processed	<ul style="list-style-type: none"> FO send reply to the concerned citizen/ agencies within three (3) days upon receipt of the feedback <p>Standards Bureau shall send reply letter/memo to the concerned Field Office/concerned citizen within three (3) days upon receipt of the feedback</p>
How to file a complaint	<p>Complaints can be filed thru sending a letter or email to concerned DSWD FO or SB. The name of person being complained and the circumstances of the complaint should be included in the information.</p>
How complaints are processed	<ul style="list-style-type: none"> The concerned Office will conduct a case conference/meeting to discuss the issue/concern. If necessary, to set a meeting with the complainant and discuss the concern. Internal investigation shall be conducted, then provide recommendation and officially send reply letter/memo to the concerned citizen/agencies/FO. <p>The timelines on the processing of complaints/grievances shall be according to the DSWD Grievance Mechanism Guidelines.</p>
Contact Information	<p>Regional Director DSWD Field Office VIII (053) 321-3322</p> <p>ARTA 8-478-5093 complaints@arta.gov.ph</p> <p>Presidential Complaint Center (PCC) 8888 pcc@malacanang.gov.ph</p> <p>Contact Center ng Bayan 0908-881-6565 email@contactcenterngbayan.gov.ph</p>

3.10. Endorsement of Duty-Exempt Importation of Donations to Social Welfare and Development Agencies

The process of assessing the applicant SWDA to determine whether its submitted requirements suffice their exemption from paying customs dues for the release of foreign donations consigned to them.

Office or Division:	Standards Section – DSWD Field Office Standards Compliance Monitoring Division (SCMD) – Standards Bureau, DSWD Central Office		
Classification:	Highly Technical		
Type of Transaction:	Government to Client (G2C)		
Who may avail of:	Licensed and/or accredited private Social Welfare and Development Agencies (SWDAs) in accordance to section 800(m) of the Republic Act No. 10863, otherwise known as the Customs Modernization and Tariff Act (CMTA) of 2016, who wish to exempt from customs dues the foreign donations consigned to them.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Application form (DSWD DFE Form 1)		<ul style="list-style-type: none">• DSWD Central Office - Standards Bureau (SB) IBP Road, Constitution Hills, Batasan Pambansa Complex, Quezon City• Any DSWD Field Office - Standards Section (Regions I, II, III, IV-A, V, VI, VII, VIII, IX, X, XI, XII, CAR, Caraga, MIMAROPA & NCR)• https://www.dswd.gov.ph/issuances/MCs/MC_2019-021.pdf – DSWD DFE Form 1	

2. Authenticated Deed of Donation from the Philippine Consular Office of the country of origin	Philippine Consular Office (i.e. embassy or consulate) of the country of origin
3. Notarized Deed of Acceptance	Notary public
4. Copy of valid DSWD Registration, License and/or Accreditation Certificate	Issued by the DSWD to the licensed and/or accredited SWDA

5. Bill of Lading or Airway Bill	Carrier (or agent) to acknowledge receipt of cargo for shipment, usually provided by the donor to the donee.
6. Packing List	Carrier (or agent) to acknowledge receipt of cargo for shipment, usually provided by the donor to the donee
7. Plan of Distribution	https://www.dswd.gov.ph/issuances/MCs/MC_20_19-021.pdf – DSWD DFE Form 2 <ul style="list-style-type: none"> • To be certified and endorsed by the DSWD Field Office(s) having jurisdiction over the target area for distribution

<p>OPTIONAL REQUIREMENTS</p> <p>1. Certification from Food and Drug Administration (FDA), in case of medicines</p>	<p>Food and Drug Administration – Civic Drive, Filinvest Corporate City, Alabang, Muntinlupa City 1781</p>
<p>2. Notarized distribution report on latest shipment, if not the first time to import foreign donations.</p>	<p>https://www.dswd.gov.ph/issuances/MCs/MC_20_19-021.pdf – DSWD DFE Form 3</p> <ul style="list-style-type: none"> To be certified correct by the concerned DSWD Field Office
<p>3. Proof of prior agreements or approved arrangements, in case In case of relief items other than food and medicines</p>	<p>Appropriate government agencies</p>

Note to Applicant. The acceptance of application documents does not imply that the application is already approved. The applicant must satisfy the assessment indicators based on DSWD Memorandum Circular No. 21 Series of 2019.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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STEP 1: The representative of the SWDA files the application form, together with the supporting documents/requirements at the respective DSWD- Field Office covering the region where the intended distribution of goods shall take place.	1. Reviews the completeness and correctness of the submitted application documents based on the checklist. <i>If complete, forward for Tracking to Support Staff</i> <i>If incomplete, return to applicant, provide TA and checklist of requirements.</i> 2. Logs its receipt into the document tracking system 3. Provides the walk-in applicant with document reference number for easy tracking.	None	*30 minutes	Field Office: Standards Unit administrative personnel and/or Officer-of-the-Day
Note: Application documents received after 3:00 PM shall be considered as a next working day transaction.				

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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STEP 2: The applicant shall pay the required processing fee at the Cash Unit of the concerned DSWD-Field Office; provides a copy to the Standards Section	Accounting Section for the order of payment then pay the necessary fee to Cash Section; Issues an official receipt.	Php1,000.00	*10 minutes	Field Office: Cash Section personnel
STEP 3: Awaits results of the assessment.	Review and conduct assessment of the submitted application documents for eligibility and compliance to documentary requirements; Step 3a – If found compliant to eligibility and documentary requirements Prepare for conduct of area visit Step 3b – If found non-compliant to eligibility and documentary requirements Return application documents to the applicant with a letter and checklist citing reasons for disapproval with technical assistance on how to rectify non-compliance and/or submit	None	3 working days	Field Office: Standards Section technical staff

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	lacking requirements Provides the applicant the Client Satisfaction Measurement Form			
Note: While face-to-face is still prohibited during this pandemic situation, technical assistance shall be provided in written form. In the event that the return of documents cannot be facilitated due to unavailability of the service provider, acknowledgment letter shall indicate the checklist of documents for compliance to be secured or accomplished.				
STEP 4: Validation Visit	Conducts area visit, obtains in-depth information concerning administrative and operational aspects of the program. (Optional)	None	2 working days (per agreed schedule)	Field Office: Standards Section Technical Staff
STEP 5: Endorsement to the DSWD Central Office.	Endorses the draft acknowledgment letter to the Regional Director for approval	None	1 working day	Field Office: Standards Section Technical Staff
	Endorses the application to the Standards Bureau at the Central Office			DSWD Regional Director
	If deficient to return the application to the applicant and provide the necessary technical assistance to comply with the requirement/s.			
	Checks the completeness of the submitted application documents. 1.1. Logs its receipt	None	3 working days	Standards Bureau: SCMD Technical Staff/ Division Chief/ Bureau Director

	into the			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>Document Transaction Management System (DTMS)</p> <p>If incomplete, return the documents and inform the Field Office concerned that the application shall not be processed unless they have submitted the complete documents.</p> <p>If approved, forward the application to the Office of the Undersecretary supervising the Standards Bureau.</p> <p>Prepares the following:</p> <ul style="list-style-type: none"> • Endorsement letter to the DOF, Conformance letter to applicant that it should comply with post-facilitation requirements • Letter to concerned DSWD Field Office informing 			

	them of the endorsement If disapproved, return the documents and			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	send a written communication to concerned DSWD Field Office, copy furnished the applicant, indicating reasons for disapproving the application.			
	Endorsement to the Secretary Affixes initial to the endorsement letter to DOF	None	1 working day	DSWD Undersecretary supervising the Standards Bureau
	Final Approval of the Endorsement Affixes signature to the endorsement letter to DOF	None	3 working days	SWD Secretary
STEP 6: Approved applicants to pick up the Endorsement Letter	Informs the applicant and Field Office of the approval of endorsement. Preparation of the endorsement letter for pick-up of the applicant and the conforme letter for their signature.	None	*10 minutes	Standards Bureau: SCMD Technical Staff
TOTAL				
Complete and Compliant:		₱1,000.00	Fourteen (14) days	

Complete but non- Compliant Submission:	₱1,000.00	Eight (8) days and fifty (50) minutes	
For Incomplete Submission:	None	30 minutes	

****The number of minutes shall be included on the total 20 working days.***

***** This does not include the travel time of documents from the DSWD Field Office to the Central Office, and vice versa.***

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<ul style="list-style-type: none"> Concerned citizen/concerned agencies send letter/email to the concerned Field Office (FO) <p>DSWD - Field Offices send memo/email to Standards Bureau</p>
How feedbacks are processed	<ul style="list-style-type: none"> FO send reply to the concerned citizen/ agencies within three (3) days upon receipt of the feedback <p>Standards Bureau shall send reply letter/memo to the concerned Field Office/concerned citizen within three (3) days upon receipt of the feedback</p>
How to file a complaint	<p>Complaints can be filed thru sending a letter or email to concerned DSWD FO or SB. The name of person being complained and the circumstances of the complaint should be included in the information.</p>
How complaints are processed	<ul style="list-style-type: none"> The concerned Office will conduct a case conference/meeting to discuss the issue/concern. If necessary, to set a meeting with the complainant and discuss the concern. Internal investigation shall be conducted, then provide recommendation and officially send reply letter/memo to the concerned citizen/agencies/FO. <p>The timelines on the processing of complaints/grievances shall be according to the DSWD Grievance Mechanism Guidelines.</p>
Contact Information	<p>Regional Director DSWD Field Office VIII (053) 321-3322</p> <p>ARTA 8-478-5093 complaints@arta.gov.ph</p> <p>Presidential Complaint Center (PCC) 8888 pcc@malacanang.gov.ph</p> <p>Contact Center ng Bayan 0908-881-6565 email@contactcenterngbayan.gov.ph</p>

3.11. Accreditation of Social Workers Managing Court Cases (SWMCCs)

The process of assessing the Social Workers managing court-related cases as to their compliance to delivery of quality service.

Office:	Standards Section – DSWD Field Office Standards Compliance and Monitoring Division (SCMD) Standards Bureau – DSWD Central Office	
Type of Transaction:	Highly Technical	
Who may avail:	All Social Workers who are direct practitioners including supervisors from the DSWD Field Offices, residential, and center-based facilities, Local Government Units, other National Government Agencies, Court Social Workers, Non-Government Organizations, and individual practitioners managing court cases of the disadvantaged groups.	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
A. For New Applicants		
1. For Social Workers		
a. 2 copies of Application Form for Accreditation of Social Workers Managing Court Cases (Annex A)	<ul style="list-style-type: none"> • DSWD Central Office - Standards Bureau (SB) IBP Road, Constitution Hills, Batasan Pambansa Complex, Quezon City • Any DSWD Field Office - Standards Section (Regions I, II, III, IV-A, V, VI, VII, VIII, IX, X, XI, XII, CAR, Caraga, MIMAROPA & NCR) • Refer to DSWD Website – Administrative Order No. 1 series of 2008 for the form 	
b. 2 copies and original Valid Professional Regulations Commission Registration ID Card	Professional Regulations Commission	

c. 2 copies of Certificate of attendance to basic course training (at least 32 hours) on the management of court cases from DSWD or its recognized training institutions; <i>*In case of lost certificate, a certified true copy from the training provider may be presented</i>	Training Provider
d. Summary documentation of four (4) cases managed (Annex B)	Refer to DSWD Website – Administrative Order No. 1 series of 2008 for the template
e. Letter of Recommendation attesting to the competence of the social worker	Any of the following: <ul style="list-style-type: none"> • Supervisor of the applicant; • Philippine Association of Social Workers, Inc. (PASWI); • If court social worker, from the Philippine Association of Court Social Workers, Inc. (PACSWI)
f. The following documents on cases handled must be made available during on-site assessment: <ul style="list-style-type: none"> • Case study reports; • Progress/running notes; • Case summaries; • Case conference proceeding s/notes 	Applicant/Client
2. For Supervisors	
a. First three (3) requirements stated under new applicants for social worker	(Same as stated above)
b. Technical supervisory notes of two (2) supervisees as proof of providing technical assistance	Applicant/Client

c. The following documents on cases handled must be made available during on-site assessment: <ul style="list-style-type: none"> • Case study reports; • Progress/running notes; • Case summaries; • Case conference proceedings/notes 	Applicant/Client
B. For Renewal	
1. For Social Workers	
a. Certificate of attendance to relevant trainings attended or refresher course of at least 24 hours	DSWD or recognized training institutions
b. Summary documentation (Annex B) of cases managed for the last six months	Refer to DSWD Website – Administrative Order No. 1 series of 2008 for the template
c. Recommendation from the Supervisor attesting to the competence of social worker in managing court cases	Applicant/Client
d. The following documents on cases handled must be made available during on-site assessment: <ul style="list-style-type: none"> • Case study reports; • Progress/running notes; and • Other relevant documentations pertaining to the cases 	Applicant/Client
2. For Supervisor	
a. First three (3) requirements stated under renewal for social worker	(As stated above)
b. Technical supervisory notes of two (2) supervisees as proof of providing technical assistance	Applicant/Client

c. The following documents on cases handled must be made available during on-site assessment: <ul style="list-style-type: none"> • Case study reports; • Progress/running notes/marginal notes; • Case summaries; • Case conference proceedings/notes 	Applicant/Client
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Note to Applicant: The acceptance of application documents does not imply that the application is already approved. The applicant must satisfy the assessment indicators based on DSWD Memorandum Circular No. 17 Series of 2018.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Applications received through Walk-in Applicants				
STEP 1: The Applicant shall file application (Annex A) at the concerned DSWD Field Offices (FO) – Standards Section together will the requirements stated above.	A. the Field Office-Standards Section Support Staff shall receive submitted documents with its original copies. A Document Reference Number shall be provided to the applicant for easy tracking. If complete, the Technical Staff assigned by the Section Head will then proceed with the pre-assessment process. If incomplete, documents shall be returned accompanied by provision of technical assistance and checklist of requirements.	None	1 hour and 30 minutes	Standards Section Support Staff/ Standards Section Head / Technical Staff
CLIENT STEPS	AGENCY ACTIONS	FEES TO	PROCESSING	PERSON

		BE PAID	TIME	RESPONSIBLE
B. Applications received through Mail/Courier				
	<p>1.1.B The Field Office- Standards Section shall receive the submitted documents and shall then farms out to the Standards Head Section.</p> <p>If complete, the Technical Staff assigned by the Section Head will then proceed with the pre-assessment process.</p>	None	4 hours 20 minutes	Standards Section Support Staff/ Standards Section Head / Technical Staff
	1.1.The technical staff shall conduct desk review of the received application as to completeness and compliance.	None	6 days and 1 hour	Assigned Standards Section Technical Staff / Standards Section Head/ PPD/ ORD
	1.2. If requirements are complete and compliant, the Field Office- Standards Section shall prepare pre-assessment report and/or endorsement report to Standards Bureau along with the acknowledgement letter to the applicant Social Worker on the status of the application.	None		

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	If incomplete or non-compliant, an acknowledgement letter shall be prepared indicating the checklist of lacking documents.			
	<p>1.3. One set of copy of the application requirements and the signed/ approved pre-assessment report and/or endorsement report shall be endorsed to DSWD- Standards Bureau, and file the other copy in the Field Office.</p> <p>The signed/ approved acknowledgement letter shall also be sent to the applicant Social Worker.</p>	None	1 hour	Standards Section Support Staff
	1.4. The Standards Bureau- Support Staff shall receive the endorsed application and will endorse to Standards Compliance Monitoring Division (SCMD) thru the Section Head.	None	2.5 hours	DSWD Standards Bureau Support Staff/SCMD Section Head
	1.5. The Standards Compliance Monitoring	None	1 day	Assigned DSWD-

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>Division (SCMD) Technical Staff shall review the application and documents submitted by the Applicant through Field Office.</p> <p>If complete and compliant, preparation of acknowledgement letter indicating the schedule and mode of accreditation shall be made:</p> <ul style="list-style-type: none"> • Under Normal circumstances actual accreditation visit shall be conducted; • During the state of calamity/emergency, virtual accreditation shall be conducted <p>If incomplete or non-compliant, the Technical Staff to also prepare an acknowledgement letter indicating the checklist of lacking documents.</p>			Standards Bureau technical staff, depending on the Field Office where the application was from.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.6. If the submitted documents are complete and compliant, the signed and approved Acknowledgement letter shall be endorsed to the Applicant through the Field Office on the schedule of the assessment	None	13 hours and 30 minutes	Support Staff / Assigned technical staff/ SCMD Section Head / Bureau Director DSWD-Standards Bureau
STEP 2: The Applicant shall coordinate with Standards Bureau through the Field Office on the schedule of the assessment.	The technical staff shall conduct assessment through review of case records, interview of the applicant and client/s, and conduct of other relevant activities.	None	1 day (per agreed schedule)	Assigned technical staff from DSWD-Standards Bureau
	1.7. Technical Staff shall prepare the Confirmation Report Certificate of Accreditation, Executive Summary for the Assistant Secretary and Undersecretary and the transmittal memo for review and approval of the Section Head and Division Chief. <i>*If the applicant/s falls below the set standards, the said applicant/s shall be given appropriate technical assistance on the areas needing improving. A re-</i>	None	5 days and 2 hours after conduct of assessment	DSWD – Standards Bureau Support Staff / Assigned technical staff/ SCMD Section Head / SCMD Division Chief

	<i>assessment shall be</i>			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<i>conducted after six months.</i>			
2. The applicant shall coordinate with Standards Bureau through the Field Office on the schedule of the assessment.	2.1. The technical staff shall conduct assessment through review of case records, interview of the applicant and client/s, and conduct of other relevant activities.	None	1 day (per agreed schedule)	Assigned technical staff from DSWD-Standards Bureau
	2.2. Technical Staff shall prepare the Confirmation Report Certificate of Accreditation, Executive Summary for the Assistant Secretary and Undersecretary and the transmittal memo for review and approval of the Section Head and Division Chief. *If the applicant/s falls below the set standards, the said applicant/s shall be given appropriate technical assistance on the areas needing improving. A re-assessment shall be conducted after six months.	None	5 days and 2 hours after conduct of assessment	DSWD – Standards Bureau Support Staff / Assigned technical staff from DSWD-Standards Bureau / SCMD Section Head / SCMD Division Chief
Issuance of Accreditation Certificate. This shall be issued by the Department Secretary or his/her duly authorized representative if the applicant has qualified the accreditation standards.				

	2.3. Standards Bureau shall review and/or approve and endorse the Confirmation	None	1 day and 1 hour and 30 minutes	Bureau Director DSWD-Standards Bureau
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>Report, Executive Summary, Certificate of Accreditation and transmittal memo to the Assistant Cluster Head.</p> <p>If with inputs/ comments/ corrections, the documents shall be returned to the technical staff.</p>			
	<p>2.4. The Assistant Cluster Head to review and/or approve and endorse the Executive Summary, Certificate of Accreditation and transmittal memo to the Undersecretary.</p> <p>If there will be inputs/comments, it shall be returned to the Standards Bureau.</p>	None	1 day and 1 hour	Assistant Secretary/ Cluster Head DSWD-Standard and Capacity Building Group

	2.5. The Cluster Head to review and/or approve the Certificate of Accreditation and other approved attached documents.	None	1 day and 1 hour	Undersecretary/ Cluster Head DSWD- Standards and Capacity Building Group
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.6. Standards Bureau to endorse the approved Certificate of Accreditation to the qualified Social Worker through the Field Office. One set of copy of the approved Confirmation Report and Certificate of Accreditation shall be transmitted to Records Section	None	2 hours	Standards Compliance Monitoring Division (SCMD) Support Staff
3. Qualified applicant shall receive/pick- up the Accreditation Certificate from the Field Office where the application was filed.	1.1 Notify the Applicant Organization on the availability of the Certificate 1.2 Issues the Certificate of Accreditation	None	30 minutes	Support staff from the DSWD FO- Standards Section
Total Processing Time:			20 working days	

****The number of minutes shall be included on the total 20 working days.***

***** This does not include the travel time of documents from the DSWD Field Office to the Central Office, and vice versa.***

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<ul style="list-style-type: none"> Concerned citizen/concerned agencies send letter/email to the concerned Field Office (FO) <p>DSWD - Field Offices send memo/email to Standards Bureau</p>
How feedbacks are processed	<ul style="list-style-type: none"> FO send reply to the concerned citizen/ agencies within three (3) days upon receipt of the feedback <p>Standards Bureau shall send reply letter/memo to the concerned Field Office/concerned citizen within three (3) days upon receipt of the feedback</p>
How to file a complaint	<p>Complaints can be filed thru sending a letter or email to concerned DSWD FO or SB. The name of person being complained and the circumstances of the complaint should be included in the information.</p>
How complaints are processed	<ul style="list-style-type: none"> The concerned Office will conduct a case conference/meeting to discuss the issue/concern. If necessary, to set a meeting with the complainant and discuss the concern. Internal investigation shall be conducted, then provide recommendation and officially send reply letter/memo to the concerned citizen/agencies/FO. <p>The timelines on the processing of complaints/grievances shall be according to the DSWD Grievance Mechanism Guidelines.</p>
Contact Information	<p>Regional Director DSWD Field Office VIII (053) 321-3322</p> <p>ARTA 8-478-5093 complaints@arta.gov.ph</p> <p>Presidential Complaint Center (PCC) 8888 pcc@malacanang.gov.ph</p> <p>Contact Center ng Bayan 0908-881-6565 email@contactcenterngbayan.gov.ph</p>

4. Personnel Administration Section

4.1. Issuance of Service Record (SR) to Separated Officials and Employees

5.

The Service Record (SR) is being issued to separated Officials and employees in the Field Office who have been cleared of money, property, and legal accountabilities. As requested, the SR provides and certifies their detailed government service, to include: Full Name, Date and Place of Birth, Positions, Status of Employment and Equivalent Periods and Salaries

Office or Section:	Personnel Administration Section (PAS)			
Classification:	Complex			
Type of Transaction:	G2C – Government to Transacting Public			
Who may avail:	Separated Field Office (FO) Officials and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
HRMDD-PAS Request Form or formal letter or e-mail request		PAS Receiving Area Client		
FO Clearance Certificate		Client or if none, FILE 201 / PER 16		
Special Power of Attorney (If authorized representative)		Client		
CLIENT STEPS	AGENCY ACTIONS	FEE S TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send mail/e-mail or for walk-in without any written request, accomplish the HRMDD-PAS Request Form (write contact details as well if preferred mode of receipt is via courier	1. Receive the complete documents submitted	none	10 minutes	Incoming / Outgoing Clerk PAS Receiving Area

purposes, as needed) and submit to PAS together with complete supporting documents.				
2. Wait for advice of the assigned PAS Focal Person	2.1. Review the Service Card data, if updated review documents submitted and check the FILE 201 / PER 16 if needed.	none	6 Days, 2 hours (depending on the period of retrieving the files)	PAS Focal Person FOs Personnel Transactions Section
	2.2. Encode/check details of SR, print the issuance and attach the necessary documents	none	30 minutes	PAS Focal Person FOs Personnel Transactions Section
	2.3. Review and Sign/initial the SR	none	4 hours (depending on the availability of signatories)	Section Head or Personnel Officer FOs Personnel Transactions Section OIC-Chief, HRMDD
3. Inform PAS on method of receiving the duly-signed SR.	3. Inform the client that the SR is ready and ask if for pick-up or for courier service (either through chat, e-mail or phone call)	none	5 minutes	PAS Focal Person FOs Personnel Transactions Section
4.1. If the SR is to be sent via courier service,	4.1.1. Prepare and print the transmittal	none	20 minutes	

wait until the parcel is sent to given address.	letter with information on how to return customer feedback. Attach one originally signed SR and one Customer Feedback Form for accomplishment			
	4.1.2. Review and Sign/Initial the transmittal letter	none	20 minutes	Section Head or Personnel Officer FOs Personnel Transactions Section OIC-Chief, HRMDD
	4.1.3. Encode tracking details in the e-DTMS	none	15 minutes	Incoming / Outgoing Clerk PAS Receiving Area
	4.1.4. Forward the document to the AD-RAMS for courier service	none	10 minutes	Incoming / Outgoing Clerk PAS Receiving Area Incoming / Outgoing Clerk AD-RAMS
4.2. If the SR is for pick-up, proceed to PAS and get the requested document.	4.2.1. Provide one originally signed SR to the client and have it properly received. Ask the client to accomplish Customer Feedback Form	none	10 minutes	Incoming / Outgoing Clerk PAS Receiving Area
				May be

TOTAL	none	7 Days	extended depending on the volume of transactions handled
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FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<p>Kindly accomplish the Customer Feedback Form (HRMDD-GF-07) and put them in the drop box located at the PAS Receiving Area.</p> <p>VOIP: 18019 E-mail: personnel.fo8@dswd.gov.ph</p>
How feedbacks are processed	<p>Every end of the month, your feedbacks are consolidated and summarized by the designated Personnel Officer.</p> <p>Feedbacks requiring answers/clarifications are forwarded to appropriate Office for immediate response within 3 working days</p> <p>Appropriate client shall be informed of the response.</p> <p>For the status of your query/clarification, you may contact us thru: VOIP: 18019 E-mail: personnel.fo8@dswd.gov.ph</p>
How to file a complaint	<p>Kindly accomplish the Customer Feedback Form (HRMDD-GF-07) and put them in the drop box located at the PAS Receiving Area.</p> <p>You may also file your complaint through telephone with the following details:</p> <ul style="list-style-type: none"> - Your Name and contact details - Transaction with PAS - Name of Person complained of - Reason for complaint - Evidence/s, if any <p>For the status of your complaint/s, you may contact us thru: VOIP: 18019 E-mail: personnel.fo8@dswd.gov.ph</p>
How complaints are processed	<p>Every end of the month, your feedbacks/complaints are consolidated and summarized by the designated Personnel Officer.</p>

	<p>Feedbacks requiring answers/clarifications are forwarded to appropriate Office for immediate response within 3 working days.</p> <p>Proper investigation shall be conducted and a report shall be filed by the assigned employee.</p> <p>Appropriate client shall be informed of the response.</p> <p>For the status of your complaint, you may contact us thru: VOIP: 18019 E-mail: personnel.fo8@dswd.gov.ph</p>
Contact Information of CCB, PCC, ARTA	<ul style="list-style-type: none"> • Anti-Red Tape Authority (ARTA) complaints@arta.gov.ph, 8-478-5093 • Presidential Complaint Center (PCC) pcc@malacanang.gov.ph, 8888 • Contact Center ng Bayan (CCB) email@contactcenterngbayan.gov.ph, before CSC (Civil Service Commission), 0908-881-6565

4.2. Issuance of Completed Office Clearance for Money, Property, and Legal Accountabilities to Separated Officials and Employees

The Office Clearance Certificate is being provided to Officials and employees who were separated from the Department which certifies that the former Official/employee no longer has money, property and legal accountabilities. The provision of the Office Clearance Certificate may be requested by separated Officials and employees if the Office Clearance Certificate initially-issued to them was lost, damaged, etc., or the Official/employee was not able to secure the duly-accomplished Office Clearance Certificate at the time of their separations.

Office or Division:	Personnel Administration Section (PAS)		
Classification:	Complex		
Type of Transaction:	G2C – Government to Transacting Public		
Who may avail:	Separated Field Office (FO) Officials and Employees who already has a duly-accomplished Office Clearance Certificate on file/submitted to PAS and without any money, property, and legal accountabilities.		
<table border="1"> <tr> <td>CHECKLIST OF REQUIREMENTS</td><td>WHERE TO SECURE</td></tr> </table>		CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE		

HRMDD-PAS Request Form or formal or e-mail request		PAS Receiving Area Client		
Letter of Separation and its Acceptance		Client or if none, FILE 201 / PER 16		
Special Power of Attorney (If authorized representative)		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send mail/e-mail or for walk-in without any written request, accomplish the HRMDD-PAS Request Form (write contact details as well for courier purpose) and submit to PAS, together with complete supporting documents	1. Receive the documents submitted	none	5 minutes	Incoming / Outgoing Clerk PAS Receiving Area
2. Wait for advice of the assigned PAS Focal Person	2.1. Review the documents submitted and check the FILE 201 / PER 16 to retrieve the FO Clearance Certificate on file.	None	6 days, 6 hours (may take longer hours depending on the period of retrieving the files)	PAS Focal Person
	2.2. If there is an extra original copy of the FO Clearance Certificate on file, remove it from the FILE 201 / PER 16.	None	10 minutes	PAS Focal Person

	<p>If there is only one (1) original copy of the FO Clearance Certificate on file, have it photocopied then put a "Certified True Copy" stamp on it.</p>			
	<p>2.3. Sign the photocopied FO Clearance Certificate as to the "Certified True Copy"</p>	none	30 minutes	<p>Section Head</p> <p>Or</p> <p>OIC-Chief, HRMDD</p>
<p>3. Inform PAS of preferred method of receiving the original/CTC copy of the FO Clearance Certificate</p>	<p>3. Inform the client that the original/CTC copy of his/her FO Clearance Certificate is ready and ask if for pick-up or for courier service (either through chat, e-mail, or phone call)</p>	none	5 minutes	<p>PAS Focal Person</p>
<p>4. If the original/CTC copy of the FO Clearance Certificate is to be sent via courier service, wait until the parcel is sent to given address</p>	<p>4.1. Prepare and print the transmittal letter with information on how to return customer feedback. Attach one original/CTC copy of the FO Clearance Certificate and one Customer Feedback Form</p>	none	20 minutes	<p>PAS Focal Person</p>

	for accomplishment			
	4.2. Review and Sign/initial the transmittal letter	none	30 minutes	Section Head or Personnel Officer OIC-Chief, HRMDD
	4.3. Encode tracking details in the e-DTMS	none	10 minutes	Incoming / Outgoing Clerk PAS Receiving Area
	4.4. Forward the document to the AD-RAMS for courier service	none	10 minutes	Incoming / Outgoing Clerk PAS Receiving Area Incoming / Outgoing Clerk AD-RAMS
TOTAL		none	7 days	May be extended depending on the volume of transactions handled

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Kindly accomplish the Customer Feedback Form (HRMDD-GF-07) and put them in the drop box located at the PAS Receiving Area. VOIP: 18019 E-mail: personnel.fo8@dswd.gov.ph
How feedbacks are processed	Every end of the month, your feedbacks are consolidated and summarized by the designated Personnel Officer. Feedbacks requiring answers/clarifications are forwarded to appropriate Office for immediate response within 3 working days Appropriate client shall be informed of the

	<p>response.</p> <p>For the status of your query/clarification, you may contact us thru: VOIP: 18019 E-mail: personnel.fo8@dswd.gov.ph</p>
How to file a complaint	<p>Kindly accomplish the Customer Feedback Form (HRMDD-GF-07) and put them in the drop box located at the PAS Receiving Area.</p> <p>You may also file your complaint through telephone with the following details:</p> <ul style="list-style-type: none"> - Your Name and contact details - Transaction with PAS - Name of Person complained of - Reason for complaint - Evidence/s, if any <p>For the status of your complaint/s, you may contact us thru: VOIP: 18019 E-mail: personnel.fo8@dswd.gov.ph</p>
How complaints are processed	<p>Every end of the month, your feedbacks/complaints are consolidated and summarized by the designated Personnel Officer.</p> <p>Feedbacks requiring answers/clarifications are forwarded to appropriate Office for immediate response within 3 working days.</p> <p>Proper investigation shall be conducted and a report shall be filed by the assigned employee.</p> <p>Appropriate client shall be informed of the response.</p> <p>For the status of your complaint, you may contact us thru: VOIP: 18019 E-mail: personnel.fo8@dswd.gov.ph</p>
Contact Information of CCB, PCC, ARTA	<ul style="list-style-type: none"> • Anti-Red Tape Authority (ARTA) complaints@arta.gov.ph, 8-478-5093 • Presidential Complaint Center (PCC) pcc@malacanang.gov.ph, 8888 • Contact Center ng Bayan (CCB) email@contactcenterngbayan.gov.ph, before CSC (Civil Service Commission), 0908-881-

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4.3. Issuance of Certificate of Employment to Separated Officials and Employees, and Contract of Service Workers

The COE is issued to separated Officials and employees in the Field Office who have been cleared of money, property, and legal accountabilities, which certifies their services rendered in the Department

Office or Division:	Personnel Administration Section (PAS)			
Classification:	Complex			
Type of Transaction:	G2C – Government to Transacting Public			
Who may avail:	Separated Field Office (FO) Officials and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
HRMDD-PAS Request Form or formal letter or e-mail request		PAS Receiving Area Client		
FO Clearance Certificate		Client or if none, FILE 201 / PER 16		
Special Power of Attorney (If authorized representative)		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send mail/e-mail or for walk-in without any written request, accomplish the HRMDD-PAS Request Form (write contact details as well for courier purposes, if needed) and submit to PAS, together with complete supporting	1. Receive the complete documents submitted	none	10 minutes	Incoming / Outgoing Clerk PAS Receiving Area

documents.				
2. Wait for advice of the assigned PAS Focal Person	2.1. Review the documents submitted and check the FILE 201 / PER 16 if needed.	none	2 days, 4 hours (may take longer hours depending on the period of retrieving files, if needed)	PAS Focal Person FOs Personnel Transactions Section
	2.2. Encode/ check details to COE, print the issuance and attach the necessary documents	none	30 minutes	
	2.3. Review and Sign/initial the COE	none	2 hours	Section Head or Personnel Officer FOs Personnel Transactions Section OIC-Chief, HRMDD
3. Inform PAS of preferred method of receiving the duly signed COE	3. Inform the client that the COE is ready and ask if for pick up or for courier service (either through chat, e-mail, or phone call)	none	5 minutes	PAS Focal Person FOs Personnel Transactions Section
l.1.If COE is to be sent via courier service, wait until the parcel is sent to given address.	l.1.1. Prepare and print the transmittal letter with information on how to return customer			

	feedback. Attach one originally signed COE and one Customer Feedback Form for accomplishment.	none	20 minutes	
	I.1.2. Review and Sign/Initial the transmittal letter	none	20 minutes	Section Head or Personnel Officer FOs Personnel Transactions Section OIC-Chief, HRMDD
	I.1.3. Encode tracking details in the e-DTMS	none	15 minutes	Incoming / Outgoing Clerk PAS Receiving Area
	I.1.4. Forward the document to the AD-RAMS for courier service	none	10 minutes	Incoming / Outgoing Clerk PAS Receiving Area Incoming / Outgoing Clerk AD-RAMS
I.2. If COE is for pick-up, proceed to PAS and get the requested document.	I.2.1. Provide one originally signed COE to the client and have it properly received by him/her. Ask the client to accomplish Customer Feedback Form	none	10 minutes	Incoming / Outgoing Clerk PAS Receiving Area
TOTAL		None	3 days	May be extended depending on the volume of transactions handled

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<p>Kindly accomplish the Customer Feedback Form (HRMDD-GF-07) and put them in the drop box located at the PAS Receiving Area.</p> <p>VOIP: 18019 E-mail: personnel.fo8@dswd.gov.ph</p>
How feedbacks are processed	<p>Every end of the month, your feedbacks are consolidated and summarized by the designated Personnel Officer.</p> <p>Feedbacks requiring answers/clarifications are forwarded to appropriate Office for immediate response within 3 working days</p> <p>Appropriate client shall be informed of the response.</p> <p>For the status of your query/clarification, you may contact us thru: VOIP: 18019 E-mail: personnel.fo8@dswd.gov.ph</p>
How to file a complaint	<p>Kindly accomplish the Customer Feedback Form (HRMDD-GF-07) and put them in the drop box located at the PAS Receiving Area.</p> <p>You may also file your complaint through telephone with the following details:</p> <ul style="list-style-type: none"> - Your Name and contact details - Transaction with PAS - Name of Person complained of - Reason for complaint - Evidence/s, if any <p>For the status of your complaint/s, you may contact us thru: VOIP: 18019 E-mail: personnel.fo8@dswd.gov.ph</p>
How complaints are processed	<p>Every end of the month, your feedbacks/complaints are consolidated and summarized by the designated Personnel Officer.</p> <p>Feedbacks requiring answers/clarifications are forwarded to appropriate Office for immediate response within 3 working days.</p> <p>Proper investigation shall be conducted and a report shall be filed by the assigned employee.</p>

	<p>Appropriate client shall be informed of the response.</p> <p>For the status of your complaint, you may contact us thru: VOIP: 18019 E-mail: personnel.fo8@dswd.gov.ph</p>
Contact Information of CCB, PCC, ARTA	<ul style="list-style-type: none"> • Anti-Red Tape Authority (ARTA) complaints@arta.gov.ph, 8-478-5093 • Presidential Complaint Center (PCC) pcc@malacanang.gov.ph, 8888 • Contact Center ng Bayan (CCB) email@contactcenterngbayan.gov.ph, before CSC (Civil Service Commission), 0908-881-6565

4.4. Issuance of Certificate of Leave Without Pay (LWOP)/ No LWOP to Separated Officials and Employees

The Certificate of Leave Without Pay (LWOP)/No LWOP is issued to separated Officials and employees in the Field Office who have been cleared of money, property, and legal accountabilities, which certifies that they have/do not have Leave Without Pay (LWOP) for a certain period.

Office or Division:	Personnel Administration Section (PAS)			
Classification:	Complex			
Type of Transaction:	G2C – Government to Transacting Public			
Who may avail:	Separated Field Office (FO) Officials and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
HRMDD-PAS Request Form or formal letter or e-mail request		PAS Receiving Area Client		
FO Clearance Certificate		Client or if none, FILE 201 / PER 16		
Special Power of Attorney (If authorized representative)		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send mail/e-mail or for	1. Receive the complete			Incoming /

walk-in without any written request, accomplish the HRMDD-PAS Request Form (Write contact details as well for courier purposes, if needed) and submit to PAS together with complete supporting documents.	documents submitted	none	5 minutes	Outgoing Clerk PAS Receiving Area
2. Wait for advice of the assigned PAS Focal Person	2.1. Review the documents submitted and encode the details of the Leave Ledger in the ELARS.	none	3 days (may take longer hours depending on the period of retrieving files, if needed, and on the length of service of the separated Official/employee)	PAS Focal Person
	2.2. Review the ELARS vis-à-vis the Leave Ledger	none	1 day and 4 hours (may take longer hours depending on the volume of transactions being reviewed and on the length of service of the separated Official/employee)	PAS Focal Person
	2.3. Reprinting of the corrected ELARS, if errors are found.	none	2 hours and 30 minutes	

	Encode details to the Certificate, print the issuance and attach the necessary documents			
	2.4. Review and Sign/initial the ELARS and the Certificate	none	2 days	Section Head or Personnel Officer OIC-Chief, HRMDD
3. Inform PAS of preferred method of receiving the duly-signed Certificate.	3. Inform the client that the Certificate is ready and ask if for pick-up or for courier service (either through chat, e-mail or phone call)	none	10 minutes	PAS Focal Person
4.1. If the Certificate is to be sent via courier service, wait until the parcel is sent to given address.	4.1.1. Prepare and print the transmittal letter with information on how to return customer feedback. Attach one originally signed Certificate and one Customer Feedback Form for	none	20 minutes	PAS Focal Person

	accomplishment.			
	4.1.2. Review and Sign/Initial the transmittal letter	none	20 minutes	Section Head or Personnel Officer OIC-Chief, HRMDD
	4.1.3. Encode tracking details in the e-DTMS	none	15 minutes	Incoming / Outgoing Clerk PAS Receiving Area
	4.1.4. Forward the document to the AD-RAMS for courier service	none	10 minutes	Incoming / Outgoing Clerk PAS Receiving Area Incoming / Outgoing Clerk AD-RAMS
4.2. If the Certificate is for pick-up, proceed to PAS and get the requested document.	4.2.1. Provide one originally signed Certificate to the client and have it properly received. Ask the client to accomplish Customer Feedback Form	none	10 minutes	Incoming / Outgoing Clerk PAS Receiving Area
TOTAL		none	7 days	May be extended depending on the volume of transactions handled and the length of service of the separated Official/employee as recorded

			in the Leave Ledger
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FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<p>Kindly accomplish the Customer Feedback Form (HRMDD-GF-07) and put them in the drop box located at the PAS Receiving Area.</p> <p>VOIP: 18019 E-mail: personnel.fo8@dswd.gov.ph</p>
How feedbacks are processed	<p>Every end of the month, your feedbacks are consolidated and summarized by the designated Personnel Officer.</p> <p>Feedbacks requiring answers/clarifications are forwarded to appropriate Office for immediate response within 3 working days</p> <p>Appropriate client shall be informed of the response.</p> <p>For the status of your query/clarification, you may contact us thru: VOIP: 18019 E-mail: personnel.fo8@dswd.gov.ph</p>
How to file a complaint	<p>Kindly accomplish the Customer Feedback Form (HRMDD-GF-07) and put them in the drop box located at the PAS Receiving Area.</p> <p>You may also file your complaint through telephone with the following details:</p> <ul style="list-style-type: none"> - Your Name and contact details - Transaction with PAS - Name of Person complained of - Reason for complaint - Evidence/s, if any <p>For the status of your complaint/s, you may contact us thru: VOIP: 18019 E-mail: personnel.fo8@dswd.gov.ph</p>
How complaints are processed	<p>Every end of the month, your feedbacks/complaints are consolidated and summarized by the designated Personnel Officer.</p> <p>Feedbacks requiring answers/clarifications are forwarded to appropriate Office for immediate</p>

	<p>response within 3 working days.</p> <p>Proper investigation shall be conducted and a report shall be filed by the assigned employee.</p> <p>Appropriate client shall be informed of the response.</p> <p>For the status of your complaint, you may contact us thru: VOIP: 18019 E-mail: personnel.fo8@dswd.gov.ph</p>
Contact Information of CCB, PCC, ARTA	<p>Anti-Red Tape Authority (ARTA) complaints@arta.gov.ph, 8-478-5093</p> <p>Presidential Complaint Center (PCC) pcc@malacanang.gov.ph, 8888</p> <p>Contact Center ng Bayan (CCB) email@contactcenterngbayan.gov.ph, before CSC (Civil Service Commission), 0908-881-6565</p>

5. Social Technology Unit

5.1. Technical Assistance on Social Marketing for the Institutionalization of Completed Social Technologies (STs) (Tulong Teknikal Para sa Pagpapalaganap ng Institusyonalisasyon ng mga Teknolohiyang Panlipunan)

Refers to request for technical assistance to institutionalize (i.e., adopt or replicate) completed Social Technologies (ST). Technical assistance may include orientation on completed STs as part of social marketing activities, capability building activities, advocacy and lobbying with policy making bodies.

Ito ay tumutukoy sa tulong teknikal upang ipatupad ang mga nabuong Teknolohiyang Panlipunan. Ang tulong teknikal ay maaaring oryentasyon ng mga nabuong Teknolohiyang Panlipunan, pagsasanay, adbokasiya, at lobbying sa mga lokal na mambabatas.

Office or Division:	Social Technology Bureau (STB) and Social Technology Unit (STU)
<i>Tanggapan o Sangay:</i>	
Classification	Complex
<i>Klasipikasyon:</i>	<i>Kumplikado</i>

Types of Transaction: <i>Uri ng Transaksiyon:</i>		G2G – Government to Government G2C - Government to Citizens G2G – Gobyerno sa Gobyerno G2C- Gobyerno sa Publiko		
Who may avail: <i>Sino ang maaaring kumuha ng serbisyo:</i>		National Government Agencies (NGAs), Local Government Units (LGUs), Non-Government Organizations (NGOs), Civil Society Organizations (CSOs), and academe <i>Mga tanggapan at sangay ng Kagawaran, mga Ahensya ng Pambansang Pamahalaan, Lokal na Pamahalaan, hindi ahensya ng gobyerno at Akademya.</i>		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
TSEKLIST NG MGA KAHINGIAN		SAAN MAAARING KUMUHA?		
1. Written and signed request letter with complete contact details (name and contact information) of the requesting party, 2. Details of the technical assistance needed. 1. <i>Nakasulat at pirmadong liham ng kahilingan na may kumpletong detalye (pangalan, impormasyon sa pakikipag-ugnay) ng partidong humiling, at</i> 2. <i>Detalye ng kinakailangang tulong na panteknikal.</i>		Requesting Office <i>Opisinang nanghihingi ng serbisyo</i>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
MGA HAKBANG NG KLIYENTE	AKSIYON NG AHENSYA	HALAGA NG BAYAD	TAGAL NG PROSESO	RESPONSABLENG KAWANI
1) The Local Government Units, NGOs, Academe, and other National Government Agencies write	1) Receive the Signed Document on the Request for TA; Review attachments and signatures; Tag as priority ISO/EODB	None <i>Wala</i>	30 minutes <i>30 minuto</i>	Administrative Staff <i>Administratibong Kawani</i>

<p>an official request through email or other electronic platforms to DSWD-Social Technology Bureaus/Units (STUs) requesting for technical assistance and provide the details of the TA being requested from the bureau.</p> <p><i>Ang Lokal na Pamahalaan, Di Ahensya ng Gobyerno at Ahensya ng Pambansang Pamahalaan ay opisyal na magpapabatid ng kanilang hiling sa pamamagitan ng email o ibang plataporma/ pamamaraan sa STB para sa hiling na tulong teknikal. Kalakip nito ang detalyadong hiling sa tanggapan.</i></p> <p>For Field Offices where STUs are under the ARD for Operations, the ARDOs will</p>	<p>document; Affix routing slip; and Record the document in the Tracking System.</p> <p>2) Forward the document to the Head of Office via email or printed copy</p> <p><i>Tatanggapin ang pirmadong hiling na tulong teknikal. Suriin ang mga kalakip na dokumento at tag na ISO/ EODB prayoridad. Ikabit ang slip ng pagruruta at itala sa sistema ng pagsusubaybay ng dokumento.</i></p> <p><i>Magbigay ng kopya ng dokumento sa Opisina ng Taga Pangulo sa pamamagitan ng email o printed na kopya</i></p>			
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be copy furnished with the request. <i>Para sa mga sangay ng kagawaran kung saan ang STU ay nasa pamamahala ng ARD para sa operasyon, sila ay bibigyan ng sipi ng hiling tulong teknikal.</i>				
None Wala	3) Assess the requested assistance and identify the concerned division/ staff who will take action on the request. For Field Offices where STUs are under the ARD for Operations, the ARDOs will be copy-furnished with the request. <i>Suriin ang kahilingang tulong kung ito ay sakop ng tanggapan o mayroon nang mga naunang kahilingang tulong teknikal. Tukuyin ang nararapat na Sangay o kawani na magbibigay tugon sa</i>	None Wala	4 hours 4 oras	Head of Office <i>Opisina ng Tagapangulo</i>

	<i>kahilingan.</i>			
None <i>Wala</i>	<p>4) Review the document, provide instructions and assign to Technical Staff who will act on the request, and forward the document to the Administrative Staff to record the instruction through hard or electronic copy in the Tracking System</p> <p>If the office has a separate Document Tracker, copy furnish him/her for updating and tracking.</p>	None <i>Wala</i>	<p>4 hours</p> <p>4 oras</p>	<p>Division Chief / Section / Unit Head</p> <p><i>Pinuno ng Sangay/ seksyon/ yunit</i></p>
None <i>Wala</i>	<p>5) Review the request and its attachment.</p> <p><i>Suriin ang mga hiling at mga kalakip na dokumento.</i></p>	None <i>Wala</i>	<p>1 hour</p> <p>1 oras</p>	<p>Technical Staff</p> <p><i>Teknikal na Kawani</i></p>
None	6) Coordinate with	None	3 hours	Technical

Wala	<p>the requesting or the needed technical assistance</p> <p><i>Makipag ugnayan sa mga kinauukulang tanggapan para sa kinakailangang tulong teknikal.</i></p>	Wala	3 oras	<p>Staff</p> <p><i>Teknikal na Kawani</i></p>
<p>None</p> <p>Wala</p>	<p>7) Prepare response to the request to include result of coordination with respective offices;</p> <p><i>Mag handa ng tugon para sa kahilingan na maisama ang naging resulta ng ugnayan ng mga tanggapan.</i></p> <p>7.1. Insert the Client Satisfaction Survey Form / Link in the response if the requested service was already provided through the response.</p> <p><i>Ilakip at pasasagutan ang ebalwasyon at pormularyo sa fidbak.</i></p> <p>7.2. Insert schedule of follow-through activities and</p>	<p>None</p> <p>Wala</p>	<p>2 hours</p> <p>2 oras</p>	<p>Technical Staff</p> <p><i>Teknikal na Kawani</i></p>

	<p>actual conduct of meetings, orientation or capability building activities, if the requested service requires.</p> <p><i>Ilakip ang iskedyul ng susunod na pagpupulong at iba pang aktibidad tulad ng mga pagsasanayat oryentasyon.</i></p>			
<p>None</p> <p><i>Wala</i></p>	<p>8. Review the response to the requesting office:</p> <p>8.1. If approved, submit to the Bureau/Regional Director, copy furnished the Document Tracker for recording.</p> <p>If not approved, go back to number 7.</p>	<p>None</p> <p><i>Wala</i></p>	<p>4 hours</p> <p><i>4 oras</i></p>	<p>Division Chief / Section / Unit Head</p> <p><i>Pinuno ng Sangay/ seksyon/ yunit</i></p>
<p>None</p> <p><i>Wala</i></p>	<p>9.) Forward the document to the Head of Office, review completeness of attachments and affix e-signatures/initials, proper use of templates</p>	<p>None</p> <p><i>Wala</i></p>	<p>30 minutes</p> <p><i>30 minuto</i></p>	<p>Administrative Staff</p> <p><i>Administratibong Kawani</i></p>

None <i>Wala</i>	10.) Review the response 10.1. If approved, sign the document and forward to outgoing staff, copy furnished the Document Tracker for recording in the Tracking System If not approved, go back to number 8.	None <i>Wala</i>	4 hours <i>4 oras</i>	Head of Office <i>Opisina ng Tagapangulo</i>
None <i>Wala</i>	11) Forward the signed document response to the requesting Office, through email or mail, record in the monitoring/tracking tool	None <i>Wala</i>	30 minutes <i>30 minuto</i>	Administrative Staff <i>Administratibong Kawani</i>
None <i>Wala</i>	12.) Keep a copy of the file in the Records / Filing System	None <i>Wala</i>	30 minutes <i>30 minuto</i>	Administrative Staff <i>Administratibong Kawani</i>
2) Answer the Client Satisfaction Survey (CSS) <i>Sagutin ang Client Satisfaction Survey</i>	13) As may be needed and agreed with the requesting party, conduct actual technical assistance activity (meeting, orientation and capability building activity), either via face-to-face or online means.	None <i>Wala</i>	2 days <i>2 araw</i>	Technical Staff <i>Teknikal na Kawani</i>

	After the activity, Administer the Client Satisfaction Survey.			
None <i>Wala</i>	14.) Keep a copy of the CSS and include in the periodic preparation of CSMR (refer to the DSWD Client Satisfaction Measurement Survey and Continual Improvement System Procedure Manual)	None <i>Wala</i>	1 hour 1 oras	Administrative Staff <i>Administrati bong Kawani</i>
TOTAL KABUUAN			5 days, 2 hours 5 araw, 2 oras	

5.2. Technical Assistance Along Social Technology Development or Sectoral Concerns (Tulong Teknikal sa Pagbuo ng Teknolohiyang Panlipunan o Sektoral na Alalahanin)

Refers to requests for technical assistance on social technology development processes, ongoing projects that the bureau is pilot testing, and/or on specific issues/sectors which the bureau is responding to.

Patungkol sa mga kahilingang tulong teknikal sa mga proseso o pamamaraan ng pagbuo ng teknolohiyang panlipunan, mga kasalukuyang proyektong isinasakatuparan o mga tukoy na isyu o sektor na tinutugunan.

Office or Division:	Social Technology Bureau (STB)
<i>Tanggapan o Sangay:</i>	
Classification:	Complex
<i>Klasipikasyon:</i>	<i>Komplikado</i>

Type of Transaction: <i>Uri ng Transaksyon:</i>		G2C - Government to Citizen G2G – Government to Government G2C - <i>Gobyerno sa Publiko</i> G2G – <i>Gobyerno sa Gobyerno</i>		
Who may avail?: <i>Sino ang maaring kumuha ng Serbisyo?:</i>		DSWD-Offices, Bureaus, Services, Units (OBSUs), DSWD-Field Offices, National Government Agencies (NGAs), Local Government Units (LGUs), Non-Government Organizations (NGOs), and academe <i>Mga tanggapan at sangay ng Kagawaran, mga Ahensya ng Pambansang Pamahalaan, Lokal na Pamahalaan, hindi ahensya ng gobyerno at Akademya.</i>		
CHECKLIST OF REQUIREMENT <i>TSEKLIST NG MGA KAHINGIAN</i>		WHERE TO SECURE <i>SAAN MAARING MAKUHA?</i>		
Request Letter <i>Liham ng Kahilingan</i>		From the requesting LGU, NGO, or NGA <i>Mula sa kahilingan ng Lokal na Pamahalaan, Hindi Ahensya ng Gobyerno Ahensya ng Pambansang Pamahalaan.</i>		
CLIENT STEPS <i>MGA HAKBANG NG KLIYENTE</i>	AGENCY ACTIONS <i>MGA AKSYON NG AHENSYA</i>	FEES TO BE PAID <i>HALAGA NG BAYAD</i>	PROCESSING TIME <i>TAGAL NG PROSESO</i>	PERSON RESPONSIBLE <i>RESPONSABLE NG KAWANI</i>
1. The Local Government Units, NGOs, Academe, and other National Government Agencies	1.1. Receive the Signed Document on the Request for TA; Review attachments and signatures; Tag as priority ISO/EODB document; Affix routing slip; and Record the document in the	None <i>Wala</i>	30 minutes <i>30 minuto</i>	Administrative Staff <i>Administratibong Kawani</i>

<p>s write an official request through email or other electronic platforms to STU requesting for technical assistance and provide the details of the TA being requested from the bureau.</p> <p>Ang Lokal na Pamahalaan, Ahensya ng Gobyer no at Ahensya ng Pamban sang Pamahalaan ay opisyal na magpapabatid ng</p>	<p>Tracking System</p> <p><i>Tatanggapin ang pirmadong hiling na tulong teknikal.</i></p> <p><i>Suriin ang mga kalakip na dokumento at tag na ISO/ EODB prayoridad.</i></p> <p><i>Ikabit ang slip ng pagruruta at itala sa systema ng pagsusubaybay ng dokumento.</i></p> <p>Forward the document/email to the Head of Office via email or printed copy.</p> <p><i>Isumite ang dokumento sa Opisina ng tagapangulo sa pamamagitan ng email or nakalimbag na kopya.</i></p>			
	<p>1.2. Assess the requested assistance if it is within the scope of the Bureau, or if there are existing ST projects for TA being requested. Identify the concerned division/ staff who will take action on the request.</p>	<p>None</p> <p>Wala</p>	<p>4 hours</p> <p>4 oras</p>	<p>Office Director</p> <p>Direktor ng Opisina</p>

<p><i>kanilang hiling sa pamamagitan ng email o ibang plataporma/ pamamaraan sa STU para sa hiling na tulong teknikal. Kalakip nito ang detalya dong hiling sa tanggap an.]</i></p>	<p><i>Suriin ang kahilingang tulong kung ito ay sakop ng tanggapan o mayroon nang mga naunang kahilingang tulong teknikal. Tukuyin ang nararapat na Sangay o kawani na magbibigay tugon sa kahilingan.</i></p>			
<p>For Field Offices where STUs are under the ARD for Operations, the ARDOs will be copy furnished with the request.</p>	<p>1.3. Record the note of the Bureau Director and forward the document/e mail to the concerned division.</p> <p><i>Itala ang note ng Direktor at ibigay sa naaayong Sangay.</i></p>	<p>None <i>Wala</i></p>	<p>1 hour <i>1 oras</i></p>	<p>Administrative Staff <i>Administratibong Kawani</i></p>
<p><i>Para sa mga sangay ng kagawaran</i></p>	<p>1.4. Review the document, assign staff who will act on the request and provide instruction/s. Forward the document/e mail to the</p>	<p>None <i>Wala</i></p>	<p>4 hours <i>4 oras</i></p>	<p>Division/Section/ Unit Head <i>Pinuno ng Sangay/Seksyon /Yunit</i></p>

<p><i>kung saan ang STU ay nasa pamamahala ng ARD para sa operasyon, sila ay bibigyan ng sipi ng hiling tulong teknikal.</i></p>	<p>staff assigned.</p> <p><i>Suriin ang dokumento, ibigay sa tamang kawani na magbibigay ng tugon ayon sa isinumiteng hiling, magbigay ng tagubilin sa responsable ng kawani.</i></p>			
	<p>1.5. Review the request for technical assistance and prepare a reply relative to the TA being requested on available data. Coordinate with the requesting office as necessary. If the TA being requested only needs written technical assistance, actual TA must be provided by officially communicating it to the requesting office.</p>	<p>None</p> <p><i>Wala</i></p>	<p>2 working days</p> <p><i>2 araw</i></p>	<p>Technical Staff</p> <p><i>Teknikal na Kawani</i></p>

	<p><i>Suriin ang hiling na tulong teknikal at gumawa ng tugon na naaayon sa hinihiling na tulong teknikal base sa nakahandang datos.</i></p> <p><i>Makipag ugnayan sa humihiling na tanggapan . Kung ang hinihiling na tulong teknikal ay nangangailangan ng nasusulat na tugon, agad itong isumite sa humihiling na tanggapan.</i></p> <p>Ensure inclusion of the Client Satisfaction Survey link in the memorandum/ letter.</p> <p><i>Ilakip at pasasagutan ang ebalwasyon at pormularyo sa fidbak.</i></p>			
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	<p>1.6. Review and approve the official reply and its attachments.</p> <p><i>Suriin at aprubahan ang opisyal na tugon at ang mga dokumentong nakalakip.</i></p> <p>If with comments for revision, return to step 1.4. <i>Kung may komento at nangangailangang baguhin, bumalik sa hakbang 1.5.</i></p> <p>If approved, proceed to step 1.7 <i>Kung aprubado, magpatuloy sa hakbang 1.7.</i></p>	<p>None <i>Wala</i></p>	<p>2 hours <i>2 oras</i></p>	<p>Division/Section/ Unit Head <i>Pinuno ng Sangay/ Seksiyon/Yunit</i></p>
	<p>1.7. Forward the document to the Head of Office, review completeness of attachments and affixed e-signatures/initials, proper</p>	<p>None <i>Wala</i></p>	<p>30 minutes <i>30 minutes</i></p>	<p><i>Administrative Staff</i> <i>Administratibong Kawani</i></p>

	<p>use of templates.</p> <p><i>Isumite ang dokumento sa Opisina ng Tagapangulo, suriin kung kumpleto ang mga nakalakip na dokumento at ang mga pirma.</i></p>			
	<p>1.8. Review and sign the document or affix e-signature on a PDF copy of the document prepared by the technical staff.</p> <p><i>Suriin at lagdaan ang dokumento o ilagay ang lagdang dihital sa sipi ng dokumentong inihanda ng kawaning teknikal.</i></p> <p>If with comments for revision, return to step 1.6.</p> <p><i>Kung may komento para sa rebisyon,</i></p>	<p>None</p> <p><i>Wala</i></p>	<p>2 hours</p> <p><i>2 oras</i></p>	<p>Office Director</p> <p><i>Direktor ng Opisina</i></p>

	<p><i>magbalik sa hakbang 1.5.</i></p> <p>If approved, proceed to step 1.8.</p> <p><i>Kung aprubado, magpatuloy sa hakbang 1.8.</i></p>			
	<p>1.10. Record the signed document in the Tracking System. Send the reply to the requesting office, either via email or courier.</p> <p><i>Itala ang pinirmahang dokumento sa Tracking System. Ipadala ang kasagutan sa opisina ng kahilingan sa pamamagitan ng email at tagapagdala.]</i></p>	<p>None</p> <p><i>Wala</i></p>	<p>15 minutes</p> <p><i>15 minuto</i></p>	<p><i>Administrative Staff</i></p> <p><i>Administratibong Kawani</i></p>
<p>2) Answer the Client Satisfaction Survey (CSS)</p> <p><i>Sagutin ang Client Satisfaction Survey (CSS)</i></p>	<p>1.11. As may be needed and agreed with the requesting party, conduct actual technical assistance activity either via face-to-face or online means. Administer the Client</p>	<p>None</p> <p><i>Wala</i></p>	<p>2 days</p> <p><i>2 araw</i></p>	<p>Technical Staff</p> <p><i>Teknikal na Kawani</i></p>

	Satisfaction Survey. <i>Kung kinakailangan at pinagsang-ayunan sa opisina may kahilingan, magbigay ng tulong teknikal harap-harapan o sa pamamagitan ng online na plataporma. Pasagutin ang Client Satisfaction Survey.</i>			
Total Kabuuan		None Wala	3 days, 6 hours & 15 minutes 3 araw, 6 oras at 15 minuto	

5.3. Sharing of Data, Information, and Knowledge Products on Social Technologies (Pagbabahagi ng Datos, Impormasyon, at Produktong Pangka Alaman Para sa Teknolohiyang Panlipunan)

Refers to request to share data, information, and knowledge products regarding completed Social Technologies. The data or information may include reports on completed Social Technology, disaggregated data, and other knowledge products such as manual, training modules on Social Technologies.

The service aims to provide accurate and relevant data, and knowledge products on social technologies that respond to the emerging needs of the poor, vulnerable, and disadvantaged sectors that the DSWD and other intermediaries ought to serve. The requested data may be used for policy, program formulation, and implementation.

Patungkol sa mga kahilingan ukol sa pagbahagi ng mga datos, mga impormasyon at mga produktong kaalaman patungkol sa mga nakumpletong teknolohiyang panlipunan. Ang mga datos at impormasyon ay maaaring kasama ang mga ulat tungkol sa mga nakumpletong social technologies,

pinaghiwahiwalay na mga datos at iba pang mga produktong kaalaman katulad ng mga manwal, mga modyul para sa mga training or pagsasanay.

Ang serbisyong ito ay naglalayon na makapagbigay ng tumpak at may kaugnayang mga datos at produktong kaalaman ukol sa mga social technologies na tumutugon sa mga pangagailangan ng mga mahihirap, bulnerable at mga disadvantaged na sektor na pinaglilingkuran ng DSWD at ng iba pang tagapamagitan. Ang mga hiniling na datos ay maaring gamitin para sa mga polisiya o patakaran, pagbuo o pagpapatupad ng mga programa.

Office or Division:	Social Technology Unit			
<i>Tanggapan o Sangay:</i>				
Classification:	COMPLEX			
<i>Klasipikasyon:</i>	<i>Komplikado</i>			
Types of Transaction:	G2G – Government to Government G2C – Government to Citizens			
<i>Uri ng Transaksyon:</i>	<i>G2G – Gobyerno sa Publiko G2C – Gobyerno sa Gobyerno</i>			
Who may avail:	DSWD-Offices, Bureaus, Services, Units (OBSUs), DSWD-Field Offices, National Government Agencies (NGAs), Local Government Units (LGUs), Non-Government Organizations (NGOs), Civil Society Organizations (CSOs), and academe			
<i>Sino ang maaring kumuha ng Serbisyo:</i>	<i>Mga tanggapan at sangay ng Kagawaran, mga Ahensya ng Pambansang Pamahalaan, Lokal na Pamahalaan, hindi ahensya ng gobyerno at Akademya.</i>			
CHECKLIST OF REQUIREMENTS TSEKLIST NG MGA KAHINGIAN		WHERE TO SECURE SAAN MAARING MAKUHA?		
1) Letter of Request <i>Liham ng Kahilingan</i>		From the requesting NGAs, LGUs or CSOs <i>Mula sa mga humihiling na mga ahensya ng Pambansang Pamahalaan, Lokal na Pamahalaan, o mga Lipunang Sibil</i>		
2) Template of data requirement (if applicable) <i>Mga template ng kinakailangang datos (kung naaangkop)</i>				
CLIENT STEPS MGA HAKBANG NG KLIYENTE	AGENCY ACTIONS MGA AKSYON NG AHENSYA	FEES TO BE PAID HALAGA NG	PROCESSING TIME TAGAL	PERSON RESPONSIBLE RESPONSA

		<i>BAYAD</i>	<i>NG PROSE O</i>	<i>BLENG KAWANI</i>
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<p>The Local Government Units, NGOs, Academe, and other National Government Agencies write an official request through email or other electronic platforms to STB requesting for data, information, and knowledge products regarding completed Social Technologies.</p> <p><i>Ang Lokal na Pamahalaan, Di Ahensya ng Gobyerno at Ahensya ng Pambansang Pamahalaan ay opisyal na magpapabatid ng kanilang hiling sa pamamagitan ng email o ibang plataporma/pamamaraan sa STB para sa hiling na impormasyon tungkol sa Social Technologies.</i></p> <p>For Field Offices where STUs are under the ARD for Operations, the ARDOs will be copy furnished with the request.</p> <p><i>Para sa mga sangay ng kagawaran kung saan ang STU ay nasa pamamahala ng ARD para sa operasyon, sila ay bibigyan ng sipi ng hiling tulong teknikal.</i></p> <p><i>Lahat ng mga sulat para sa mga kahilingan ay mangyaring ipadala via email sa: soctech@dswd.gov.ph.</i></p>	<p>1) Receive the Signed Document or accomplished Request Form (request for data, information, and other knowledge products) ; Review attachments and signatures; Tag as priority ISO/EODB document; Affix routing slip; and Record the document in the Tracking System</p> <p><i>Tanggapin ang pirmedong sulat o ang accomplished Request Form (para sa mga kahilingan ng datos, impormasyon at produktong kaalaman);</i></p> <p><i>Suriin ang mga kalakip na dokumento at tag na ISO/ EODB</i></p>	<p>None</p> <p><i>Wala</i></p>	<p>45 minutes</p> <p><i>45 minuto</i></p>	<p>Administrative Staff</p> <p><i>Administratibong Kawani</i></p>
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	<p><i>prayoridad.</i></p> <p><i>Ikabit ang slip ng pagruruta at itala sa systema ng pagsusubaybay ng dokumento.</i></p> <p>2) Forward the document/e mail to the Head of Office via email or printed copy.</p> <p><i>[Isumite ang dokumento sa pinuno ng tanggapan sa pamamagitan ng email or nakalimbag na kopya.]</i></p>			
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None <i>Wala</i>	3) Assess the request and provide instruction and forward the document to the Division Chief concerned, copy furnished the Document Tracker for recording/trackin <i>Suriin ang hinihingi at magbigay ng tagubilin at ipasa ang dokumen to sa Hepe ng Sangay, at magbigay ng kopya sa Document Tracker para sa pagrekor d at pagsubay bay</i>	None <i>Wala</i>	4 hours <i>4 oras</i>	Head of Office <i>Opisina ng Tagapangulo</i>
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	<p>2.1) For Field Offices where STUs are under the ARD for Operations, the ARDOs will be copy-furnished with the request.</p> <p><i>Para sa mga Field Offices kung saan ang STU ay sumasailalim sa ARD para sa Operations, ang mga ARDO ay bibigyan din ng kopya ng dokumento.</i></p>			
<p>None</p> <p><i>Wala</i></p>	<p>4) Review the document, provide instructions and assign to Technician</p>	<p>None</p> <p><i>Wala</i></p>	<p>4 hours</p> <p><i>4 oras</i></p>	<p>Division Chief / Section / Unit Head</p> <p><i>Pinuno ng Sangay/seksyon/yunit</i></p>

	<p>al Staff who will act on the request, and forward the document to the Administrative Staff to record the instruction through hard or electronic copy</p> <p><i>Suriin ang dokumento, magbigay ng tagubilin at magtala ga ng Technical Staff na kikilos para mabigay ang hinihingi ng datos o impormasyon, at ipasa sa Administrative Staff para itala ang</i></p>			
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	<p><i>mga tagubilin sa nakalimbag o elektronik na kopya</i></p> <p>If the office has a separate Document Tracker, copy furnish him/her for updating and tracking.</p> <p><i>Kung ang opisina ay may hiwalay na Document Tracker, bigyan ito ng kopya para sa updating at pagsubaybay.</i></p>			
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None <i>Wala</i>	5) Review the request and determine source and method of sharing data <i>Suriin ang hinihingi at tukuyin kung saan mangga galing ang datos o impormasyon at paano ito ipapadala</i> 5.1) If available in the website, include the link from the STB website or FO website. <i>Kung matatagpuan sa website at maaaring i-download</i>	None <i>Wala</i>	8 hours <i>8 hours</i>	Technical Staff <i>Teknikal na Kawani</i>
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	<p><i>d mula dito, isama ang link mula sa STB o FO website sa tugon</i></p> <p>5.2) If not available , coordina te with the requesti ng party if necessa ry to ensure that data to be shared are not privilege d and sensitive informati on in adheren ce to the Data Privacy Act (DPA); with the Program Focal Person/s to generate the data needed; and with the PDPS for</p>			
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	regional data <i>Kung wala sa website, makipag - uganaya n sa humihin ging tanggap an upang siguradu hin kung ang hinihingi ng datos ay hindi 'privilege d; o sensitibo ng imporma syon alinsuno d sa Data Privacy Act; at sa Focal Person ng program a para mabuo ang mga datos na kailanga n; at sa PDPS para sa mga rehiyona I na datos</i> 5.3) If not			
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	<p>compliant with the Data Privacy Act and DSWD Research Protocol, inform the requesting party following the DSWD Data Privacy Manual or endorse to the Policy Development and Planning Bureau (PDPB) or Field Office Policy and plans Division (PPD)</p> <p><i>Kung hindi alinsunod sa Data Privacy Act at DSWD Research Protocol, ipagbiga</i></p>			
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	y alam sa humihin ging tanggap an alinsuno d sa DSWD Data Privacy Manual o ipadala ang hiling sa Policy Develop ment and Planning Bureau (PDPB) o Field Office Policy and plans Division (PPD)			
None <i>Wala</i>	6. Prepare response to the requesting party; Include Client Satisfaction Survey <i>Ihandang liham tugon para sa humihining tanggapan; Isama sa tugon</i>	None <i>Wala</i>	1 hour 1 oras	Technical staff <i>Teknikal na Kawani</i>

	<i>ang Client Satisfaction Survey</i>			
None <i>Wala</i>	<p>7. Review the response to the requesting office:</p> <p><i>Suriin ang liham tugon sa humihinging tanggapan:</i></p> <p>7.1. If approved, submit to the Head of Office, copy furnished the Document Tracker for recording.</p> <p><i>Kung aprubado, isumite sa Opisina ng Tagapangulo, bigyan ng kopya ang Document Tracker</i></p>	None <i>Wala</i>	<p>2 hours 2 oras</p>	<p>Designated Division Chief / Section / Unit Head</p> <p><i>Pinuno ng Sangay/seksyon/yunit</i></p>

	<p><i>para sa pagtatala</i></p> <p>7.2. If not approved, go back to Number 6</p> <p><i>Kung hindi aprupa do, bumalik sa Step 6</i></p>			
<p>None</p> <p><i>Wala</i></p>	<p>8. Review the response</p> <p><i>Suriin ang naging sagot.</i></p> <p>8.1. If approved, sign the document and forward to outgoing staff, copy furnished the Document Tracker for recording</p> <p><i>Kung na-</i></p>	<p>None</p> <p><i>Wala</i></p>	<p>2 hours</p> <p><i>2 oras</i></p>	<p>Head Office of</p> <p><i>Pinuno ng Opisina</i></p>

	<p><i>aprubahan, pirmahan ang dokumento o report at isumite sa administratibong kawani. Bigyan ng kopya ang traker ng dokyument para sa pagrekord neto sa sistema ng pag-trak.</i></p> <p>8.2) If not approved, go back to Number 7</p> <p><i>Kung hindi na-aprubahan, bumalik sa Step 7</i></p>			
2) Answer the Client Satisfaction Survey (CSS) <i>Sagutin ang Client</i>	9. Forward the response to the requesting	None <i>Wala</i>	30 minutes 30	Administrative Staff <i>Kawaning</i>

Satisfaction (CSS)	Survey	office, through email or mail, record in the monitoring/tracking tool <i>Isumite ang sagot sa humihiling na tanggapan sa pamamagitan ng email o mensahe, i-rekord sa tracking tool</i>		minuto	Administratibo
TOTAL KABUUAN			None <i>Wala</i>	2 days, 6 hours, 15 minutes 2 araw, 6 oras, 15 minuto	

FEEDBACK AND COMPLAINTS MECHANISM	
MEKANISMO SA FIDBAK AT REKLAMO	
How to send feedback and/or complaints <i>Paano magpadala ng fidbak o reklamo?</i>	<p>After provision of every Service, the Attending Action Officer or STB Staff / Social Technology Unit (STU) shall ask the Customer to answer the Customer Satisfaction Survey (CSS) via Google Form or printed version as deemed appropriate.</p> <p><i>Sa bawat serbisyong ibinigay, ang kawani ng STB/STU o ang nakatalagang Action Officer ay hihiling sa kliyente na sagutan ang ebalwasyon at pormularyo sa fidbak sa pamamagitan ng google form o sa nakalinmbag na dokumento kung kinakailangan.</i></p> <p>If the CSS was administered via printed form, the Customer shall drop the CSS in a designated drop box near the door of the Social Technology Bureau / Social Technology Unit (STU) if applicable.</p> <p><i>Kung ang ebalwasyon at pormularyo sa fidbak ay isinagawa sa pamamagitan ng nakalimbag na sipi, ang CSS ay maaaring</i></p>

	<p><i>ihulog sa nakatalagang kahon malapit sa tanggapan ng STB/STU.</i></p> <p>Verbal or written feedbacks may also be channeled through the following contact information:</p> <p><i>Ang ibang pidbak ay maaari ring isumite sa pamamagitan ng mga sumusunod na impormasyon:</i></p> <ul style="list-style-type: none"> - For verbal feedbacks: Customer may call Field Office Landlines located below. <p><i>Para sa mga fidbak na verbal na ipahahaayag, ang kliyente ay maaring tumawag sa mga linya ng telepono na nakasulat sa ibaba.</i></p> <ul style="list-style-type: none"> - For written feedbacks/complaints: Customer may email the concerned Field Office listed below. - <i>Para sa mga fidbak/ reklamo: Ang kliyente ay maaaring mag email sa opisina ng Field Office na nakalista sa ibaba.</i>
<p>How feedbacks are processed</p> <p><i>Paano ang pagproseso sa mga pidbak o reklamo?</i></p>	<p>Every end of the month, the Document Controller shall spearhead the conduct of data analysis Client satisfaction measurement survey regarding the data gathered through root cause analysis or other known quality management techniques and identify plans and actions that must be recommended for execution to resolve the issues and improve the situation. The previous year results shall also be compared to the current to determine if there is improvement and/or need for further action.</p> <p>Tuwing katapusan ng buwan, ang Document Controller ay mangunguna sa pagsasagawa ng data analysis Client satisfaction measurement survey patungkol sa data na nakalap sa pamamagitan ng root cause analysis o iba pang kilalang mga diskarte sa pamamahala ng kalidad at tukuyin ang mga plano at aksyon na dapat irekomenda para sa pagpapatupad upang malutas ang mga isyu at mapabuti ang sitwasyon. Ang mga resulta ng nakaraang taon ay dapat ding ihambing sa kasalukuyan upang matukoy kung may pagpapabuti at/o kailangan para sa karagdagang aksyon.</p> <p>The Document Controller shall submit the Office/Unit Monthly/Quarterly/Semestral Client Satisfaction Measurement Report to the Overall Document Controller/ Records and Archives Management Division via electronic email and signed hardcopy for storage and safekeeping.</p> <p>Dapat isumite ng Document Controller ang Office/Yunit Buwanang/Quarterly/Semestral Client Satisfaction Measurement Report sa Overall Document Controller/ Records and Archives Management Division sa pamamagitan ng electronic email at</p>

	<p>pinirmahang hardcopy para sa storage at safekeeping.</p> <p>The Annual Client Satisfaction Measurement Survey Results shall be submitted by the Clusters/FOs to the Committee on AntiRed Tape every 5th day of January of the succeeding year, copy furnished the Overall Document Controller.</p> <p>Ang resulta ng Annual Client Satisfaction Measurement Survey ay isusumite ng Clusters/FO's sa Committee on AntiRed Tape tuwing ika-5 araw ng Enero ng susunod na taon, at magbibigay ng kopya sa Overall Document Controller.</p> <p>Result of the Quarterly Client Satisfaction Measurement Report and its analysis, should be discussed during the Clusters Management Teams. All reports must be readily available and accessible to provide a means for a particular Offices, Bureaus and Services to use the results in various reports.</p> <p>Ang resulta ng Quarterly Client Satisfaction Measurement Report at ang pagsusuri nito, ay dapat talakayin tuwing Clusters Management Teams. Ang lahat ng mga ulat ay dapat na madaling makuha at naa-access ng ibang opisina, Kawanihan at Serbisyo upang magamit ang mga resulta sa iba't ibang mga ulat.</p> <p>The DNTSC / PMT on Quality Management, depending on the customer satisfaction measurement <i>result and data analysis report</i>, may require the <i>Internal Quality Audit (IQA) Team</i> to work on the monitoring of approved recommended actions.</p> <p><i>Ang DNTSC / PMT sa Pamamahala ng Kalidad, depende sa resulta ng pagsukat ng satispakasyon ng customer at ulat ng pagsusuri ng data, ay maaaring mangailangan ng Internal Quality Audit (IQA) Team na magtrabaho sa pagsubaybay sa mga naaprubahang at inirerekumendang aksyon.</i></p> <p>The Bureau / Regional Director shall forward to the STB/STU all feedback/complaints requiring answers. The Concerned STB/STUs staff is required to answer within three (3) days of the receipt of the feedback/complaint. The answer of the concerned staff to the feedback/complaint is then relayed to the citizen/client.</p> <p>Dapat ipasa ng Bureau / Regional Director sa STB/STU ang lahat ng feedback/reklamo na nangangailangan ng mga sagot. Ang kawani ng STB/STU ay kinakailangang sumagot sa loob ng tatlong (3) araw pagkatapos matanggap ang feedback/reklamo. Ang sagot ng kinauukulang kawani sa feedback/reklamo ay ipaparating sa citizen//kliyente.</p> <p><i>Ang Bureau / Regional Director ay ibibigay sa mga miyembro ng ARTU ang mga nakalap ng fidbak/reklamo para sa nararapat na tugon. Ang bawat kawani ay inaasahang tumugon sa loob lamang ng tatlong (3) araw pagkatanggap ng fidbak or reklamo. Ang tugon ay ng staff ay agad na ipababatid sa citizen o</i></p>
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	<p><i>kliyente.</i></p> <p>The results of feedback are reported during the meetings for improvement of systems and processes, and/or staff behavior.</p> <p><i>Ang resulta ng fibak ay ibabahagi sa tuwing magkakaroon ng pangkalahatang pagpupulong o sa pagpupulong ng mga pinuno ng tanggapan ng STB/STU. Ito ay para makakuha ng mga bagay na dapat baguhin para sa ikagaganda at ikabubuti ng mga sistema, proseso at pag uugal ng mga kawani.</i></p> <p><i>For inquiries and follow-ups, customers may also contact the STB and Regional Office listed below.</i></p> <p><i>Para sa mga katanungan at pakikipag-ugnayan hinggil sa fidbak o reklamo, maari kayong tumawag sa mga listahan ng Regional Office na nakasulat sa ibaba.</i></p>
<p>How to file a complaint</p> <p><i>[Paano magreklamo]</i></p>	<p>The Complaints may be filed through the following channels: <i>[Ang mga reklamo ay maaring isumite sa mga sumusunod:]</i></p> <ul style="list-style-type: none"> • Formal channel: Email addressed to Bureau / Regional Director via (please use as subject "Complaint") <p><i>Pormal na channel: isumite ang email sa pinuno ng tanggapan at gamitin ang paksang "Reklamo".</i></p> <ul style="list-style-type: none"> • Informal channels: through phone calls to concencerned listed below <p><i>Social Technology Bureau: Impormal na daluyan: tumawag sa teleponong (02) 89318144/(02) 8951-7124</i></p> <ul style="list-style-type: none"> • Complaint box: Drop a complaint in the STB Complaints Box that shall also be made available near the door of the Social Technology Bureau. <p><i>Kahon ng Reklamo: ihulog ang inyong reklamo sa nakatalagang kahon sa pintuan ng tanggapan ng STB/STU.</i></p> <p>Concerned citizens or complainants are requested to include the following information in their complaint:</p> <p><i>Hinhiling na sa pag susumite ng reklamo ng kliyente, huwag kalimutan ang mga sumusunod:</i></p> <ul style="list-style-type: none"> - Staff/Person/s Involved <i>[Nasasangkot na kawani]</i> - Incident and other facts <i>[Insidente at mga datos]</i>

	<p>- Evidence [Ebidensya]</p>
<p>How complaints are processed</p> <p><i>Paano pinoproseso ang mga reklamo?</i></p>	<p>Complaints received through telephone and dropbox shall be processed immediately by the designated Grievance Focal Person of the Bureau/Field Office. Said focal shall then forward the complaint for processing and evaluation by the Grievance Committee composed of the Management Committee (ManCom), led by the Bureau Director/Regional Director.</p> <p><i>Ang mga reklamong natanggap sa telepono at dropbox ay ipoproseso agad ng nakatalagang Grievance Focal Person ng Kawanihan. Isusumite ng Focal ang reklamo upang maiproseso at masuri ng Grievance Committee na kinabibilangan ng Management Committee sa pangunguna ng Opisina ng Tagapangulo</i></p> <p>Upon careful investigation of the Complaint, the Grievance Committee shall prepare a response letter to the Complainant.</p> <p><i>Pagkatapos ng masusing pagsisiyasat sa reklamo, ang Grievance Committee ay maghahanda ng tugon sa Nagrereklamo.</i></p> <p>A report shall also be forwarded to the Cluster Head on the complaints as well as the actions taken and recommendation/s by the Grievance Committee.</p> <p><i>Ang ulat ukol sa mga natanggap na reklamo, kabilang na ang mga ginawang aksyon at mungkahi ay isusumite rin sa Cluster Head ng Grievance Committee,</i></p> <p>Complainants may also follow-up the actions taken by the Bureau through telephone numbers (02) 8931-8144 / (02) 8951-7124 and email at soctech@dswd.gov.ph.</p> <p><i>Ang mga nagrereklamo ay maaring sundan ang mga ginawang aksyon ng Kawanihan sa pamamagitan ng numero ng telepono (02) 8931-8144/ (02) 8951-7124 at email address soctech@dswd.gov.ph.]</i></p>
<p>Contact Information of CCB, PCC, ARTA</p> <p><i>Impormasyong Kontak ng CCB, PCC, ARTA</i></p>	<ul style="list-style-type: none"> • Anti-Red Tape Authority (ARTA) complaints@arta.gov.ph 8-478-5093 • Presidential Complaint Center (PCC) pcc@malacanang.gov.ph 8888 • Contact Center ng Bayan (CCB) email@contactcenterngbayan.gov.ph before CSC (Civil Service Commission) 0908-881-6565

6. Property and Supply Section

6.1. Issuance of Gate Pass for Service Providers and Suppliers (Pagbibigay nga Gate Pass sa mga nagbibigay serbisyo at mga tagapagtustos)

Issued for properties that are to be used outside of DSWD premises, for properties to be brought outside of DSWD premises for repair or replacement by the supplier, for properties that are to be disposed through sale/transfer/other mode of disposition.

Ibinigay para sa mga pag-aari na magagamit sa labas ng DSWD, para sa mga pag-aari na ilalabas sa labas ng lugar ng DSWD para sa pagkukumpuni o kapalit ng tagapagtustos, para sa mga pag-aari na itatapon sa pamamagitan ng pagbebenta / paglilipat / iba pang mode ng disposisyon.

Office/Division: <i>Tanggapan/Dibisyon</i>	Administrative Service – Property Supply and Asset Management Division (AS-PSAMD)
Classification: <i>Kinabibilangan</i>	Simple <i>Payak</i>
Type of Transaction: <i>Uri ng Transaksyon</i>	G2C – Government to Citizen; G2G - Government to Government; G2B - Government to Business Entities
Who may avail: <i>Sino ang maaaring makinabang?</i>	Department of Social Welfare and Development (DSWD) Employees who are: a. DSWD service providers b. DSWD suppliers
CHECKLIST OF REQUIREMENTS <i>MGA KINAKAILANGAN</i>	
<div>1. Three (3) original copies of duly accomplished Gate Pass <i>Tatlong orihinal na kopya ng marapat na ginawang Gate Pass</i></div> <div>2. Property/ies to be brought outside the DSWD premises <i>Kagamitan or mga kagamitan na ilalabas mula sa DSWD</i></div> <div><u>In the absence of the authorized signatory secure any of the following:</u> <i>Kung wala ang awtorisadong signatory i-secure ang anuman sa mga sumusunod:</i></div> <div>1. Signed by the personnel authorized to sign in behalf of the authorized</div>	
WHERE TO SECURE <i>SAAN KUKUHA</i>	
<div>1. To be prepared by the concerned Office's Designated Property and Supply Custodian (DPSC) through the Property Records and Equipment Monitoring Inventory System (PREMIS) <i>Ihahanda ng Designated Property and Supply Custodian (DPSC) sa pamamagitan ng Property Records at Equipment Monitoring System (PREMIS)</i></div> <div>2. To be prepared by the DPSC of concerned Office without any prescribed format <i>Upang maihanda ng DPSC ng kinauukulang Opisina nang walang iniresetang format</i></div>	

<p>signatory – with attached one (1) photocopy of Special Order (SO) for order of succession <i>Nilagdaan ng mga tauhang pinahintulutan na mag-sign sa ngalan ng otorisadong pumirma - na may kalakip na isang (1) photocopy ng Espesyal na Order para sa order of succession</i></p> <p>2. Digitally signed using the PNPKI registered digital signature <i>Digitadong pinirmahan gamit ang rehistrong digital signature ng PNPKI</i></p> <p>3. Printed copy of email using the official DSWD email account allowing the property to be brought outside DSWD premises <i>Naka-print na kopya ng email account na nagpapahintulot sa pag-aari na dalhin sa labas ng DSWD</i></p> <p><u>Properties for repair/replacement attach:</u> <i>Para sa mga kagamitan na ipapayos/ipapapalit maglakip:</i></p> <p>1. 1 photocopy of pull-out slip indicating the name of person who will bring out the property or authorization letter <i>1 photocopy ng pull-out slip nagpapahiwatig ng pangalan ng tao na maglalabas ng ari-arian o liham ng pahintulot</i></p> <p>2. 1 photocopy of Technical Assistance Report <i>1 photocopy ng ulat ng Tulong Teknikal</i></p>	<p>1. Records and Archives Management Division (RAMD)</p> <p>2. Digital signature of: <i>Digital na lagda ng:</i></p> <ul style="list-style-type: none"> Authorized signatory or; <i>Pinahihintulutan na lumagda o;</i> Authorized representative with attached 1 photocopy of SO for order of succession; <i>Pinahintulutan na kinatawan na may kalakip na 1 photocopy ng SO para sa order of succession;</i> <p>3. From the: <i>Galing sa:</i></p> <ul style="list-style-type: none"> Authorized signatory or; <i>Pinahihintulutan na lumagda o;</i> Authorized representative with attached 1 photocopy of SO for Order of succession <i>Pinahintulutan na kinatawan na may kalakip na 1 photocopy ng SO para sa order of succession;</i> <p>1. Issued by the supplier/contractor <i>Inisyu ng tagapagtustos/kontratista</i></p>
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<p>3. 1 photocopy of approved Purchase Order (PO) or Purchase Request (PR) <i>1 photocopy ng naaprubahang Purchase Order (PO) o Purchase Request (PR)</i></p> <p>4. 1 photocopy of PAR/ICS if property is under warranty <i>1 Photocopy ng PAR/ICS kung ang ari-arian ay nasa ilalim ng warranty</i></p> <p>5. 1 photocopy of government issued ID and company ID of client or representative <i>1 photocopy ng ID na ibinigay ng gobyerno at ID ng kumpanya ng kliyente o kinatawan</i></p> <p><u>For loaned properties to be returned to supplier attach:</u> <i>Para sa mga kagamitang ipinahiram ng supplier na kinakailangang ibalik, mag lakip ng:</i></p> <p>1. 1 photocopy of pull-out slip indicating the name of person who will bring out the property or authorization letter <i>1 photocopy ng pull-out slip na nagpapahiwatig ng pangalan ng tao na maglalabas ng ari-arian o liham ng pahintulot</i></p> <p>2. Personal Property Item Pass Slip (PPIP) and/or delivery or acknowledgement receipt <i>Personal Property Item Pass Slip (PPIP) at/o resibo ng paghahatid o pagkilala</i></p> <p>3. 1 photocopy of government issued ID and company ID of client or representative <i>1 photocopy ng ID na ibinigay ng gobyerno at ID ng kumpanya ng kliyente o kinatawan</i></p>	<p>2. From concerned DSWD Office (IT Equipment – ICTMS/RICTMU; Motor Vehicle, Office Equipment, Furniture and Fixtures – GSD/GSS; Maintenance Equipment – BGMD/GSS) <i>Mula sa Opisina ng DSWD (IT Equipment - ICTMS/RICTMU; Motor Vehicle, Kagamitan sa Opisina, Muwebles at Fixture - GSD/GSS; Kagamitan sa pagpapanatili - BGMD/GSS)</i></p> <p>3. Procurement Management Service (PMS)</p> <p>4. From the accountable personnel <i>Mula sa mananagot na tauhan</i></p> <p>5. From supplier or representative <i>Mula sa tagapagtustos o kinatawan</i></p> <p>1. Issued by the supplier/contractor <i>Inisyu ng tagapagtustos/kontratista</i></p> <p>2. Issued by the Security Personnel upon entry of the property, from supplier or contractor <i>Inisyu ng Security Personnel sa pagpasok ng pag-aari, mula sa tagapagtustos o kontratista</i></p>
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		3. From supplier or representative <i>Mula sa tagapagtustos o kinatawan</i>		
CLIENT STEPS MGA HAKBANG	AGENCY ACTION AKSYON NG AHENSYA	FEES TO BE PAID MGA DAPAT BAYARAN	PROCESsing TIME PANAHO NG KAILANGA N	PERSON RESPON SIBLE TAONG DAPAT GUMAWA
1. Submit duly accomplished gate pass with attachments and present the property / Items requested for validation <i>Magsumite ng maayos na natapos na gate pass na may mga kalakip at ipakita ang pag-aari / Mga item na hiniling para sa pagpapatunay</i>	1. Receive and review submitted duly accomplished gate pass and attachments vis-à-vis property presented <i>Makatanggap at suriin ang isinumite ng maayos na natapos na gate pass at mga kalakip na vis-à-vis na pag-aari na ipinakita</i> 1.1 Not Duly Accomplished: Return the Gate Pass to requestor for proper accomplishment <i>Hindi Maayos na Napunan: Ibalik ang Gate Pass sa requestor para sa wastong pagawa</i> Duly Accomplished: Update PREMIS regarding the gate pass through scanning the barcode of the Gate Pass to record the time of receipt of request and endorse the same to the Head of the Property Office for approval. <i>Maayos na napunan: I-update ang PREMIS tungkol sa gate pass sa pamamagitan ng pag-scan sa barcode ng Gate Pass upang maitala ang oras ng pagtanggap ng</i>	None Wala	7 Minutes 7 Minuto	Property Staff <i>Kawani ng Property</i>

	<i>kahilingan at i-endorso ang pareho sa Pinuno ng Tanggapan ng Property para ito ay maaprubahan.</i>			
	1.2 Approval of Gate Pass <i>Pag-apruba ng Gate Pass</i>	None Wala	2 Minutes 2 Minuto	Head of Property Office <i>Pinuno ng Opisina ng Property</i>
	1.3 Scan the Gate Pass barcode to record the time of approval. <i>I-scan ang Gate Pass barcode upang maitala ang oras ng pag-apruba</i>	None Wala	2 Minutes 2 Minuto	Property Staff <i>Kawani ng Property</i>
	1.4 Forward copy of the approved Gate Pass to: <i>Ipasa ang kopya ng naaprubahang Gate Pass sa:</i>	None Wala	4 Minutes 4 Minuto	Property Staff <i>Kawani ng Property</i>
	a. Original copy – Security Guard <i>Orihinal na kopya – Security Guard</i>			
	b. Duplicate copy – Person who shall bring the equipment out of DSWD premises to present to Security Guard On-Duty/Property Officer <i>Pangalawang kopya - Taong maglalabas ng kagamitan mula sa DSWD upang iharap sa Security Guard On-Duty / Kawani ng Property</i>			
	c. Triplicate – Property Office copy <i>Pangatlong Kopya - kopya ng Tanggapan ng</i>			

	Property			
2. Present property together with the duplicate copy of the approved Gate Pass to the security guard <i>Ipakita ang 1 pag-aari kasama ang duplicate na kopya ng naaprubahang Gate Pass sa security guard</i>	<p>2.1 Review the presented property vis-a-vis the duplicate copy of the approved Gate Pass <i>Suriin ang ipinakita kagamitan ng vis-a-vis ang duplicate na kopya ng naaprubahang Gate Pass</i></p> <p>a. With discrepancy – Return gate pass to the person who shall take the equipment out of DSWD premises and instruct the latter to secure new gate pass reflecting the correct details of the property to be brought outside DSWD premises <i>May pagkakaiba - Ibalik ang gate pass sa taong kukuha ng kagamitan palabas ng lugar ng DSWD at siguruhin ang bagong gate pass na sumasalamín sa tamang mga detalye ng ilalabas na kagamitan mula sa tanggapan ng DSWD</i></p> <p>b. Without discrepancy – Security Guard On-Duty shall sign the original and duplicate copy of gate pass, return signed duplicate copy to the client <i>Walang pagkakaiba - Ang Security Guard On-Duty ay dapat mag-sign sa orihinal at duplicate na kopya ng gate pass, ibalik ang naka-sign na duplicate na kopya sa kliyente</i></p>	None <i>Wala</i>	10 Minutes <i>10 Minuto</i>	Security Guard On-Duty <i>On-Duty na Security Guard</i>
	2.2 Scan the barcode of the Gate Pass to record the time when the property was brought outside	None <i>Wala</i>	2 Minutes <i>2 Minuto</i>	Security Guard On-Duty <i>On-duty na</i>

	DSWD in PREMIS. <i>I-scan ang barcode ng Gate Pass upang maitala ang oras kung kailan ang pag-aari ay dinala sa labas ng DSWD sa PREMIS.</i>			Security Guard
3. Upon return of property brought outside the DSWD premises, present to the Security Guard On-Duty signed duplicate copy of gate pass together with the property <i>Sa pagbabalik ng pag-aari na inilabas sa labas ng lugar ng DSWD, naroroon sa Security Guard On-Duty na naka-sign duplicate na kopya ng gate pass kasama ang pag-aari</i>	3. Review and validate returned property vis-à-vis signed duplicate copy of gate pass <i>Suriin at patunayan ang naibalik na pag-aari ng vis-à-vis duplicate na kopya ng gate pass</i> a. With discrepancy – Go to Property Office and inquire on how to proceed <i>Sa pagkakaiba - Pumunta sa Property Office at magtanong kung paano magpatuloy</i> b. Without discrepancy – sign the gate pass, both the original and duplicate copy and indicate the date of return <i>Nang walang pagkakaiba - lagdaan ang pass ng gate, kapwa ang orihinal at duplicate na kopya at ipahiwatig ang petsa ng pagbabalik</i>	None Wala	15 Minutes 15 Minuto	Security Guard On-Duty On-duty na Security Guard
	3.1. Scan the barcode in the Gate Pass to record the time of return of equipment <i>I-scan ang barcode sa Gate Pass upang maitala ang oras ng pagbabalik ng kagamitan</i>	None Wala	2 Minutes 2 Minuto	Security Guard on Duty On-duty na Security Guard
	3.2 Surrender original copies of gate pass for returned property to Property Office <i>Isuko ang mga orihinal na kopya ng gate pass para sa naibalik na pag-</i>	None Wala	5 Minutes 5 Minuto	Security Guard on Duty On-duty na Security Guard

	<i>aari sa Property Office</i>			
	3.3 Validate/Update record of gate pass in PREMIS indicating the actual date of return of the property <i>Patunayan / I-update ang tala ng gate pass sa PREMIS na nagpapahiwatig ng aktwal na petsa ng pagbabalik ng pag-aari</i>	None Wala	10 Minutes 10 Minuto	Property Staff Tauhan mula sa opisina ng Property
	3.4 File gate pass for safekeeping and future reference <i>File gate pass para sa pag-iingat at sanggunian sa hinaharap</i>	None Wala	10 Minutes 10 Minutos	Property Staff Tauhan mula sa opisina ng Property
TOTAL:		None Wala	1 HOUR, 9 MINUTE S 1 oras, 9 minuto	

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send feedback? <i>Paano magpadala ng puna</i>	Customer Feedback Form shall be provided to the client after issue of the approved property gate pass. <i>Ang Form ng Feedback ng Customer ay dapat ibigay sa kliyente pagkatapos ng paglabas ng naaprubahang gate pass</i>
How is feedback processed? <i>Paano pinoproseso ang mga puna?</i>	Duly accomplished customer feedback forms shall be consolidated once a month, identifying issues and concerns of the clients which shall be discussed for appropriate action. Status on the identified issues and concerns shall be monitored on a monthly basis. <i>Bawat buwan ang mga napunang customer feedback forms ay pagsasama-samahin, itatala ang mga puna o komentaryo ng mga kliyente at ito ay tatalakayin upang mabigyan ng nararapat na aksyon. Ang katayuan ng mga puna o komentaryo ay buwanang susundan/susubaybayan.</i>
How to file a complaint? <i>Paano magsampa ng reklamo?</i>	Requesting OBSU and Field Office may submit an appeal for the request that have been denied or may send a complaint letter to the Administrative

	<p>Service-Property and Supply Division DSWD Central Office, IBP Road, Batasan Pambansa Complex, Constitution Hills, Quezon City email: property@dswd.gov.ph Tel No. 002-8931-9145</p> <p><i>Ang humihiling na tanggapan OBSU at FO ay maaaring mag sumite ng samo para sa mga kahilingan di dininig o maaring ipabaitd ang reklamo sa pamamagitan ng liham sa Administrative Service-Property and Supply Division DSWD Central Office, IBP Road, Batasan Pambansa Complex, Constitution Hills, Quezon City email: property@dswd.gov.ph Tel No. 002-8931-9145</i></p>
How complaints are processed	<p>Upon receipt of complaint the concerned section shall make necessary evaluation and investigation to create a report for information and appropriate action of the concerned officials. Feedback shall be provided to the client.</p> <p>For inquiries and follow-ups, clients may contact AS-PSAMD through 002-8931-9145 or through email: property@dswd.gov.ph</p>
Contact Information	<p>Regional Director DSWD Field Office VIII (053) 321-3322</p> <p>ARTA 8-478-5093 complaints@arta.gov.ph</p> <p>Presidential Complaint Center (PCC) 8888 pcc@malacanang.gov.ph</p> <p>Contact Center ng Bayan 0908-881-6565 email@contactcenterngbayan.gov.ph</p>

6.2. Issuance of Property Clearance for Separated Officials and Employees (Pag-isyu ng Clearance para sa mga Nakaraang Empleyado ng Departamento mula sa Pananagutan sa mga Ari-arian Nito)

Property Clearance is issued to DSWD employees who are retired/transferred to another government agency/detail separation from the service, promotion/reassignment/transfer from one organizational unit within the Department. Approved Property Clearance shall be issued immediately upon cancellation of property accountability.

Ang Clearance mula sa mga ari-arian ng Departamento ay ibinibigay sa mga kawani ng DSWD na retirado/ lumipat ng ibang ahensya ng gobyerno/ bumukod mula sa serbisyo/ umangat ang posisyon/ itinalaga sa ibang posisyon/ lumipat ng ibang sangay ng Departamento. Ang naaprubahang Clearance ay kagyat na ibinibigay kung ang mga pananagutan mula sa mga ari-arian ng Departamento ay naipawalang bisa sa pamamagitan ng paglipat at pag sasauli ng nasabing ari-arian.

Office/Division: <i>Tanggapan/Dibisyon</i>	Administrative Service – Property Supply and Asset Management Division (AS-PSAMD)
Classification: <i>Kinabibilangan</i>	Simple <i>Payak</i>
Type of Transaction: <i>Uri ng Transaksyon</i>	G2C – Government to Citizen <i>Pamahalaan sa Mamamayan</i>
Who may avail: <i>Sino ang maaaring makinabang?</i>	Department of Social Welfare and Development (DSWD) Employees who are: <i>Mga Kawani ng DSWD na:</i> <ol style="list-style-type: none"> 1. Resigned <i>Nagbitiw</i> 2. Transferred to other Government Offices <i>Lumipat sa ibang Ahensya ng Gobyerno</i> 3. Non-renewal of Contract <i>Di pagpapanibago ng Kasunduan</i> 4. Terminated <i>Pagtatapos ng Kasunduan</i> 5. Retired <i>Retirado</i>
CHECKLIST OF REQUIREMENTS <i>MGA KINAKAILANGAN</i>	
<div> A. Without Property Accountability <i>Walang Pananagutan mula sa mga kagamitan ng Departamento</i> <ol style="list-style-type: none"> 1. Three (3) original copies of Clearance Form <i>Tatlong kopya ng dokumento ng Clearance</i> 2. And/or duly approved request for transfer / resignation / retirement <i>Aprubadong samo ng pag lipat / pagbibitiw / pag retiro</i> </div> <div> B. With Property Accountability <i>May pananagutan mula sa mga Ari-arian</i> <ol style="list-style-type: none"> 1. Three (3) original copies of Clearance Form <i>Tatlong kopya ng dokumento ng Clearance</i> 2. One (1) Original Copy of Duly Accomplished Furniture and Equipment Transfer Slip (FETS) to transfer/turnover of property </div>	
WHERE TO SECURE <i>SAAN KUKUHA</i>	
<div> A. Without Property Accountability <i>Walang Pananagutan mula sa mga kagamitan ng Departamento</i> <ol style="list-style-type: none"> 1. Personnel Administration Division with prescribed format <i>PAD na may nakatalagang dokumento</i> 2. From Client <i>Mula sa Kliyente</i> </div> <div> B. With Property Accountability <i>May pananagutan mula sa mga Ari-arian</i> <ol style="list-style-type: none"> 1. Personnel Administration Division (PAD) with prescribed format <i>PAD, may itinalagang dokumento</i> 2. To be prepared by the Office's Designated Property and Supply Custodian (DPSC) through the </div>	

<p>accountabilities <i>Isang orihinal na kopya ng FETS na marapat na na pirmahan sa pagsasalin/pagbabalik ng pananagutan mula sa mga ari-arian</i></p> <p>3. Duly signed PAR/ICS for transferred property accountability <i>Napunang PAR/ICS para sa naisaling pananagutan sa ari-arian</i></p> <p><u>In Case of Lost:</u></p> <p>4. With request for relief from property accountability due to loss - one (1) copy of COA decision <i>May kahilingan na mapawalang bisa ang pananagutan sa mga ari-arian na idinulot ng pagkawala ng nasabig kagamitan - isang kopya na may hatol ng Komisyon ng Pagsusuri (COA)</i></p> <p>5. With request for replacement / reimbursement of lost property - One (1) photo copy of request for replacement approved by the Undersecretary for General Administration and Support Services Group (GASSG) <i>May kahilingan na palitan o isauli ang salaping naigugol sa nawalang gamit - Isang kopya ng kahilingan na inaprubahan ng Undersecretary ng GASSG</i></p>	<p>Property Records and Equipment Monitoring Inventory System (PREMIS) <i>Ihahanda ito ng DPSC ng nasabing tanggapan sa pamamagitan ng PREMIS</i></p> <p>3. Submitted by the personnel applying for property clearance with signature of the new end user <i>Isinumite ng kawani na naglalayong mabigyan ng clearance</i></p> <p><u>In Case of Lost:</u></p> <p>4. DSWD Commission on Audit without prescribed format <i>DSWD COA walang itinalagang dokumento</i></p> <p>5. Property Supply and Asset Management Division (PSAMD) without prescribed format <i>PSAMD, walang itinalagang dokumento</i></p>
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CLIENT STEPS MGA HAKBANG	AGENCY ACTION AKSYON NG AHENSYA	FEES TO BE PAID MGA DAPAT BAYARAN	PROCESS ING TIME PANAHOONG KAILANGA N	PERSON RESPONSIBL E TAONG DAPAT GUMAWA
1. Submit three original copies of clearance form issued by PAD and/or duly approved request for transfer / resignation /	1. Receive Three copies of clearance issued by Personnel Administration Division (PAD) and/or duly approved request for transfer / resignation /	None Wala	5 Minutes 5 Minuto	Property Staff Kawani ng Property

retirement 2 months before the effectivity of retirement, 30 days of resignation or transfer <i>Mag sumite ng 3 kopya ng Clearance Form na isyu ng PAD o aprubadong samo ng pag lipat / pagbibitiw / pag retiro 2 buwan bago ang itinakdang araw ng pag retiro, 30 araw bago ang itinakdang araw ng pagbibitiw of palipat</i>	retirement and review attachments <i>Pagtanggap ng 3 kopya ng Clearance na isyu ng PAD at/o ang aprubadong samo ng pag lipat / pagbibitiw / pag retiro. Suriin ang mga kalakip na dokumento</i>			
	1.1 Review and validate recorded property accountability/ies on file using the Property Records and Equipment Monitoring Inventory System (PREMIS) and the individual folder of personnel if cancelled <i>Suriin at bigyang patunay kung may pananagutan sa mga kagamitan gamit ang PREMIS at indibidwal na kalupi na naglalaman ng mga dokumento ng mga pananagutan</i>	None <i>Wala</i>	1 Hour, 30 Minutes <i>1 Oras at 30 Minuto</i>	Property Staff <i>Kawani ng Property</i>
	1.2 No Accountability/ies <i>Walang Pananagutan</i> Record the date of effectivity of retirement / resignation / transfer / detail of separation / date of issuance of property clearance in PREMIS and process clearance by affixing initial and forward to the Head of Property for approval <i>Itala ang itinakdang araw ng pag retiro / pagbibitiw / paglipat / mga dahilan ng pag alis</i>	None <i>Wala</i>	25 Minutes <i>25 Minuto</i>	Property Staff <i>Kawani ng Property</i>

	<p>at ang araw ng pag isyu ng clearance mula sa mga kagamitan sa PREMIS, mag lagay ng paunang lagda bago ang pagpapatibay ng Punong Tagapangasiwa ng mga ari-arian</p> <p>With Accountability/ies May mga Pananagutan</p> <p>Inform the former Office of the applicant through a Memorandum on the remaining accountability/ies to process its cancellation and/or request submission of other requirements/ proof of cancelled Property Accountability Ipabatid ang mga naitalang pananagutan ng dating kawani na marapat na ipawalang bisa ng dati nitong tanggapan sa pamamagitan ng pag liham</p>			
2. Submit documents and other requirements as proof of cancelled property accountability Mag sumite ng dokumento at iba pang kailangan na nagpapatunay na nai-pawalang bisa na ang mga pananagutan sa mga kagamitan	2. Receive and validate submitted documents and other requirements as proof of cancelled property accountability Tanggapin, suriin ang mga isinumiteng dokumento at bigyang patunay na ang pananagutan sa mga kagamitan ay nai-pawalang bisa	None Wala	30 Minutes 30 Minuto	Property Staff Kawani ng Property
	2.1. If all the property accountability	None Wala	5 Minutes 5 Minuto	Property Staff Kawani ng Property

	<p>were cancelled, record the date of effectivity or retirement/ resignation/ transfer/ detail/ separation date and date of issuance of property clearance in PREMIS, affix initial and forward to the Head of Property for approval</p> <p><i>Kung ang lahat ng pananagutan mula sa mga kagamitan ay naipawalang bisa, Itala ang itinakdang araw ng pag retiro / pagbibitiw / paglipat / mga dahilan ng pag alis at ang araw ng pag isyu ng clearance mula sa mga kagamitan sa PREMIS, mag lagay ng paunang lagda bago ang pagpapatibay ng Punong Tagapangasiwa ng mga ari-arian</i></p> <p>If still with accountability/ies inform the former Office of the applicant through Memorandum on the remaining accountability/ies to process cancellation of accountabilities.</p> <p><i>Kung mayroon pang natitirang pananagutan, ipagbigay alam ito</i></p>			
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	sa dating tanggapan ng dating kawani na marapat na ipawalang bisa ng dati nitong tanggapan sa pamamagitan ng pag liham			
	2.2. Check the “cleared” box and affix signature in the clearance form Markahan ng tsek ang kahon na nagsasaad ng “cleared” at lagdaan ang Clearance Form	None Wala	5 Minutes 5 Minuto	Head of Property Office Puno ng Tanggapan ng Property
	2.3. Scan signed clearance from, record in clearance logbook and forward to the next office concerned I-scan ang nilagdaang Clearance Form, itala sa aklat talaan at dalhin sa kasunod na tanggapan	None Wala	10 Minutes 10 Minuto	Incoming / Outgoing Property Staff Kawani ng Property
	2.4. Upload scanned signed clearance in PREMIS I-upload ang na- scan na nilagdaang clearance sa PREMIS	None Wala	10 Minutes 10 Minuto	Property Staff Kawani ng Property
TOTAL:		None Wala	3 HOURS 3 Oras	

FEEDBACK AND COMPLAINTS MECHANISMS

How to send feedback?
Paano magpadala ng puna

Customer Feedback Form shall be provided to the

	<p>client after issue of the approved property gate pass. <i>Ang Form ng Feedback ng Customer ay dapat ibigay sa kliyente pagkatapos ng paglabas ng naaprubahang gate pass</i></p>
<p>How is feedback processed? <i>Paano pinoproseso ang mga puna?</i></p>	<p>Duly accomplished customer feedback forms shall be consolidated once a month, identifying issues and concerns of the clients which shall be discussed for appropriate action. Status on the identified issues and concerns shall be monitored on a monthly basis. <i>Bawat buwan ang mga napunang customer feedback forms ay pagsasama-samahin, itatala ang mga puna o komentaryo ng mga kliyente at ito ay tatalakayin upang mabigyan ng nararapat na aksyon. Ang katayuan ng mga puna o komentaryo ay buwanang susundan/susubaybayan.</i></p>
<p>How to file a complaint? <i>Paano magsampa ng reklamo?</i></p>	<p>Requesting OBSU and Field Office may submit an appeal for the request that have been denied or may send a complaint letter to the Administrative Service-Property and Supply Division DSWD Central Office, IBP Road, Batasan Pambansa Complex, Constitution Hills, Quezon City email: property@dswd.gov.ph Tel No. 002-8931-9145 <i>Ang humihiling na tanggapan OBSU at FO ay maaaring mag sumite ng samo para sa mga kahilingan di dininig o maaring ipabaitd ang reklamo sa pamamagitan ng liham sa Administrative Service-Property and Supply Division DSWD Central Office, IBP Road, Batasan Pambansa Complex, Constitution Hills, Quezon City email: property@dswd.gov.ph Tel No. 002-8931-9145</i></p>
<p>How complaints are processed</p>	<p>Upon receipt of complaint the concerned section shall make necessary evaluation and investigation to create a report for information and appropriate action of the concerned officials. Feedback shall be provided to the client. For inquiries and follow-ups, clients may contact AS-PSAMD through 002-8931-9145 or through email: property@dswd.gov.ph</p>
<p>Contact Information</p>	<p>Regional Director DSWD Field Office VIII (053) 321-3322</p> <p>ARTA 8-478-5093 complaints@arta.gov.ph</p> <p>Presidential Complaint Center (PCC)</p>

	8888 pcc@malacanang.gov.ph Contact Center ng Bayan 0908-881-6565 email@contactcenterngbayan.gov.ph
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7. Pantawid Pamilyang Pilipino Program Services

The Pantawid Pamilyang Pilipino Program, commonly known as 4Ps, has recently been institutionalized under Republic Act No. 11310. This is one of the strategies of the national government, spearheaded by the Department of Social Welfare and Development (DSWD), to break the intergenerational cycle of poverty by investing in the health, nutrition, and education of identified poorest of the poor households with 0-18 years old children based on the assessment of the Listahanan program.

4Ps adapts the Conditional Cash Transfer (CCT) scheme wherein program beneficiaries are only able to receive their education and health grants upon compliance to set conditions including the 85% school attendance rate, regular visit to health facilities, and attendance to Family Development Sessions (FDS).

It currently serves around 279,106 household beneficiaries from all 7 cities and 136 municipalities in all the 6 provinces of Leyte, Southern Leyte, Biliran, (Western) Samar, Eastern Samar, and Northern Samar, of the Eastern Visayas Region.

7.1. Grievance Intake and Response

Intake and response refers to the recording of a grievance and providing the client an initial response, which usually involves an explanation about how the grievance will be processed by the DSWD and other actors.

As a general rule, anyone may **accept** a grievance but only the City/Municipal Link and grievance officers may ascertain its validity and thereafter **intake** the grievance. To 'accept' a grievance is to receive the transaction but to 'intake' is to record the transaction in a grievance form after ascertaining its validity. Intake and response require technical know-how about the GRS, particularly on the procedures in resolving the specific types and subtypes of grievances.

Office or	4Ps – Grievance Redress Division
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Division:				
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
If 4Ps beneficiary, present the 4Ps ID for verification to 4Ps staff Proof of grievance, if available If non-4Ps beneficiary, any valid ID		Issued by the assigned City/Municipal Link, Community Facilitators		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCES-SING TIME	PERSON RESPONSIBLE
1. Log-in at the visitors log book located at the office lobby and present the 4Ps ID if a 4Ps beneficiary. If non-4Ps beneficiary, present any valid ID.	1.1. Ensure that the client fills out the logbook and directs him/her to the 4Ps Assistance Desk.	None	2 minutes	Guard on duty
2. Proceed to the 4Ps Assistance Desk for verification of identity.	2.1. Receive the client, inquire what the concern is all about, and verify the identity of the client. Refer to the Grievance Redress System Field Manual for the guidance on the intake of grievances.	None	5 minutes	Officer-of-the-Day/ / Assigned Focal Person
3. Provide details about the grievance and supporting documents, if available, depending on the type of grievance reported.	3.1. If the client is a beneficiary or a former beneficiary, check the status of the concerned beneficiary in the Pantawid Pamilya Information System	None	20 mins	Officer-of-the-Day/ / Assigned Focal Person

	<p>(PPIS).</p> <p>3.2. Encode the transaction correctly and completely in the GRS Information System/Tracker.</p> <p><i>For instances when the GRS Information System is inaccessible, the staff may use GRS form to intake the grievance</i></p> <p>3.3. Check the supporting documents provided, if available.</p> <p>3.4. Assess all the data and information available and discuss with the beneficiary the findings and next steps to take.</p> <p>3.4.1. If all information is readily available to resolve the case, resolve the grievance and provide feedback to the client.</p> <p>3.4.2. If other information is needed and the grievance cannot be resolved immediately, explain to the client the process that will be undertaken</p>			
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	<p>in processing the grievance, and inform the client that he/she will be contacted thru his/her mobile number.</p> <p>Print and provide a copy of the encoded transaction to the client.</p>			
4. Accomplish the client satisfaction measurement survey	<p>4.1 Administer the Client Satisfaction Measurement Survey</p> <p>4.2. Analyze the data and include it in the Client Satisfaction Measurement Report.</p>	None	5 minutes	Officer-of-the-Day/ / Assigned Focal Person
5. Proceed to the office lobby and logout from the client's logbook.	<p>5.1 Dismiss the client gracefully.</p> <p><i>If the grievance has already been resolved proceed directly to step 7.2</i></p>	None	1 minute	Guard on Duty
6. Wait for the updates on the status of grievance within three (3) days.	6.1 Endorse the transaction to the concerned office (DSWD Field Office, Provincial/Municipal Operations Office and/or OBSU) for processing and updating of the transaction in the Grievance Information System (GIS), reflecting the actions taken by the concerned	None	7 hours and 7 minutes	Officer-of-the-Day/ / Assigned Focal Person

	office within three (3) working days. (If the transaction was received at the NPMO, the Assigned Officer of the day shall send an email notification to the Regional Grievance Officer to inform him/her.)			
	6.2 Monitor the status of transaction and check for updates from the concerned office in the GRS Information System.	None	2 Days	Assigned Focal Person
7. Received update/feedback on the status of the grievance.	7.1 Provide the client an update/feedback about the status of his/her concern either through text messaging or phone call. <i>For instances when the client did not give or cannot provide contact information, the provision of feedback may be coursed through the assigned City/Municipal Link.</i>	None	10 minutes	Assigned Focal Person
	7.2 Update the status of the transaction in the GRS Information	None	10 minutes	Assigned Focal Person

	System.			
Total if grievance is resolved outright		None	33 minutes	
Total if grievance is referred to Field Office for resolution and feedback is provided to the client		None	3 days	
Total		None	3 days	

7.2. Request for 4Ps Data

This section describes the process of providing assistance to clients and various stakeholders (general public and other government organizations) both within and outside DSWD through the sharing of public data. However, access to data will be subject to the limitations set to safeguard privacy of the beneficiaries, data security and data misappropriation. Therefore, access to data shall be carefully considered and granted in accordance with the Pantawid data sharing protocol.

In processing the request, there is an expectation that all documentary requirements have been submitted by the requesting party. Otherwise, the start of processing may take an extended period of time.

Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Any stakeholder (general public and government organization)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. One (1) Accomplished Data Request Form or Letter of Request 2. Submit accomplished CSMF		4Ps Regional Monitoring & Evaluation Officer (email address: lasruiz@dswd.gov.ph or fo8@dswd.gov.ph)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client sends filled up data request form	1. Receipt of completely filled out data request form or letter of request (with attachments as applicable).	None	2 hours	Regional Monitoring and Evaluation Officer (RMEO)
	1.1 Encoding of data request to monitoring tool or thru Electronic Document		30 mins	RMEO

	Management System (EDMS) of the incoming data request			
	1.2. Acknowledgement and assessment by the Regional Monitoring and Evaluation Officer (RMEO).		2 hours	RMEO
	1.2.1. If Primary Data, endorse the request to the concerned Division, Unit, or Program Component Focal Person		30 mins	RMEO
	1.2.2. If Secondary Data, determine if the data that are being requested are public or classified based on the submitted documents.		1 day	RMEO
2. Receive requested data and fill out the client survey form	2. If the data requested is identified as Public Data , the RMEO will forward the request to the appropriate Division/Unit/ Program Component Focal Person for data generation and preparation. 2.1 If the data is in the periodic reports, IEC materials, and/or Pantawid Pamilya website, the RMEO will refer the client to the resource site or provide the readily available data and client satisfaction survey form. 2.2.1 If the data needs to be generated, data generation shall be	None	4 hours 1 day 5 days	RMEO RMEO RMEO

	<p>undertaken by the RMEO.</p> <p>2.2.2. Preparation of memo endorsement to the Regional Director (RD) for approval.</p> <p>2.2.2.1. If the data request is approved, provide the data request to the client and submit a request to accomplish the client satisfaction measurement form</p> <p>2.2.2.2. If the data request is disapproved, provide the data request to the client and submit a request to accomplish the client satisfaction measurement form.</p>		<p>6 hours</p> <p>4 hours</p> <p>4 hours</p>	<p>RMEO</p> <p>RMEO</p> <p>RMEO</p>
	<p>2.3. If the data requested is identified as Classified Data, the request will be forwarded to the NPMO for review and evaluation. The RMEO will provide initial comments prior to endorsing the request to the Data Protection Officer (DPO) and RD.</p> <p>2.3.1 If the request is valid, a Memorandum of Agreement (MOA) on data sharing between the requesting party and the Department/RPMO will be prepared by RMEO prior to the release of data requested.</p>		<p>3 days</p> <p>6 days</p>	<p>RMEO</p> <p>RMEO</p>

	2.3.1.1. Sharing of the draft MOA to the client for review.		4 hours	RMEO
	2.3.1.2. Review of the MOA and endorsement of comments/inputs to RMEO from the Legal Unit.		3 days	Legal Unit
	2.3.1.3. Revision of the MOA based on the Legal Unit's comments.		2 days	RMEO
	2.3.1.4. Sharing of MOA to the client.		4 hours	RMEO
	2.3.1.5. Acknowledgement of receipt of MOA approved by the client.		4 hours	RMEO
	2.3.1.6. Preparation of communication to client regarding MOA signing		4 hours	RMEO
	2.3.1.7. Signing of MOA with the client		1 day	RMEO
	2.3.1.8. Provision of the data request to the client and submission of request to accomplish the client satisfaction measurement form.		4 hours	RMEO
	2.3.2. If the data request is disapproved, provide the data request to the client and submit a request to accomplish the client satisfaction measurement form.		4 hours	RMEO
	TOTAL:	None	Output 1:	

			2 days, 6 hours and 30 mins Output 2: 6 days, 6 hours and 30 mins Output 3.1 (Approved MOA): 19 days, 2hrs and 30 mins Output 3.2 (Disapproved MOA): 4 days, 2hrs and 30 mins
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FEEDBACK AND COMPLAINTS MECHANISM	
How to send a feedback	<p>For inquiries and follow-ups, the client is advised to directly coordinate with the concerned division that received the request. The following contact details are however accessible in case the concerned division/section/unit/component focal person does not respond within reasonable time: Email: pbunay@dswd.gov.ph Telephone number: (053) 321-2040 voip number 18011</p> <p>For completed services, the client is encouraged to fill out a Client Satisfaction Survey Form downloadable from https://pantawid.dswd.gov.ph/citizens-charter and submit it to the concerned division where the request was made or through any of the contact details provided above.</p>
How feedback is processed	<p>A technical staff is assigned to read daily all inquiries and follow ups sent to pbunay@dswd.gov.ph. These are forwarded to the concerned division/section/unit or component focal person who is expected to provide a response to the client via email or phone call within three (3) days from receipt of email from the client.</p> <p>On the other hand, satisfaction surveys for completed services are being analyzed by the concerned division/section/unit or component focal person as among the bases to improve its service delivery.</p>
How to file complaint	<p>The client may directly communicate through the contact details provided below: Email: pbunay@dswd.gov.ph Telephone number: (053) 321-2040 voip number 18011</p>
How complaints are processed	<p>All complaints about service delivery received through any of the channels above are directly forwarded to the Office of the Regional Program Manager and are automatically treated as a confidential case. It shall be primarily guided by violations and penalties under the Ease of Doing Business Act https://arta.gov.ph/about/violations-and-penalties</p>

	Service delivery complaints shall be automatically considered as highly technical transactions due to its nature. The client shall be provided feedback 20 days from the filing of the complaint.
Contact Information of ARTU, PCC, CCB	Regional Director DSWD Field Office VIII (053) 560-2724 ARTA 8-478-5093 complaints@arta.gov.ph Presidential Complaint Center (PCC) 8888 pcc@malacanang.gov.ph Contact Center ng Bayan 0908-881-6565 email@contactcenterngbayan.gov.ph

8. Sustainable Livelihood Program Services

8.1. Referral Management Process

The Regional Program Management Office (RPMO) provides the final and full implementation of the Referral Management Process. The Sustainable Livelihood Program - Referral Management Unit (SLP-GRMU), serves as an avenue to the poor, marginalized, vulnerable, and the less fortunate individuals, who wanted to use their capacity and strength in building-up themselves to achieve a better way of living.

Office or Division:	Sustainable Livelihood Program – Grievance and Referral Management Regional Office / Field Offices			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizens G2G – Government to Government			
Who may avail:	All Qualified Program Participants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Filled-out SLP Profile Form- for Walk-in Clients Referral/endorsement letter from OBSUs, NGA's, NGOs,		SLP Helpdesk 3rd floor, Mahusay Building		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Walk – in Clients	1.1 Explain to and request the client to sign or place his/her thumb mark on the Data Privacy Act (DPA) of 2012 Brief orientation on the SLP Processes <i>Note: For referral SLP, NPMO, PCC, 8888, OP and other institutions, proceed to 1.4</i>	None	10 minutes	RPMO or Field Project Development Officer
2. Fill-up the SLP Profile Form and Walk-in Clients Slip	2.1 Fill-out the SLP Profile Form Request the client to register in the Walk-In Clients Logbook	None	20 minutes	RPMO or Field Project Development Officer Walk-in Clients
	2.2 Issue SLP Walk-In Clients Slip to Walk-in Client, certify that client appeared at the SLP-NPMO <i>Note: Request the client to fill up the Client Satisfaction Measurement Report Form in the provision of technical assistance and orientation as initial intervention.</i>	None	20 minutes	Project Development Officer
	3.1 Assess/Validate the receive walk-in and referrals from SLP NPMO, PCC, 8888, OP and other institution	None	1 day	Regional Focal for Referral RPMO Project Development Officer
	4.1 Data encoding of client's profile in the SLP Referral Management System (SLP RMS)	None	20 minutes	RPMO or Field Project Development Officer And

				Administrative Assistant (AA)
	5.1 Provides list of names for name matching to Listahanan – NHTU and Pantawid Database <i>Note: provided that there are enough staff/personnel to administer the name matching both at the SLP RPMO and NHTU and Pantawid</i>	None	Pantawid (1 day) Non-Pantawid (2 days)	RPMO Project Development Officer
3. Received of information letter	6.1 Endorse to Provincial Offices for appropriate action	None	1 hour	RPMO Project Development Officer
	6.2 Inform the client/s on the result of the name matching: a. If client is eligible proceed to capbuild – Proceed 2.0 b. If no matched – NHTU to conduct HAF or SLP Means Test b.1. Conduct home visitation to Administration to HAF. b.2. Administer SLP Means Test c. If non-poor refer to other institution <i>Note: Field Offices with Island Municipality/ies or Geographically Isolated and Disadvantaged Areas (GIDA), validation may exceed the prescribed timeline due to the distance and travel time.</i>	None	1 day	Field PDO, IPDO and MPDO

	6.3 Administer the Livelihood Assessment Form (LAF) If eligible proceed to 2.0 If not eligible refer to other institution	None	1 day	PDO Partnership Officers
	7.1 Qualified individuals will undergo on the following activities: a.) Conduct Capacity Building b.) Provides result on the conducted Sustainable Livelihood Analysis (SLA), and SWOT Analysis. c.) Track Selection Client/s will show their interest, strength and weaknesses, so that they can identify the best TRACT for them. d.) Conduct of Micro-Enterprise Development Training (MD) or Basic Employment Skills Training.	None	3 days and 5 hours	Field Project Development Officer
	8.1 Prepares and submit the Modality Application Form and the Mungkahing	None		Program Participants

	Proyekto.			
	8.2 Review and Assess the project proposal <i>If the intended project proposal is complete, proceed to the next process, if not, give it back to the participant for revision.</i> <i>Note: The succeeding SLP processes will be subjected to the availability of Funds</i>	None	1 day	Provincial Coordinator RPMO Project Development Officers Regional Review Committee (RRC)
	9.1 Prepare project proposals for fund processing. <i>The proposal has been approved by the RD, then forwarded to FMD</i>	None	2 days	Regional Monitoring and Evaluation for Finance (RMEF)
	9.2 Prepare Obligation Report	None	2 days	Budget Officer/ SLP Mainstreamed Staff
	9.3 Prepare/process voucher	None	3 days	Accountant/ Mainstream Staff
	9.4 Monitor the issuance of the approved check for disbursement.	None	1 day	Cashier /Mainstreamed Staff
	9.5 Notify the program participants for the release of the check <i>Note: Subject to available means of communication to inform the client (text, email, call, visit)</i>	None	1 day	Field Project Development Officer
4. LAG disbursement	9.6 Release of livelihood assistance grants		1 day	Regional Cashier

TOTAL	None	20 days, 7 hours and 10 minutes
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8.2. Grievance Management Process

The Grievance Management Process of RPMO, facilitate the request of individual client/s. All program related grievances received by the office filed through the different channels including the SLP NPMO.

Office or Division:	Sustainable Livelihood Program – Grievance and Referral Management Unit (GRMU)			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government			
Who may avail:	All DSWD FOs, DSWD OBSUs, or other Agencies/Institutions			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
2. Filled-up SLP Grievance Form – for walk-in clients Grievance/ Complaint received from OBSUs, NGAs, NGOs, concerned citizen, social media and others		SLP Helpdesk 3 rd Floor, Mahusay Building		
3. Supporting documents				
Regional Program Management Office (RPMO) Level				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receiving Grievance referred/endor sed from Field Offices, OBSUs, NGAs, NGOs, CSOs, 8888 Citizens Complaint Hotline, and other institutions	1.1 Explain and read to the complainant the data privacy consent - RA 10173 in the SLP Grievance Intake Form. <i>Note: for complaint received from the Provincial Coordinator, 8888, SLP NPMO and other stakeholders, LGUs, proceed to 4.</i>	None	10 minutes	Grievance Referral Management Officer (GRMO)
2. Fill-up the SLP				

3. Fill-up the CSMF	Grievance intake form			
	1.1.Fill-out the SLP Grievance Intake Form. Request the complainant to register in the Walk-in Complainant Logbook		10 minutes	GRMO Complainant
	1.2. Issue SLP Walk-in Complainant Slip; certifying that the complainant appeared at the SLP RPMO Request the client to fill up the Client Satisfaction Measurement Report Form in the provision of technical assistance and initial intervention		20 minutes	GRMO Complainant
	1.3.Grievances are assessed and sorted based on the validity/gravity. Ensure accomplished forms. Prepare letter of acknowledgment. Encoding to Database the deployment of		30 minutes	Regional Program Coordinator Grievance Referral Management Officer (GRMO)

Fact-Finding Team.
<p>1.4. Non-Cognizable Grievance (Simple Transactions) The Non-Cognizable (invalid) grievance does not require verification The GRMO will provide Technical Assistance, simple explanation, and orientation on program implementation.</p>
<p>1.5. For Cognizable Grievance-Major Grievance (Highly Technical Transactions) The SLP Regional Grievance Management Committee shall convene to manage and decide the resolution of the grievance. For grievances that need further assessment, the SLP Regional Grievance Management</p>

	<p>Committee (RMGC) shall be activated to include the deployment of Fact-Finding Team.</p> <p>Gathering of data and other essential information in order to determine the reasons/factors that trigger the filing of grievance.</p>			
	1.6. The Fact finding team shall conduct field visit for assessment/ validation and investigation and other duties and responsibilities under GMP		4 days	SLP Regional Grievance Management Committee (RGMC)
	1.7. Data gathered and other essential information, reasons/factors that trigger the filing of grievance shall be part of the feedback		4-13 days	Fact Finding Team
	1.8. Provide recommendation and decision or be endorsing to concerned OBSUs		1 day	SLP Regional Grievance Management Committee (SLP RGMC)

	towards the resolution of the grievance			
	1.9. Provide feedback to the complainant on the action taken		1 day	Grievance Referral Management Officer (GRMO)
	1.10. The SLP RGMC may endorse unresolved grievances to the DSWD FO Regional Grievance Committee for resolution		1-4 days (FO RGC)	SLP Regional Grievance Management Committee (RGMC)
	1.11. SLP RGMC gathered information/do cumentation for submission and endorsement to Management (FO RGMC/AG-AC/RD)		1 day	RGMO
	1.12. SLP RGMC gathered information/do cumentation for submission to the Office of the Secretary			FO RGMC/ AG-AC/ Management
	1.13. SLP RGMC gathered information/do cumentation submitted shall be			FO RGMC/ AG-AC/ Management

	processed based on the existing guidelines			
	1.14. SLP RGMC gathered information/documentation submitted along LGU <i>concerned Employee</i> and if the LGU Official is concerned to the Civil Service Commission LGU Employees - Endorse to the Local Government Unit – Local Chief Executives			FO RGMC/ AG-AC/ Management
	1.15. SLP RGMC gathered information/documentation in the form of Grievance Management Report for submission to the Regional Director for action. The DSWD Central Office or Field Office lawsuits			FO RGMC/ AG-AC/ Management

	against the stakeholder			
	1.16. SLP RGMC gathered information/documentation in the form of Grievance Management Report for submission to the Regional Director following the RA No. 6713 and to the DSWD Regional Grievance Committee.			FO RGMC/ AG-AC/ Management
	1.17. Issuance of Resolution based on the decision by the authority		1 day	(GRMO)
	1.18. If Resolution was issued by the: PC – Appeal processed by the SLP RGMC SLP RGMC or SLP RPMO – The appeal shall be processed by the SLP NPMO GMC SLP NPMO GMC – Appeal process by Office of the Secretary or OBSUs concerned		1 day	(GRMO)

	1.19. Continuously monitors the status of newly resolved grievances to ensure that recommendations provided are properly executed and followed by the involved persons/parties.		1 day	(GRMO)
TOTAL		None	43 days, 1 hour and 10 minutes - 57 days, 1 hour and 10 minutes	

Provincial Management Office (PMO) Level				
1. Receiving Grievance referred/endorsed from Field Offices, OBSUs, NGAs, NGOs, CSOs, 8888 Citizens Complaint Hotline, and other institutions	1.1. Explain and read to the complainant the data privacy consent - RA 10173 in the SLP Grievance Intake Form. <i>Note: for complaint received from the Provincial Coordinator, 8888, SLP NPMO and other stakeholders, LGUs, proceed to 4.</i>	None	10 minutes	Provincial Grievance Management Officer (PGMO)
2. Fill-up the SLP Grievance Intake Form				
3. Fill-up the CSMF	1.2. Fill-out the SLP Grievance Intake		10 minutes	PGMO

	Form. Request the complainant to register in the Walk-in Complainant Logbook			
	1.3. Issue SLP Walk-in Complainant Slip; certifying that the complainant appeared at the SLP RPMO Request the client to fill up the Client Satisfaction Measurement Report Form in the provision of technical assistance and initial intervention		20 minutes	PGMO
	1.4. Grievances are assessed and sorted based on the validity/gravity. Ensure accomplished forms, prepare letter of acknowledgment. The Non – cognizable Grievance (invalid) grievance does not require verification Encoding to		30 minutes	PGMO

	Database			
	1.5. Non-Cognizable Grievance (Simple Transactions) The PGMO will provide Technical Assistance, simple explanation, and orientation on program implementation.		1-3 days	PGMO
	1.6. All major grievances are endorsed to RPMO		1 day	PGMO
	1.7. Gathering of data and other essential information in order to determine the reasons/factors that trigger the filing of grievance.		4-13 days	PGMO
	1.8. The Data gathered and essential information will be part of the endorsed documents to RPMO.		1 day	PGMO
	1.9. Provide feedback to the complainant on the action taken		1 day	PGMO
	1.10. Continuously monitor the status of newly resolved grievances to ensure that		1day	PGMO

	recommendations provided are properly executed and followed by the involved persons/parties.			
TOTAL		None		9 days, 1 hour and 10 minutes - 19 days, 1 hour and 10 minutes

SLP Municipal Level				
1. Receiving Grievance referred/endorsed from Field Offices, OBSUs, NGAs, NGOs, CSOs, 8888 Citizens Complaint Hotline, and other institutions	1.1. Explain and read to the complainant the data privacy consent - RA 10173 in the SLP Grievance Intake Form.	None	11 minutes	FPDO
2. Fill-up the SLP Grievance Intake Form	<i>Note: for complaint received from the Provincial Coordinator, 8888, SLP NPMO and other stakeholders, LGUs, proceed to 4.</i>			
3. Fill-up the CSMF				
	1.2. Fill-out the SLP Grievance Intake		11 minutes	FPDO Complainant

	Form. Request the complainant to register in the Walk-in Complainant Logbook			
	1.3. Issue SLP Walk-in Complainant Slip; certifying that the complainant appeared at the SLP RPMO Request the client to fill up the Client Satisfaction Measurement Report Form in the provision of technical assistance and initial intervention		20 minutes	FPDO Complainant
	1.4. Grievances are assessed (<i>e.g. involvement of PDO</i>) and sorted based on the validity/gravity.		PGMO 30 minutes	PGMO

	Ensure accomplished forms, prepare letter of acknowledgment. Encoding to Database			
	1.5. Non-Cognizable Grievance (Simple Transactions) The FPDO will provide Technical Assistance, simple explanation, and orientation on program implementation.		3 days	PGMO
	1.6. All major grievances are endorsed to RPMO		1 day	PGMO
	1.7. Gathering of data and other essential information in order to determine the reasons/factors that trigger the filing of grievance. The PGO will check		1 day	Grievance Verification Report (Annex C)

	the involvement of the PDO before			
	1.8. Provide feedback to the complainant on the action taken		1 day	Grievance Feedback Report (Annex B)
	1.9. Continuously monitor the status of newly resolved grievances to ensure that recommendations provided are properly executed and followed by the involved persons/parties.		1 day	Grievance Monitoring Report (Annex D) Encoded in the SLP Grievance Tracker
TOTAL		None		8 days, 12 minutes

FEEDBACK AND COMPLAINTS MECHANISM	
How to send a feedback	Clients answers the Client Satisfactory Feedback (CSF) form and drop it at the drop box
How feedback is processed	Every week, all CSF Forms will be validated and recorded by a Regional Technical Staff. Feedbacks requiring actions will be validated and if merit is found, the complaint will be endorsed to the concerned office.
How to file complaint	The Grievance officer will conduct initial interview with the client and the client will fill-out the Grievance intake form. Such complaint shall be validated immediately.
Complaints using 888	Feedback letter to 8888 and writing a formal letter to the client through email or courier service.
How complaints are processed	<ul style="list-style-type: none"> •Walk – in clients – Writing formal letter to the client through email or courier service. •From Field Offices, OBSus, NGAs NGOs CSOs and other

	institutions – writing a formal letter to the client and sent through preferred mode of communication •From emails, social media, phone calls, SMS - writing a formal letter to the client and sent through preferred mode of communication
Contact Information of ARTU, PCC, CCB	Regional Director DSWD Field Office VIII (053) 560-2724 ARTA 8-478-5093 complaints@arta.gov.ph Presidential Complaint Center (PCC) 8888 pcc@malacanang.gov.ph Contact Center ng Bayan 0908-881-6565 email@contactcenterngbayan.gov.ph

9. Implementation of Supplementary Feeding Program

The enactment of the Republic Act 11037 or the Masustansyang Pagkain Para sa Batang Pilipino Act institutionalized the implementation of the Supplementary Feeding Program which is the provision of food on top of the regular meals to children ages 2-4 years old enrolled in Supervised Neighborhood Playgroup (SNP), 3-4 years old children enrolled in the Child Development Centers (CDC) and 5-year old children not enrolled in DepEd but is enrolled in the CDCs.

Office of Division	Protective Services Division		
Classification:	Highly Technical		
Type of Transaction	G2G – Government to Government		
Who may avail:	Local Government Units		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Duly Signed Memorandum of Agreement (MOA) or Memorandum of Understanding (MOU)		Local Government Unit (Office of the Mayor/C/MSWDO)	
Certified True Copy of Sangguniang Bayan (SB) Resolution		Local Government Unit (Office of the Mayor)	
Duly Signed Project Proposal		Local Government Unit (Office of the Mayor/C/MSWDO)	

Weight Monitoring Report (Form 3.A)	C/MSWDO (Child Development Center/Child Development Worker)/Supervised Neighborhood Play/Supervised Neighborhood Play Worker)
Masterlist of Children Beneficiaries (Form 2.A)	C/MSWDO (Child Development Center/Child Development Worker)/Supervised Neighborhood Play/Supervised Neighborhood Play Worker)
Masterlist of Child Development Centers (Form 2.B)	Local Government Unit (C/MSWDO)
<i>*These documentary requirements are presented to the DSWD Field Office personnel.</i>	

CLIENT STEP	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
I.Social Preparation for the Implementation of SP (LGU to the Field Office)				
1.LGU to submit the required documents for the program inclusion per Day Care Centers/Supervised Neighborhood Play	1.1.Receive and review the completeness of the documents submitted	None	3 days	DSWD Field Office staff responsible in receiving documents (AA II)
	1.2.Process the submitted documents for inclusion in the program beneficiaries	None	20 days	DSWD Field Office SFP Focal Person/ ND/PDO/SWO
	1.3.Consolidate all the submitted master list with nutritional status for submission to monthly report to the Central Office	None	20 days	DSWD Field Office SFP Focal Person/ ND/PDO/SWO
	1.4.Keeps the document for data banking and			AA II

CLIENT STEP	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	comparison on the succeeding nutritional status/improvement of the children beneficiaries			
2. Comply with the necessary signatures/action needed for the processing of the documents	2.A. Facilitate signing and Notarization of Memorandum of Understanding (MOU) between LGU and DSWD FO.	None	20 days	DSWD Field Office SFP Focal Person/ ND/PDO Regional Director Finance Staff
	2.A.1. Proceed with the processing of the procurement of commodities	None	20 days	DSWD Field Office SFP Focal Person/ ND/PDO/SWO
	2.B. If TOF is allowed, review eligibility of LGU based on previous performances in program implementation and timely and complete liquidation.	None	20 days	DSWD Field Office SFP Focal Person/ ND/PDO/SWO
	2.B.1. If LGU is eligible, facilitate signing and Notarization of Memorandum of Agreement (MOA) between LGU and DSWD FO.	None	20 days	DSWD Field Office SFP Focal Person Regional Director Finance Staff
	2.B.2. Facilitate processing and Distribution of available checks/ADA for the LGU.	None	20 days	DSWD Field Office/Cash Section/ Disbursing Officer
3. LGU to participate to program orientation	3.1. Conduct program orientation/updates and reiterates necessary documents, proper accomplishment ad	None	1 day per LGU/Province	DSWD Field Office SFP Focal and staff

CLIENT STEP	AGENCY ACTIONS	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	signatories for submission to the Field Office.			
	Total	None	144 days	

RA 7160, 54a, - "The veto shall be communicated by the local chief executive concerned to the sanggunian within fifteen (15) days in the case of a province, and ten (10) days in the case of a city or a municipality; otherwise the ordinance shall be deemed approved as if he has signed it".

II. Creation of Cycle Menu and Supervision of Feeding Implementation

1.Assist in the conduct of Market Research	1.1.Conducts market research of the most common and available food items in the community.	None	7 days	DSWD Field Office SFP PDO/ND
2.Participation in the creation of cycle menu	<p>2.1.Solicit recommendation with LSWDOs/Focal Persons on Menu preference per province.</p> <p>2.1.a.In times of COVID-19 pandemic and other similar emergencies. Conduct virtual meetings with provinces with capacity on network connection/gadgets</p> <p>2.2.b.Drafts two-four-week cycle menu based on the market research conducted, budget and the agreed Menu preference of the Focal Persons per province following the 1/3 PDRI requirements of the children beneficiaries and/or DOST-FNRU Pinggang Pinoy for Kids.</p>	None	1 day/per Province	<p>DSWD Field Office SFP NDs PDO</p> <p>DSWD Field Office SFP NDs</p>
3.Finalization of the Cycle Menu	3.1.Submits the draft cycle menu for approval of the SFP Focal.	None	4 hours	DSWD Field Office SFP NDs

CLIENT STEP	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3.2.Approves the Cycle Menu for allocation in the Purchase Request. 3.3.Prepare the Food Distribution Plan per Municipality/City, Province, as basis in the allocation in the Purchase Request.		4 hours 20 days	DSWD Field Office SFP Focal Regional Director DSWD Field Office SFP NDs
4.Implement the approved cycle menu	Distributes copy of the menu to the LGU SFP Focal Person for reference and implementation.	None	20 days	DSWD Field Office NDs/PDOs/ SWOs in charge for SFP
5.Receives the food and assist in the delivery of foods to the beneficiaries based on distribution plan	5.1.Monitors the delivery of food commodities to the implementing LGU. 5.2.The FO shall monitor the feeding implementation of SFP by the LGUs based on the approved cycle menu, target beneficiaries and areas of implementation.	None	3 days 120 feeding days	DSWD Field Office NDs/PDOs/ SWOs in charge for SFP
6.Submit the Accomplishment Report	6.1.The FO to acknowledge and analyze the submitted accomplishment reports of LGUs (e.g. Physical, Narrative, Financial, Nutritional status reports) and provide technical assistance as needed.	None	7 days	DSWD Field Office SFP Team
	6.2.The FO will consolidate and evaluate the submitted reports of the LGUs for endorsement to Central Office.	None	20 days	DSWD Field Office SFP Team

CLIENT STEP	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	TOTAL	None	198 days and 8 hours	
RA 11037, Section 4a – “... that the program shall include the provision of at least one (1) fortified meal for a period of not less than one hundred twenty (120) days in a year”.				
III. Monitoring and Evaluation (Field Office to Local Government Unit)				
1. Coordinate with the Field Office for technical assistance	<p>1.1. Prepare monitoring and technical assistance plan for the implementation of the current SFP cycle based on the result of the program review submitted by the LGUs.</p> <p>1.1.a. FO may also conduct spot checks to assess and monitor the implementation (delivery/feeding/ weighing, quality and quantity, etc.</p> <p>.Notifies the Local Government on the schedule of the actual visit and/or virtual provision of technical assistance</p> <p>.Prepares the Travel Order and/or Virtual Link for Technical Assistance</p>	None	<p>4 hours</p> <p>days per LGU</p> <p>1 day</p> <p>1 day</p>	<p>DSWD Field Office NDs/PDOs/ SWOs in charge for SFP</p> <p>DSWD Field Office NDs/PDOs/ SWOs in charge for SFP</p> <p>Admin. Staff</p>
	1.4. Provides technical assistance through either demo, actual observation of the procedure and/or virtual provision of technical assistance ensuring LGUs compliance to EODB-ARTAs requirements such as SFP monitoring guidelines, among others.		7 days	DSWD Field Office Focal Person/ND/ PDOs/SWOs in charge for SFP

CLIENT STEP	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Provide feedback, issues and concerns on the SFP implementation	2.1.Discusses the salient findings and recommendations to the Local Chief Executive during Exit Conference.		1 day	DSWD Field Office NDs/ PDOs/SWOs in charge for SFP
	2.2.Pre pares the Feedback Report and Confirmation Report to the LGU monitored.		1 day	DSWD Field Office NDs/ PDOs/SWOs in charge for SFP
	2.3.Approves the feedback report and confirmation report.		1 day	Regional Director
	Focal Person will be responsible for any revisions and other instructions in the feedback report ad confirmation report.			
	2.3.a.Log the document number of the confirmation report in the DTS.		5 minutes	Administrative Staff
	2.3.b.Endorse to Records Unit/Section.		5 minutes	Administrative Staff
Respond to Client Satisfaction Survey Form	3.1.Transmits the approved confirmation report to the LGU and request the LGU counterpart to respond to the Client Satisfaction Survey relative to the TA through a Google Form		c/o Records Section/Unit	Administrative Staff/SFP
TOTAL		None	15 days, 4 hours and 10 minutes	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	Kindly accomplish the Customer Feedback Form (PMS-GF-07) or LGU/Stakeholder send memo/email to DSWD-Field Office
How feedbacks are processed	<p>Every end of the month, your feedbacks are consolidated and summarized by the ISO Technical Secretariat.</p> <p>Feedbacks requiring answers/clarifications are forwarded to appropriate Office for immediate response within 3 working days</p> <p>For the status of your query/clarification, you may contact us thru:</p> <p>Telephone: (02) 8931-81-01 to 07 loc. 10095 E-mail: sfp.fo8@dswd.gov.ph</p>
How to file a complaint	Complaints can be filed by sending a letter or email to DSWD-Field Office. The details of the complaint should be included in the information.
How complaints are processed	Records and Archives Management Section/Internal Audit Unit will receive the complaint and this will be forwarded to the Office of the Regional Director, then to the Office of the Assistant Regional Director for Operations, next will be to the Office of the Chief of Protective Services Division and finally to the SFP Section Head/Focal Person to respond to the complaint.
Contact Information of CCB, PCC, ARTA	ARTA : complaints@arta.gov.ph PCC: 8888 CCB: 0908 -881-6565 (SMS)

10. Social Pension Program

10.1. Social Pension for Indigent Senior Citizens (SPISC)

The Social Pension for Indigent Senior Citizens (SPISC) is in compliance to the Republic Act No. 9994 or the “Expanded Senior Citizens Act of 2010” which institutionalizes social protection to senior citizens by providing additional government assistance to indigent senior citizens which aims to augment the daily subsistence and other medical needs of the eligible beneficiaries based on the eligibility criteria as mentioned below.

Office or Division	Protective Services Division			
Classification	Highly Technical			
Type of Transaction	G2G-Government to Government G2C-Government to Citizen			
Who may avail:	Indigent senior citizens who are: <ul style="list-style-type: none"> a) 60 years old and above indigent senior citizens who are frail, sickly, bedridden or with disability; b) No permanent source of income c) No regular support from family or relatives d) No pension from GSIS, SSS, PVAO and other insurance agencies 			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
OSCA ID or any Valid ID	OSCA at Local Government Unit, Government Agency issuing Government ID			
Social Pension Application Form	BSCA: The BSCA President distribute Applications Forms to the indigent senior citizens of the barangay for onward submission to the OSCA. or OSCA: The indigent senior citizen may go directly to the Office for Senior Citizens Affairs (OSCA) located in their respective locality. BSCA/OSCA to provide a copy of the Social Pension Application Form to the senior citizen.			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The Indigent Senior Citizen (ISC) goes to the BSCA/OSCA apply and fills up the Social Pension Application Form for inclusion to the program.	1.1 The Indigent Senior Citizen (ISC) has the following options to go to the BSCA or OSCA in relation to the application for the Social Pension program.	None	5 minutes	<ul style="list-style-type: none"> • Senior Citizen • BSCA or • OSCA Head

	<p>1.2 The BSCA President and/or OSCA may assist the senior citizens in filling-up of the Social Pension Application Form</p> <p>1.3 For the application forms submitted to the BSCA President, it shall be consolidated, together with the photocopy of the OSCA ID.</p>			
2. ISC submits the filled-out Social Pension Application Form.	<p>2.1. The BSCA President/ OSCA Head accepts and shall consolidate all filled-up application forms together with one (1) photocopy of the OSCA ID received from the Indigent Senior Citizen.</p> <p>2.2 BSCA/OSCA may provide a copy of the Social Pension Application form to the ISC.</p>	None	5 minutes	<ul style="list-style-type: none"> • Senior Citizen • BSCA or • OSCA Head
3. OSCA Head consolidates list of potential beneficiaries for	3.1 The OSCA Head shall consolidate all applications forms received	None	3-5 days after receipt of documents from the senior citizen	<ul style="list-style-type: none"> • OSCA Head • LSWD O

onward submission to LSWDO.	from the BSCA and from the walk-in indigent senior citizens and shall be submitted to the LSWDO.			
4. LSWDO issues certification of consolidated list of potential beneficiaries for onward submission to DSWD FO.	4.1 The LSWDO shall certify the consolidated list of indigent senior citizens applicants submitted by the OSCA Head and endorse to DSWD Field Office for assessment / validation	None	3-5 days after receipt of the document from the OSCA Head	<ul style="list-style-type: none"> • LSWDO
5. DSWD FO receives the consolidated list from the LSWDO and conducts assessment/validation to potential beneficiaries	<p>5.1. The DSWD FO acknowledges the certified consolidated list of indigent senior citizen applicants submitted by the LSWDO.</p> <p>5.2 DSWD FO schedules the validation / assessment and shall inform the LGU (OSCA and LSWDO)</p> <p>5.3 DSWD FO conducts the validation using General Intake Sheet (GIS) (Annex 2) and/or Social Pension Beneficiary Update Form</p>	None	Within 7-14 working days from the receipt of the certified list	<ul style="list-style-type: none"> • LSWDO • OSCA • DSWD Field Office

	(SPBUF) based on the certified list of potential beneficiaries submitted by the OSCA/LSWDO. 5.4 Submission of delisted, replacement, for validation and for inclusion should be semestral in coordination with LGUs by DSWD FO.			
6. DSWD FO encodes the final list of beneficiaries in the Social Pension Information System (SPIS)	6.1 DSWD FO encodes the validated list of potential beneficiaries in the SPIS by data entry and for uploading to the DSWD CO for cross-matching. 6.2 The data from SPIS will determine if applicant is eligible or not. (Yes/No) If Yes: Generation of Certification of Eligibility duly approved by RD If No: DSWD FO to provide data to LGUs for revalidation/grievance. 6.3 Delisted	None	Within 7-14 working days	<ul style="list-style-type: none"> DSWD Field Office

	<p>beneficiaries (double entry, deceased, able family, receiving pension from other government and private agency and with regular income) subject for replacement.</p> <p>6.4 LSWDO will identify the replacement as per approved and qualified waitlisted beneficiaries.</p> <p>6.5 BSCA, OSCA, LSWDO and DSWD FO staff to conduct door-to-door validation using the SPUF as basis for assessment.</p>			
7. DSWD FO encodes/uploads validated list of beneficiaries	7.1 DSWD FO encodes/ uploads the consolidated validated list submitted to the DSWD CO for data cleansing and eligibility test.	None	Within 7-14 working days	<ul style="list-style-type: none"> DSWD Field Office
8. DSWD CO performs data cleansing and runs eligibility tests	8.1 DSWD CO performs and runs eligibility tests to the received validated lists of beneficiaries.	None	Within 15-30 working days	<ul style="list-style-type: none"> DSWD Central Office (SP-NPMO and ICTMS)
9. DSWD CO endorses clean and	9.1 DSWD CO endorse	None	Within 5-7 working days	<ul style="list-style-type: none"> DSWD Central

error lists to the DSWD Field Office	generated clean and error list to the DSWD FO. 9.2 DSWD FO receives the clean and error list.			Office (SP-NPMO) • DSWD Field Office
10. DSWD FO endorses approved final list of beneficiaries to the OSCA/LSWDO.	10.1 DSWD FO endorses the approved validated list of beneficiaries to the City/Municipal Mayor through the OSCA Head and LSWDO.	None	Within 7-14 days	• DSWD Field Office • LSWDO • OSCA
11. OSCA/LSWDO prepares communication letter to qualified indigent senior citizens	11.1 OSCA/LSWDO notifies the qualified senior citizens thru a written notification of their inclusion as beneficiary of the Social Pension Program.	None	Within 7-14 working days (in normal situation)	• OSCA Head • LSWDO
12. ISC notified and received qualification to the program.	12.1 Qualified Indigent Senior Citizen receives written letter from the OSCA/LSWDO on his/her inclusion as beneficiary of the program	None	None	• OSCA Head • LSWDO
CONDUCT OF SOCIAL PENSION PAYOUT				
13. DSWD FO facilitates the cash advance	13.1 DSWD FO facilitates the cash advance of the stipend based on the corresponding number of Social Pension	None	Within 7-10 working days before the informing the LGUs on the conduct of pay-out.	• DSWD Field Office

	beneficiaries (FO)			
14. DSWD FO SDOs encash the cash advance	14.1 DSWD FO through the Special Disbursing Officer encash the cash advance of the stipend based on the corresponding number of Social Pension beneficiaries (FO)	None	Within 1-3 working days before the conduct of pay-out.	<ul style="list-style-type: none"> DSWD Field Office identified SDOs
15. DSWD FO informs the OSCA/LSWDO on the schedule of payout	15.1 DSWD FO informs the City/Municipal Mayor through the OSCA Head and LSWDO of the schedule of payout	None	Within 5 working days before the pay-out	<ul style="list-style-type: none"> DSWD Field Office
16. OSCA/LSWDO informs qualified beneficiaries	16.1 Inform the beneficiaries of the date and venue of payout 16.2 The OSCA/LSWDO must have a list of authorized representatives per beneficiary. The Authorized representative must have the needed requirement/s if the beneficiary cannot personally receive his subsidy, as well as the reminders on the accepted format to avoid	None	Within 3 days before the pay-out	<ul style="list-style-type: none"> OSCA Head LSWDO

	discrepancies especially on signature and thumb mark.			
17. Conduct of the Social Pension Payout	<p>17.1 Qualified ISCs received their social pension stipend on the scheduled payout</p> <p>17.2 The DSWD Social Pension Focal Person shall conduct exit conferences for both schemes with LCE and LSWDO to discuss what transpired during the payout and reach an agreement to improve delivery of service to the FOs beneficiaries and the LGUs constituents.</p> <p>17.3 DSWD FO provides the LGU the data on the paid and unpaid beneficiaries including the deceased for their reference and action for possible replacement.</p>	None	None	<ul style="list-style-type: none"> • Indigent Senior Citizen • DSWD Field Office • OSCA/LSWD O
18. DSWD FO to prepare the liquidation report	18.1 DSWD FO to prepare the liquidation	None	Within 7-14 working days after conduct	<ul style="list-style-type: none"> • DSWD Field Office

	report on the recently concluded Social Pension Pay-out.		of pay-out.	
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11. Capability Building Section

11.1. Provision of Resource Person to DSWD Intermediaries and/or Stakeholders

Processing of requests for resource persons to capacitate intermediaries and stakeholders with the needed knowledge and skills to effectively implement social welfare and development and social protection programs and services that are responsive to the needs of different sectoral groups in the community.

Office or Division:	Capability Building Section
Classification:	Complex
Type of Transaction:	G2G - Government to Government G2C - Government to Citizen
Who may avail:	DSWD intermediaries (local government units, non-government organizations, peoples' organizations, civil society organizations, academe) and stakeholders

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Memo of Request		Requesting party		
Confirmation Letter/ Regret Letter/ Referral Letter		DSWD Field Office Capacity Building Section/Social Welfare Institutional Development Section		
Client Satisfaction Measurement Survey Form				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Send request letter to DSWD	1. Receive, check and log the request	None	1 Hour	Records Section: Administrative

	<p>letter.</p> <p>Create a Routing Slip for the received request.</p> <p>After recording, forward the request letter and the routing slip to the Office of the Regional Director (ORD).</p>			Staff (RS:AS)
	<p>2. Upon receipt at the ORD, record the received request.</p> <p>Then, forward the request to the Regional Director for his/her action.</p>	None	3 Hours	Regional Executive Assistant (REA)/ORD Staff
	<p>3. Review the letter and provide instruction/s. Then, endorse the request letter to the SWIDS/ CBS Admin Staff.</p>	None	3 Hours	Regional Director
	<p>4. Receive and record the request letter, and forward it to the Section Head/OIC for review of the request.</p>	None	3 Hours	CBS/SWIDS: Administrative Staff
	<p>5. Review the request and assign it to technical staff.</p>	None	1 Hour	CBS/ SWIDS: Assigned Staff
	<p>6. Review the completeness of the</p>	None	15 minutes	CBS/ SWIDS: Assigned Staff

	request.			
	<p>7. If the details of the request are complete, identify a resource person by checking the directory of Core Group of Specialists</p> <p>If not complete, coordinate with the requestor to complete the details of the request through a request form.</p> <p><i>Note: If the request indicates preference in RP for the activity, the assigned CBS/ SWIDS staff shall still take a look at the available list and offer to change the RP if there will be an available RP on top of the preferred one.</i></p>	None	1 Hour and 45 minutes	CBS/ SWIDS: Assigned Staff
	8. Once the senior specialist is identified per database/list, coordinate with the supervisor of the CGS member (Specialist)/ to inform and check on his/her availability.	None	12 Hours	CBS/ SWIDS: Assigned Staff

	<p><i>Note: If the supervisor of the CGS member will not be able to respond within 5 hours, assigned CBS/SWIDS staff will e-mail the CGS member with the details of the request.</i></p> <p>If the senior specialist is not available, coordinate with the prospective RPs in the following order:</p> <ol style="list-style-type: none"> 1. Junior Specialist (JS) 2. Program Focal (PF) 3. SWDL Net Member <p>If no RP is available, coordinate with the requestor and negotiate the date of the activity to suit the availability of the prospective RP and the requester.</p> <p>If the requester is amenable to changing the date, the same process</p>			
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	of coordination, following the sequence, will be done.			
	<p>9. Prepare and forward the Routing Slip, Confirmation Letter/ Regret Letter, and RSO/ Referral Letter to the CB/SWID Section Head for review and initials.</p> <p>If no RP is available and the requester is not amenable to changing the date, prepare a letter of regret and the CSMS Form.</p>	None	1 Hour	CBS/ SWIDS: Assigned Staff
	<p>10. Review and forward the Routing Slip, Confirmation Letter/ Regret Letter, and RSO/ Referral Letter to the Office of the Regional Director.</p> <p><i>with corrections:</i></p> <p>Return the Confirmation Letter/ Regret Letter, and draft RSO to the assigned CBS/ SWIDS staff.</p>	None	3 Hours	CBS/ SWIDS Head

	<i>with no correction:</i> Forward the Confirmation Letter/ Regret Letter, and RSO to the PSD Chief/ Division Chief concerned.			
	11. Review and approve the Confirmation Letter/ Regret Letter, and RSO/ Referral Letter. <i>if with corrections:</i> Return the Confirmation Letter/ Regret Letter, and RSO/ Referral Letter to CBS/SWIDS Head. <i>If with no corrections:</i> Approve the Confirmation Letter/ Regret Letter, and RSO/ Referral Letter then forwards to CBS/SWIDS Administrative Staff.	None	3 Hours	Regional Director
	12. Send the Confirmation Letter/ Regret Letter, and CSMS Form (google form) to the Requester, and RSO to the RP Supervisor/ Referral Letter to SWD L-Net Member.	None	1 Hour	CBS/ SWIDS: Administrative Staff

	Record the details in the Logbook/ Incoming Database.			
	13. Collect the accomplished CSMS Form (google form), convert it to PDF then forward the pdf copy to the Document Custodian via E-mail. Encode the rest of the details of the request to the Database.	None	1 Hour	CBS/ SWIDS: Administrative Staff
	Total Processing Time		34 Working Hours or 4 Days and 2 Hours	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	Fill out the Customer Satisfaction Measurement Survey form sent by the Field Office or online < https://bit.ly/CBS_CSMF > You may also send your concerns to the Field Office VIII official email < fo8@dswd.gov.ph > cc: < cbsec.fo8@dswd.gov.ph > Contact info: 560-2724
How feedback forms are processed	Client feedback forms are reviewed by the Field Office staff-in-charge and feedback received are relayed and discussed with Field Office staff during staff meetings. Feedback requiring answers are communicated with concerned Field Office staff and they are required to respond within three (3) days upon receipt of feedback. The answer is relayed to the concerned customer. For inquiries and follow-ups, the customer may call the

	concerned Field Office.
How to file a complaint	<p>Feedback and complaints undergo the same process.</p> <p>Complaints can also be filed via telephone. Please include the following information:</p> <ul style="list-style-type: none"> -Name of person/office being complained -Incident (STAR Model – Situation, Task, Action, Result or 5Ws (who, what, where, when, why) and 1H (how) -Evidence <p><i>Same contact numbers</i></p>
How complaints are processed	Feedback and complaints undergo the same process.
Contact Information: DSWD Field Office VIII Anti-Red Tape Act Unit Capability Building Section	Anti-Red Tape Authority (ARTA) complaints@arta.gov.ph , 8-478-5093 Presidential Complaint Center (PCC) pcc@malacanang.gov.ph , 8888 Contact Center ng Bayan (CCB) email@contactcenterngbayan.gov.ph , before CSC (Civil Service Commission), 0908-881-6565

12. Accounting Section

12.1. Processing of BIR Form 2322 (Certification of Donation)

This covers the request of Donor's Certificate of Donation / Deed of donation or any document showing proof of donations.

Office or Division:	Accounting Division – Regular Program	
Classification:	Complex	
Type of Transaction:	G2G - Government to Government G2C - Government to Citizen	
Who may avail:	Donors of cash and in-kind donations	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Electronic or hard copy of request form for Certificate of Donation (DSWD-FMS-GF-002)		1.1 The Donor may download and print therequest form -or-

Electronic or hard copy of the s A. Donor must submit: 1. Filled up request form; 1. Signed and Notarized Deed of Donation; 2. Official receipt for cash donations; or 3. Acknowledgement receipt and delivery receipt for Donations in Kind. B. Authorized representative must submit: 1. Filled up request form and above mention requirements; 2. Authorization letter from the donor; 3. Photocopy of government issued ID of the donor and the authorized representative (1 copy)		1.2 Personally visit the Accounting Office to fill-up and submit the request form. Schedule of request: Monday – Friday, 9:00 AM – 5:00 PM Note: Online requests beyond 5 PM will be responded/acknowledge the following working day.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The Donor may download and print the request form (DSWD-FMS-GF-002) -or- Personally visit the Accounting Office to fill-up and submit the request form	None Accounting Office shall issue the request form	None	5 minutes-walk-in/email	Donor Accounting Staff
2. Scan the filled-up form and email together with the supporting documents to accounting@ds wd.go v.ph;	For E-mail - The Accounting staff shall acknowledge and review the received documents as to completeness	None	5 minutes-walk-in/email	Accounting Staff

<p>-or-</p> <p>Personally submit the filled-up form together with the supporting documents to Accounting Office.</p>	<p>and request for original copy upon claiming.</p> <p>For Walk-in-The Accounting Staff shall receive and check the completeness of the request form and required supporting documents</p> <p>Note: Only request with complete requirements will be accepted and processed. All request with incomplete requirements shall be returned to client.</p>			
<p>3. Wait for the acknowledgment receipt through email or ask for the claim stub for walk-in requests with schedule to claim the certificate</p>	<p>The Accounting Staff shall record the details of donation and indicate the schedule of release of BIR Form 2322: Certificate of Donation.</p> <p>Preparation of Certificate of Donation for Signature of the Secretary</p>	<p>None</p>	<p>6 minutes walk-in/email</p> <p>Schedule : Six (6) days and seven (7) hours</p>	<p>Accounting Staff</p>

<p>4. Present the following:</p> <p>a. Donor must present the following (Walk in) Claim stub (Email) printed Email of Acknowledgment Receipt and original copy of supporting documents.</p> <p>b. <i>The Authorized representative must present the following: Above-mentioned supporting documents, Authorization letter for the representative, if claimed by person other than the former employee, together with the photocopy of the latter's</i></p>	<p>The Accounting Staff shall update the status of request for certificate on the monitoring file. All certificates that are ready for release shall be issued to the requesting party/ies</p>	<p>None</p>	<p>10 minutes</p>	<p>Accounting Staff</p>
<p>5. Accept the requested certificate and sign the logbook for</p>	<p>The Accounting Staff shall issue and assist the requesting party to receive the certificate and</p>	<p>None</p>	<p>2 minutes</p>	<p>Accounting Staff</p>

acknowledgement	sign the logbook for acknowledgment of the BIR Form 2322: Certificate of Donation.			
6. Provide Customer Feedback to the requesting party	The accounting staff shall provide the customer feedback to the requesting party for the service provided	None	2 minutes	Accounting Staff
Total Processing Time			6 days, 7 hours, and 30 minutes	

12.2. Processing of Request for Accounting Certification of Former DSWD Employees

This covers the processing of requests by DSWD separated employees for the certifications in the Accounting e.g., certifications of remittances to the government agencies for the mandatory deductions such as GSIS, HDMF and Philhealth.

Office or Division:	Accounting Division – Regular Program			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Former employees of the Department; or His/Her authorized representative			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Electronic or hard copy of the request form for Accounting Certification of Former DSWD Employees (DSWD-FMS-GF-001) Electronic or hard copy of the request form C. Donor must submit: 1. Filled up request form; 2. Signed and Notarized Deed of Donation;		1. The former DSWD employee or his/ he authorized representative may download and print the request form via https://www.dswd.gov.ph/about-us-2/citizens-charter/ (form is located under General Administration and Support Services Group, select Request		

<div>3. Official receipt for cash donations; or</div> <div>4. Acknowledgement receipt and delivery receipt forDonations in Kind.</div> <div>A. Authorized representative must submit:</div> <div>1. Filled up request form and above mentionrequirements;</div> <div>2. Authorization letter from the donor;</div> <div>3. Photocopy of government issued ID of the donorand the authorized representative (1 copy)</div> <div>2. Supporting documents:</div> <div>a. Former DSWD employee must submit:</div> <div>i. Filled-up request form;</div> <div>ii. Photocopy of the former</div> <div>b. Authorized representative must submit:</div> <div>i. Filled-up request form:</div> <div>ii. Authorization letter for the representative, if claimed by person other than the former employee;</div> <div>iii. Photocopy of the former employee government-issued ID and the authorized representative (1 copy)</div> <div>c. Upon claiming of the certification:</div> <div>i. Claim Stub or Printed Email Acknowledgement Receipt must be presented;</div> <div>ii. Identification card (ID) of the former employee or authorized representative;</div> <div>iii. Authorization letter for representative, if claimed by person other than the former employee, together with the photocopy of the latter's ID</div>	<div>Form for Accounting Certification of the Former DSWD Employees);</div> <div>1.2. Personally visit the Accounting Office of Central Office and/or Field Offices and submit the request form</div> <div>Schedule of request:</div> <div>Monday – Friday, 9:00 AM – 5:00 PM</div>			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

<p>1. The former DSWD employee or his/ he authorized representative may access, download and print the request form (DSWD-FMS-GF- 001) via https://www.dswd.gov.ph/Download (form is located under General Administration and Support Services Group, select request Form of former DSWD employees</p> <p>-or-</p> <p>Personally visit the Accounting Office of Central Office and/or Field Offices and submit the request form</p>	<p>None</p> <p>Accounting Certifications</p> <p>1.1. Cost of Service (COS) worker:</p> <ul style="list-style-type: none"> • Last Cost of Services Processed; <p>1.2 Permanent, Casual and Contractual Form for Accounting employee:</p> <ul style="list-style-type: none"> •Last •Pag-IBIG •GSIS •Philhealth Contribution and Remittances (maximum of one year) 	<p>None</p>	<p>5 minutes</p>	<p>Former employees of the Department; or His/Her authorized representatives</p> <p>Accounting staff</p>
<p>2. The former employee of the Department; or his/her authorized representative may send the scanned form and supporting documents to Accounting</p>	<p>Email) - The accounting staff shall acknowledge and review the received documents as to completeness and request for original copy or print the emailed</p>	<p>None</p>	<p>10 minutes</p>	<p>Former employees of the Department; or His/Her authorized representatives</p>

<p>(fo @dswd.gov.ph for Field Offices)</p> <p><i>Personally submit the filled-up form together with the supporting documents to the Accounting Office of Central Office and/or Field Offices concerned.</i></p>	<p>scanned documents;</p> <p>(Walk-in) - The Accounting Staff shall receive and secure the completeness of the request form and required supporting documents.</p> <p>Note:</p> <p>Only request with complete requirements will be accepted and processed. All request with incomplete requirements shall be returned to the client.</p>		<p>15 minutes (walk-in)</p>	<p>Accounting staff</p>
<p>3. Wait for the acknowledgement receipt through email or ask for the claimstub for walk-in requests with schedule to claim the certificate</p>	<p><i>The Accounting Staff shall record to the monitoring sheet the details of the request and indicate the schedule to claim the certificate with control number.</i></p> <p><i>The accounting staff shall</i></p>	<p>None</p>	<p>15 minutes (email/ walk-in)</p>	<p>Accounting staff</p>

	<i>respond to the email of the former DSWD employee for the schedule of the release with reference number of the document or claim stub for the walk-in</i>			
	<p>Preparation of Certificate for Accounting Certification for former DSWD Employees:</p> <p>The Accounting Staff shall collect the data to the concerned Division/Section/ Unit (Cash and HR-PAD) and prepare the request for Accounting Certification of Former DSWD-Employees.</p> <p>The Unit Head shall review the certification and the Head of Accounting shall sign the reviewed certification.</p>	None	6 days and 35 minutes	Accounting Staff, Cash Staff, HR-PAD, and Accountant
<p>4. Present the following:</p> <ul style="list-style-type: none"> Former DSWD Employees: 	The Accounting Staff shall update the status of request for certificate on	None	15 minutes	Accounting Staff

<p>1. Claim stub or Printed Email</p> <p>2. Acknowledgement Receipt</p> <p>The Authorized representative must present the following:</p> <p>Authorization letter for the representative, if claimed by person other than the former employee, together with the photocopy of the latter's government-issued ID (1 copy)</p>	<p>the monitoring file. All certificates that are ready for release and shall be issued to the requesting party/ies</p>			
<p>5. Accept the requested certificate and sign the logbook for acknowledgement</p>	<p>The Accounting Staff shall issue and assist the requesting party to receive and sign in the logbook for acknowledgement of the Certificate for Accounting Certification of Former DSWD Employees.</p>	<p>None</p>	<p>5 minutes</p>	<p>Accounting Staff</p>
<p>6. Provide Customer Feedback</p>	<p>The Accounting staff shall provide the</p>	<p>None</p>	<p>2 minutes</p>	<p>Accounting Staff</p>

Form to the requesting party	customer feedback to the requesting party for the service provided.			
Total Processing Time			6 days, 1 hour, and 27 minutes	

13. Social Marketing Section

13.1. Handling of 8888 Complaints and Grievances (Group: Program Wide / Division Wide)

In line with President Rodrigo Roa Duterte's **Executive Order No. 06., Series of 2016, "Institutionalizing the 8888 Citizens' Complaint Hotline and Establishing the 8888 Citizens' Complaint Center,"**. Hence, The Agency Operation Center will ensure action on concerns, complaints and requests for assistance referred to Department of Social Welfare and Development through 8888 Citizens' Complaint Hotline in compliance with the 72 - Hour directive of the President.

Office or Division:	Agency Operation Center – 8888 Action Center			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2G – Government to Government			
Who may avail:	Person who has concerns and complaints to the Department of Social Welfare and Development received thru 8888 Citizen's Complaint Hotline.			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
To process 8888 Citizen's Complaint Hotline Concerns; 1. Referral Letter / Reference number from 8888 Citizen's Complaint Center; 2. Client's Information if any (Name, Address, Telephone number, E-mail Address); 3. Complete details of concern.			Social Marketing Section	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. 8888 Citizen's Complaint Hotline refer / send the referral letter to DSWD through the 8888 web system.	Receive, assess, record, and endorse the ticket to the concerned OBSU, FOs and AA.	None	20 minutes	<i>Technical Staff</i> (AOC – 8888 Action Center)
2. Hotline 8888 client to receive response / action on the concern.	<p>2.1 Designated OBSU, FOs and AA receive, review and send ticket requests to their designated Division/Unit for action.</p> <p>2.2 The Division / Unit act on the concern of the client.</p> <p>2.3 The concerned office to provide a signed official document / proof of action on the ticket request to AOC – DSWD 8888 Action Center.</p>	None	71 hours, 10 minutes	<i>Technical Staff</i> Designated Division / Unit in DSWD (OBSU/ FO/ AA)
3. 8888 Citizen's Complaint Center to receive response / update / feedback.	<p>3.1 DSWD AOC receive, review and acknowledge the signed official document of responses.</p> <p>3.2 For not concrete and specific response –</p>	None	25 minutes	<i>Technical Staff</i> (AOC – 8888 Action Center)

	return the letter to the concerned office and inform them to act on the concern. 3.3 For concrete and specific response – request the closure of the ticket to Hotline 8888 Administrator.			
	4. Update the database and mark it as closed.	None	5 minutes	Technical Staff (AOC – 8888 Action Center)
Total Processing Time			72 hours	

14. Disaster Response Management Division

14.1. Processing of Relief Augmentation Request by DSWD Field Offices

This process intends to provide a system on receiving, recording, approving and determining the requirements for request for resource augmentation to the Local Government Units (LGUs) in response to the needs of the families affected by disasters, calamities, and pandemic. Likewise, it aims to ensure that management and mobilization of food and non-food items (FNIs) are done in an effective, efficient, timely and coordinated manner.

This procedure applies to the processes to be undertaken in providing relief augmentation to the LGUs during disaster operations and other calamities and the pandemic. It covers the receipt of the Field Office/s request until the delivery or release of welfare goods. However, special requests from Legislators are not covered by this SOP. Assistance through congressional requests are considered direct assistance from the DSWD to the disaster victims subject to usual accounting and auditing rules. Further, requests for FNIs that are not disaster related are not covered in this process.

Office or Division:	Disaster Response Management Division DSWD Field Offices (FO)			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Local Government Units			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
LGU Request, with either of the following attachments: Situational Report / Assessment Report / Disaster Incident Report and its relative attachments based on existing guidelines			c/o the Concerned LGU	
Response Letter to LGUs			DSWD FO	
Delivery Receipt			DSWD FO	
Relief Distribution Sheet (RDS)			DSWD FO	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send request letter with either of the following attachments: Situational Report / Assessment Report / Disaster Incident Report and its relative attachments based on existing guidelines	1) Receive, review and assess request for relief augmentation	none	15 minutes	DRMD Admin Staff and DRMD Chief
	2) Review, validate and assess the request by the concerned Section Head through the LDRRMC of requesting LGUs, or through review of the following reports, if available: a. latest DROMIC Report	none	2 hours	DRRS Head

	b. RDANA Report c. DSWD Predictive Analytics			
	3) Coordinate with the RROS Head / Staff on the availability of FNI Resources for augmentation to LGUs, and to determine other logistics requirements	none	30 minutes	DRRS Head / Staff
	4) If FNIs are not available, prepare Request Letter for Augmentation of FNI Resources from OUSDRMG, attention DRMB	none	* 30 minutes	RROS Head
	5) If FNIs are available, prepare RIS/IF (c/o RROS) and Response Letter to LGUs (c/o DRRS)	none	1 hour	DRRS / RROS Head
	6) Review all documents; provide recommendation; initial pertinent documents	none	1 hour	DRMD Chief
	7) Review all documents and provide recommendation	none	1 hour	Assistant Regional Director for Operations

	ons. RIS/IF for signature of the ARDO and initial on other pertinent documents			(ARDO)
	8) Review all documents for approval / disapproval	none	1 hour	Regional Director (RD)
	9) Send Response Letter to LGUs through DRMD Admin Staff and forward RIS/IF, Assessment Report, LGU Request Letter to RROS Head / Staff for release of Goods	none	1 hour	DRMD Chief
2. Receive requested goods through hauling or delivery	10) Facilitate the following: a) coordination with LGUs on the schedule of delivery / hauling of goods from DSWD warehouse to LGU; b) Facilitate preparation and signature of Delivery Receipt by RROS Head; and c) Facilitate release of goods to	none	2 hours	DRRS/RROS Head / Staff RROS Head / Staff RROS / DRRS Staff

	LGUs and ensure signed receipts of RIS/IF and Delivery Receipt by receiving LGUs			
Total Processing Time			10 hours, and 15 minutes	

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send a feedback / complaint	Customer Feedback Form shall be provided to the Client LGU upon release of requested goods.
How feedback / complaints are processed	1) Duly accomplished customer feedback forms shall be collated once a month by the DRMD Grievance Focal/CSMS Focal. 2) Identified issues and concerns of the Client LGU shall be discussed and addressed accordingly.
How to file a complaint	Requesting LGU may submit appeals for request that have been denied or delayed, thru a letter addressed to the Regional Director
How complaints are processed	Upon receipt of the complaint, the DRMD Head shall make necessary evaluation and investigation, and create a report for information and appropriate action of the concerned DRMD staff. Feedback shall be provided to the Client LGU.
Contact information of Anti-Red Tape Authority (ARTA), Contact Center ng Bayan (CCB), Presidential Complaint Center (PCC)	ARTA: arta.fo8@dswd.gov.ph : 560-2724 PCC: pcc@malacanang.gov.ph 8888 CCB: email@contactcenterngbayan.gov.ph 0908-881-6565

Field Office VIII Internal Services

1. National Household Targeting Section

1.1. Data Sharing with DSWD OBSUs – Name Matching

Processing of data to determine if a household is in the Listahanan database and what its corresponding poverty status.

Office or Division:	National Household Targeting System			
Classification:	Highly Technical			
Type of Transaction:	Government to Government (G2G), Government to Business (G2B), Government to Citizen			
Who may avail:	All DSWD OBSUs			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Letter of Request (indicating reasons for name-matching) 2.Electronic copy of the names to be matched.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.The Requesting Party will endorse their	1. Receive and record the request in the document transaction/ tracking system.	None	5 minutes	Administrative Assistant

letter of request with attached e-copy of names for name matching to NHTS.	<p>1.1. Advise the requesting party that they will receive an email or call after 1 working day on the approval of their request and the expected schedule of release of the results.</p> <p>1.2. Forward request for approval to the Director/ NHTS PPD Chief.</p>			
	2. Review, input comments and decide if the request is for processing or not then endorse to the Information Technology Officer.	None	4 hours	<i>Director/ NHTS PPD Chief</i>
	<p>3. Review and facilitate the request</p> <ul style="list-style-type: none"> • If Disapproved- Return to requesting party and stating in the letter the reasons for disapproval based on MC 12, s. 2017. End of process. • If Approved - Endorse to the IT <p>*Note: For NHTS- If Approved, the request will be processed.</p>	None	10 minutes	<i>Informati on Technol ogy Officer</i>
	<p>4. Assess if the attached electronic copy of names is in accordance with the template required.</p> <ul style="list-style-type: none"> • If not in accordance with the required template - Inform the requesting party for 	None	1 hour	<i>Informati on Technol ogy Officer</i>

	revision. <ul style="list-style-type: none"> If in accordance – Inform the Administrative Assistant of the schedule of release of the results. 			
	5. Process the request on a set deadline, depending on the volume or number of names to be matched.	None	20 days (for 300,000 names)	Information Technology Officer
	6. Review the result of the name matching.	None	3 days	Information Technology Officer
	7. Secure the data by adding password protection to the file. 7.1. Prepare the Data Release Form (DRF), draft memo reply and burn results in a compact disc(CD). <ul style="list-style-type: none"> Other storage device may apply as long as it is approved by the IT Head and the storage device is provided by the requesting party 7.2. Counter sign in the DRF 7.3. Finalize the memo, attach the Data Release Form (DRF) and secure data then forward it to the Administrative unit.	None	2 days	Information Technology Officer
	8. Sign the memorandum/	None	4 hours	Regional Director

	endorsement letter.			
	9. Track and scan the document before releasing the result to the requesting Party.	None	5 minutes	<i>Administrative Assistant</i>
10.Call NHTS Office	10. Provide the password of the file to the requesting party thru phone upon inquiry. And administer the CSMS form per CART guidelines.	None		<i>Information Technology Officer</i>
Total: <i>*with possible extension on the actual data processing depending on the volume of data and names required</i>		None	26 days, 1 hour, 20 minutes	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Fill out the feedback form to be provided by the Administrative Officer and drop it in the designated drop box or email to nhts.fo8@dswd.gov.ph
How feedbacks are processed	<p>Every end of the week, all forms are compiled and recorded in the feedback log book by the Administrative Officer.</p> <p>Feedback requiring answers shall be forwarded to the concerned staff or sections and response shall be forwarded to the client within 3 days upon receipt of feedback.</p> <p>For concerns and inquiries, the clients may send an email to nhts.fo8@dswd.gov.ph</p>
How to file a complaint	<p>Fill out the complaint form to be provided by the Administrative Officer and shall be forwarded to the designated Complaints Officer.</p> <p>Complaints may also be filed via electronic mail at nhts.fo8@dswd.gov.ph specifying the staff being complained, incident, and evidence if available.</p>
How complaints are processed	The Complaints Officer shall evaluate and discuss the complaint with the immediate

	supervisor of the concerned staff. The Complaints Officer shall investigate and create an incident report specifying the facts and results of investigation. The report shall be forwarded to the Director for appropriate action. Complaints officer shall provide feedback to the client.
Contact Information	Regional Director DSWD Field Office VIII (053) 321-3322 ARTA 8-478-5093 complaints@arta.gov.ph Presidential Complaint Center (PCC) 8888 pcc@malacanang.gov.ph Contact Center ng Bayan 0908-881-6565 email@contactcenterngbayan.gov.ph

1.2. Data Sharing with DSWD OBSUs – List of Data Subject

Generation of data sets with Personal Information (PI) and Sensitive Personal Information (SPI) for social protection purposes.

Office or Division:	National Household Targeting System			
Classification:	Highly Technical			
Type of Transaction:	Government to Government (G2G), Government to Business (G2B), Government to Citizen			
Who may avail:	All DSWD OBSUs			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Letter of Request (indicating purpose and list of data sets)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.The Requesting Party will endorse their	1. Receive and record the request in the	None	5 minutes	<i>Administrative Assistant</i>

letter of request with attached e-copy of data requirements to NHTS.	document transaction/tracking system. 1.1. Advise the requesting party that they will receive an email or call after 1 working day on the approval of their request and the expected schedule of release of the results. 1.2. Forward for approval to the Director/PPD Chief.			
	2. Review, input comment and decide if the request is for processing or not. The request is forwarded to the Information Technology Officer.	None	4 hours	<i>Director/PPD Chief</i>
	3. Review and facilitated the request <ul style="list-style-type: none"> • If Disapproved- Return to requesting party and stating in the letter the reasons for disapproval based on MC 12, s. 2017. End of process. • If Approved - Endorse to the NHTO IT DPS Section Head *Note: For NHTS- If	None	10 minutes	<i>Information Technology Officer</i>

	Approved, the request will be processed.			
	4. Process the request.	None	3 days	<i>Information Technology Officer</i>
	5. Review result of data generation.	None	3 days	<i>Information Technology Officer</i>
	6. Secure the data by adding password protection to the file. 6.1. Prepare the Data Release Form (DRF), draft memo reply and burn results in a compact disc(CD). <ul style="list-style-type: none"> • Other storage device may apply as long as it is approved by the IT Head and the storage device is provided by the requesting party 6.2. Counter sign in the DRF	None	1 day	<i>Information Technology Officer</i>
	7. Finalize the memo, attach with the DRF and secured data (CD), then forward it to the Administrative Section.	None	4 hours	<i>Information Technology Officer / NHTS PDO</i>
	8. The Director will sign the memorandum.	None	4 hours	<i>Regional Director</i>
	9. The Administrative	None	5 minutes	<i>Administrative</i>

	Section will track and scan the document before releasing the result to the requesting Party.			<i>Assistant</i>
10.Call NHTO Office	10.Upon receiving the result from NHTS, the requesting party will contact (thru phone) Data Processing Section for the password of the file.	None		<i>Information Technology Officer</i>
Total:		None	8 days, 4 hours, 20 minutes	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	Fill out the feedback form to be provided by the Administrative Officer and drop it in the designated drop box or email to nhts.fo8@dswd.gov.ph
How feedbacks are processed	<p>Every end of the week, all forms are compiled and recorded in the feedback log book by the Administrative Officer.</p> <p>Feedback requiring answers shall be forwarded to the concerned staff or sections and response shall be forwarded to the client within 3 days upon receipt of feedback.</p> <p>For concerns and inquiries, the clients may send an email to nhts.fo8@dswd.gov.ph</p>
How to file a complaint	<p>Fill out the complaint form to be provided by the Administrative Officer and shall be forwarded to the designated Complaints Officer.</p> <p>Complaints may also be filed via electronic mail at nhts.fo8@dswd.gov.ph specifying the staff being complained, incident, and evidence if available.</p>
How complaints are processed	The Complaints Officer shall evaluate and discuss the complaint with the immediate supervisor of the concerned staff.

	<p>The Complaints Officer shall investigate and create an incident report specifying the facts and results of investigation. The report shall be forwarded to the Director for appropriate action.</p> <p>Complaints officer shall provide feedback to the client.</p>
Contact Information	<p>Regional Director DSWD Field Office VIII (053) 321-3322</p> <p>ARTA 8-478-5093 complaints@arta.gov.ph</p> <p>Presidential Complaint Center (PCC) 8888 pcc@malacanang.gov.ph</p> <p>Contact Center ng Bayan 0908-881-6565 email@contactcenterngbayan.gov.ph</p>

1.3. Data Sharing with DSWD O BSUs – Statistics/Raw Data Request

Generation of source data, unprocessed anonymized data or numerical processed data as requested by the client.

Office or Division:	National Household Targeting Section			
Classification:	Complex			
Type of Transaction:	Government to Government (G2G), Government to Business (G2B), Government to Citizen			
Who may avail:	DSWD OBSUs			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Letter of Request (specify purpose and data requested)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The Requesting Party will endorse their letter of request of statistical data/ raw data generated from	1. Receive and record the request in the transaction/ tracking system.	None	10 minutes	<i>Administrative Assistant</i>

<i>Listahanan</i> (specify purpose and data requested).	1.1. Forward request to the Office of the Director/ PPD Chief.			
	2. Review, input comments and approval in the request based on MC 12, s.2017 then endorse to the NHTS Regional Field Coordinator.	None	5 hours	Director/ PPD Chief
	3. Review the request if: a. <i>Not clear</i> – In case of vague data request-coordinate with the data users to clarify the data requirements. He/ She shall provide recommendations on other possible data that can be requested if the requested data is not available in the <i>Listahanan</i> database. b. <i>Clear</i> – Endorse request to the Associates Statisticians for data generation.	None	5 hours	NHTS Regional Field Coordinator or
	4. Generate the requested data	None	1 day	Associate Statisticians

	<p>from the <i>Listahanan</i> database. The generated statistical/ raw data can be in excel/ or in any format available.</p> <p>4.1 Draft reply letter/ memorandum</p> <p>4.2 Submit the generated data and reply letter to the NHTS RFC</p>			
	<p>5. Countercheck the generated statistical/ raw data if:</p> <p>a. <i>Not accurate</i> – Return the generated statistical/ raw data to the Associate Statisticians for revisions.</p> <p>b. <i>Accurate</i> – Submit the generated data statistical/ raw to the PPD Chief.</p>	None	5 hours	<i>NHTS RFC</i>
	<p>6. Review the facilitated data, countersign reply letter/ memorandum and endorse to the</p>	None	5 hours	<i>PPD Chief</i>

	Director for approval and release.			
	<p>7. Review further the facilitated data request. If the generated statistics/ raw data is:</p> <p>a. <i>Not accurate and acceptable</i> – Return the facilitated data request to the Statistics section for revisions.</p> <p>b. <i>Accurate and acceptable</i> – Sign the reply letter/ memorandum. The facilitated data request will be approved for release.</p>	None	5 hours	<i>Director/ Regional Director</i>
8.Receive the data requested	<p>8. Track and facilitate the release of the <i>approved</i> data request to the requesting party.</p> <ul style="list-style-type: none"> Administer the CSMS form per CART guidelines 	None	10 minutes	<p><i>Administrative Assistant</i></p> <p><i>Associate Statisticians</i></p>
Total:		None	4 days, 1 hour, 20 minutes	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	Fill out the feedback form to be provided by the Administrative Officer and drop it in the designated drop box or email to
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	nhts.fo8@dswd.gov.ph
How feedbacks are processed	<p>Every end of the week, all forms are compiled and recorded in the feedback log book by the Administrative Officer.</p> <p>Feedback requiring answers shall be forwarded to the concerned staff or sections and response shall be forwarded to the client within 3 days upon receipt of feedback.</p> <p>For concerns and inquiries, the clients may send an email to nhts.fo8@dswd.gov.ph</p>
How to file a complaint	<p>Fill out the complaint form to be provided by the Administrative Officer and shall be forwarded to the designated Complaints Officer.</p> <p>Complaints may also be filed via electronic mail at nhts.fo8@dswd.gov.ph specifying the staff being complained, incident, and evidence if available.</p>
How complaints are processed	<p>The Complaints Officer shall evaluate and discuss the complaint with the immediate supervisor of the concerned staff.</p> <p>The Complaints Officer shall investigate and create an incident report specifying the facts and results of investigation. The report shall be forwarded to the Director for appropriate action.</p> <p>Complaints officer shall provide feedback to the client.</p>
Contact Information	<p>Regional Director DSWD Field Office VIII (053) 321-3322</p> <p>ARTA 8-478-5093 complaints@arta.gov.ph</p> <p>Presidential Complaint Center (PCC) 8888 pcc@malacanang.gov.ph</p> <p>Contact Center ng Bayan</p>

	0908-881-6565 email@contactcenterngbayan.gov.ph
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2. Personnel Administration Section

2.1. Issuance of Service Record to Current Officials and Employees

The Service Record (SR) is issued to current Officials and employees in the Field Office and, as requested, which provides and certifies their detailed government service, to include: Full Name, Date and Place of Birth, Positions, Status of Employment and Equivalent Periods and Salaries.

Office or Division:	Personnel Administration Section (PAS)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Current Field Office (CO) Officials and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
HRMDD-PAS Request Form or formal letter or e-mail request		PAS Receiving Area Client		
CLIENT STEPS	AGENCY ACTIONS	FEE S TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send mail/e-mail or for walk-in without any written request, accomplish the HRMDD-PAS Request Form (write contact details as well, if needed) and submit to PAS	1. Receive the complete documents submitted	none	10 minutes	Incoming/Outgoing Clerk PAS Receiving Area
2. Wait for advice of the Personnel Officer assigned	2.1. Review the Service Card data, if updated Per16 / FILE 201 if needed.	none	2 Days, 4 hours (depending on the period of retrieving the files)	Personnel Officer FO Personnel Transaction Section
	2.2. Encode/ check details of SR, print the	none	30 minutes	

	issuance and attach the necessary documents			
	2.3. Review and Sign/initial the SR	none	3 hours (depending on the availability of signatories)	Section Head PAS Section or Personnel Officer OIC-Chief, HRMDD
	2.4. Inform the client that SR is ready (either through chat, e-mail or phone call)	none	10 minutes	Personnel Officer CO & FO Personnel Transaction Section
3. Get the SR issued	3. Provide one originally signed SR to the client and have it properly received. Ask the client to accomplish Customer Feedback Form	none	10 minutes	Incoming/Outgoing Clerk PAS Receiving Area
TOTAL		None	3 Days	May be extended depending on the volume of transactions handled

2.2. Issuance of Certificate of Employment to Current Officials, Employees, and Contract of Service Workers

The COE is issued to current Officials, employees, and COS Workers in the Central Office, which certifies their services rendered.

Office or Division:	Personnel Administration Section (PAS)
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	Current Field Office (FO) Officials, Employees and COS Workers
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
HRMDD-PAS Request Form or	PAS Receiving Area Client

formal letter or e-mail request				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send mail/e-mail or for walk-in without any written request, accomplish the HRMDD-PAS Request Form and submit to PAS	1. Receive the complete documents submitted	none	10 minutes	Incoming/Outgoing Clerk PAS Receiving Area
2. Wait for advice of the Personnel Officer assigned	2.1. Review the documents submitted and check the FILE 201 if needed.	none	2 days, 5 hours (may take longer hours depending on the period of retrieving files, if needed)	Personnel Admin. Asst. MOA Section (for COS Workers) Personnel Admin. Asst. FO Personnel Transaction Section (for Officials and employees)
	2.2. Encode/check details to COE, print the issuance and attach the necessary documents	none	30 minutes	
	2.3. Review and Sign/initial the COE	none	2 hours	Section Head PAS Section or Personnel Officer OIC-Chief, HRMDD
	2.4. Inform the client that COE is ready through the HRIMS (or either through chat, e-mail, or phone	none	10 minutes	Personnel Admin. Asst. MOA Section (for COS Workers) Personnel Admin. Asst.

	call)			FO Personnel Transaction Section (for Officials and employees)
3. Get the COE issued	3. Provide one originally signed COE to the client and have it properly received. Ask the client to accomplish Customer Feedback Form	none	10 minutes	Incoming/Outgoing Clerk PAS Receiving Area
TOTAL		none	3 days	May be extended depending on the volume of transactions handled

2.3. Issuance of Certificate of Leave Without Pay (LWOP)/No LWOP to Current Officials and Employees

The Certificate of Leave Without Pay (LWOP)/No LWOP is issued to current Officials and employees in the Field Office, which certifies that they have/do not have Leave Without Pay (LWOP) for a certain period.

Office or Division:	Personnel Administration Section (PAS)			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Current Field Office (FO) Officials and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
HRMDD-PAS Request Form or formal letter or e-mail request		PAS Receiving Area Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send mail/e-mail or for walk-in without any written request, accomplish the HRMDD-PAS Request Form and submit to	1. Receive the complete documents submitted	none	10 minutes	Incoming/Outgoing Clerk PAS Receiving Area

PAS				
2. Wait for advice of the Personnel Officer assigned	2.1. Review the documents submitted and encode the details of the Leave Ledger in the ELARS.	none	3 days (may take longer hours depending on the period of retrieving files, if needed)	Personnel Admin. Asst.
	2.2. Review the ELARS vis-à-vis the Leave Ledger	none	1 day and 4 hours	
	2.3. Reprinting of the corrected ELARS, if errors are found. Encode details to the Certificate, print the issuance and attach the necessary documents	none	3 hours and 30 minutes	
	2.4. Review and Sign/initial the ELARS and the Certificate	none	2 days	Section Head PAS Section or Personnel Officer OIC/Chief Admin. Officer Personnel Admin. Section
	2.5. Inform the client that the Certificate is ready (either through chat, e-mail or phone call)	none	10 minutes	Personnel Admin. Asst. Leave Administration Section
3. Get the CLC issued	3. Provide one originally signed Certificate to the	none	10 minutes	Incoming/Outgoing Clerk

	client and have it properly received. Ask the client to accomplish Customer Feedback Form			PAS Receiving Area
TOTAL		None	7 days	May be extended depending on the volume of transactions handled and the length of service of the current Official / employee as recorded in the Leave Ledger

2.4. Issuance of Certificate of Leave Credits (CLC) to Current Officials and Employees

The CLC is issued to current Officials and employees in the Field Office, which certifies their unutilized leave credit balances for a certain period.

Office or Division:	Personnel Administration Section (PAS)			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Current Field Office (CO) Officials and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
HRMDD-PAS Request Form or formal letter or e-mail request		PAS Receiving Area Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send mail/e-mail or for walk-in without any written request, accomplish the HRMDD-PAS Request Form and	1. Receive the complete documents submitted	none	10 minutes	Incoming/Outgoing Clerk PAS Receiving

submit to PAS				Area
2. Wait for advice of the Personnel Officer assigned	2.1. Review the documents submitted and encode the details of the Leave Ledger in the ELARS ³ .	none	3 days (may take longer hours depending on the period of retrieving files, if needed)	Personnel Admin. Asst.
	2.2. Review the ELARS vis-à-vis the Leave Ledger	none	1 day and 4 hours	
	2.3. Reprinting of the corrected ELARS, if errors are found. Encode the needed details to the CLC, print the issuance and attach the necessary documents	none	3 hours and 30 minutes	
	2.4. Review and Sign/initial the ELARS and the CLC	none	2 days	Section Head PAS Section or Personnel Officer OIC/Chief Admin. Officer Personnel Admin.

³ Electronic Leave Administration Recording System

				Section
	2.5. Inform the client that CLC is ready (either through chat, e-mail or phone call)	none	10 minutes	Personnel Admin. Asst.
3. Get the CLC issued	3. Provide one originally signed CLC to the client and have it properly received. Ask the client to accomplish Customer Feedback Form	none	10 minutes	Incoming/Outgoing Clerk PAS Receiving Area
TOTAL		none	7 days	May be extended depending on the volume of transactions handled and the length of service of the current Official / employee as recorded in the Leave Ledger

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Kindly accomplish the Customer Feedback Form (HRMDD-GF-07) and put them in the drop box located at the PAS Receiving Area. VOIP: 18019 E-mail: personnel.fo8@dswd.gov.ph

How feedbacks are processed	<p>Every end of the month, your feedbacks are consolidated and summarized by the designated Personnel Officer.</p> <p>Feedbacks requiring answers/clarifications are forwarded to appropriate Office for immediate response within 3 working days</p> <p>Appropriate client shall be informed of the response.</p> <p>For the status of your query/clarification, you may contact us thru: VOIP: 18019 E-mail: personnel.fo8@dswd.gov.ph</p>
How to file a complaint	<p>Kindly accomplish the Customer Feedback Form (HRMDD-GF-07) and put them in the drop box located at the PAS Receiving Area.</p> <p>You may also file your complaint through telephone with the following details:</p> <ul style="list-style-type: none"> - Your Name and contact details - Transaction with PAS - Name of Person complained of - Reason for complaint - Evidence/s, if any <p>For the status of your complaint/s, you may contact us thru: VOIP: 18019 E-mail: personnel.fo8@dswd.gov.ph</p>
How complaints are processed	<p>Every end of the month, your feedbacks/complaints are consolidated and summarized by the designated Personnel Officer.</p> <p>Feedbacks requiring answers/clarifications are forwarded to appropriate Office for immediate response within 3 working days.</p> <p>Proper investigation shall be conducted and a report shall be filed by the assigned employee.</p> <p>Appropriate client shall be informed of the response.</p> <p>For the status of your complaint, you may contact us thru: VOIP: 18019 E-mail: personnel.fo8@dswd.gov.ph</p>
Contact Information of CCB,	<ul style="list-style-type: none"> • Anti-Red Tape Authority (ARTA)

PCC, ARTA	complaints@arta.gov.ph , 8-478-5093 <ul style="list-style-type: none"> • Presidential Complaint Center (PCC) pcc@malacanang.gov.ph, 8888 • Contact Center ng Bayan (CCB) email@contactcenterngbayan.gov.ph, before CSC (Civil Service Commission), 0908-881-6565
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3. Human Resource Planning and Performance Management Section

3.1. Recruitment, Selection, and Placement

The Human Resource Performance Management Section is responsible in ensuring proper and appropriate implementation of staffing policies and activities which involve manpower recruitment, selection, and performance appraisal/management.

It covers the process of filling-up vacant permanent, contractual, casual, coterminous, and Contract of Services (COS) position in the DSWD Field Offices VIII

Office or Division:	Human Resource Planning and Performance Management Section Human Resource Management & Development Division
Classification:	Non-Frontline Service
Type of Transaction:	G2G – Government to Government
Who may avail:	Hiring Office of permanent, contractual, casual, coterminous, and Contract of Service (COS) vacant positions in DSWD Field Office VIII
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
Duly Accomplished Request to Fill up Vacant Positions Form	Human Resource Planning and Performance Management Section
Total No. of Steps:	Ten (10)
Total Processing Time:	Eighty (80) days

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receipt of Publication of	1.1 Three (3) working days upon	None	3 days	Regional Centers/Hirin

vacancy	<p>receipt of Request for Publication of Vacant Position/s (Memorandum), the Human Resource Planning and Performance Management Section (HRPPMS) focal person shall review or assess the request vis-à-vis the required attachments.</p> <p>1.2 For Permanent Positions, if the request is in order, the HRPPMS Focal Person shall prepare the Notice of Vacancy which shall be posted in at least three (3) conspicuous places for 10 calendar days.</p> <p>1.3 If the request is not in order based on the submitted attachments and set criteria, the HRPPMS Focal Person shall coordinate and return the request to the requesting office.</p> <p>1.4 The HRPPMS Focal shall notify the next in rank through Invitation of Next in Rank.</p>		<p>processing of request for posting and 10-day mandatory posting of the vacant position</p> <p>Total of 13 days</p>	<p>g Office</p> <p>CSC Field Office Focal</p> <p>HRPPMS/ RSP Focal Person</p>
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1. Processing and of evaluation applicants	<p>2.1 Within three (3) working days upon closing of publication, the HRPPMS focal Person shall assess the qualifications of all interested applicants based on the position's CSC Minimum Qualification Standards (MQS).</p> <p>2.1.1 Applicants who met the CSC Minimum Qualification Standards (MQS) and with submitted complete requirements within the publication period shall be considered to take the Initial Qualifying Test (IQT) or other appropriated Aptitude Test as required by the DSWD MSP specifically indicated on the Calibration of Points and Proceed to step 2.2.</p> <p>2.1.2 Applicants who did not meet the CSC MQS shall be notified of the status of their application through the preparation and issuance of a Regret Letter via email and/or letter.</p>	None	3 working days <i>Note: This can be done simultaneously with the publication period</i>	HRPPMS/ RSP Focal Person/Test administrator s and Human Resource Planning and Performance Management Head
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	<p>Note: Only those Next-In-Ranks who submitted their reply slip or intent to apply with complete requirements within the deadline shall be evaluated.</p>			
2. Schedule conduct of IQT	<p>3.1 Upon determination of the list of qualified applicants, as a result of the Personal Data Sheet and Work Experience Sheet review, the HRPMS Focal Person shall immediately schedule the IQT or any aptitude test and invite all qualified applicants.</p> <p>3.2 In accordance with the new normal, the Field Offices may adopt the online administration of the Initial Qualifying Test through any available online platform.</p> <p>Meanwhile, the aptitude test will be administered through pen and paper. To ensure the integrity and security of the Test, please refer to the IQT Business Process.</p>			

	<p>3.3 With the approval of the Field Office, rescheduling of IQT/Aptitude test may be allowed only once when any of the following circumstances arise:</p> <p>3.3.1 Applicant is on official travel</p> <p>3.3.2 Applicant is on personal travel; and/or</p> <p>3.3.3 Applicant is sick/confined in the hospital</p> <p>3.3.4 Force Majeure circumstances.</p> <p>NOTE: For any of the above reasons, sufficient documentary evidence shall support the claim.</p>			
3. Consolidation of results and preparation and submission of Longlist Applicants	4.1 Within one (1) working day after the Test administration, the IQT/Aptitude Test result shall be forwarded to the other HRPPMS/RSP Focal Person for (or the RSP focal person shall proceed on the) preparation of the	None	7 working days after the end of publication	HRPPMS/RSP Focal Person

	<p>Longlist of Applicants (hereinafter referred to as "Longlist" for brevity) including the Summary of Education, Training and Experience (ETE) results.</p> <p>4.2 The HRPMS/RSP Focal in charge for preparation of Longlist will be consolidating the requirements of qualified applicants simultaneously with the IQT/Aptitude Test scheduling, administration and Result preparation</p> <p>4.3 Only the applicants who met the specific cut-off of the IQT/Aptitude Test will be included in the Longlist of applicants but for transparency purpose, the HRPMS Focal will include the test result of all the applicants who took the IQT but the requirements will not be transmitted and a remarks on the Matrix of Applicants will be included</p> <p>4.4 The supporting documents submitted with the</p>			
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	<p>Longlist are consolidated and packaged. Likewise, applicants with incomplete requirements will not be part of the Longlist.</p> <p>4.5 Send letter of regret to applicants that have not met the prescribed IQT cutoff for the position.</p>			
4. Conduct of Technical Exam	<p>NOTE: This process step is mandatory only for permanent/regular positions. For contractual, casual, and coterminous appointment, as well as for COS positions, this is only optional. Steps from 5.4 to 5.6 are optional. The FO-HRPPMS focal person may directly check/rate/score the examination results of the applicants based on the rubrics submitted by the hiring office/s.</p> <p>5.1 One (1) working day upon finalization of the longlist including the Summary of ETE results, the HRPPMS Focal Person shall Schedule and invite</p>	None	within 3 working days	HRPPMS/RS P Focal Person

	<p>the initial shortlisted applicants for the Technical or Special Examination</p> <p>5.2 Applicants who were not included in the shortlist shall be notified of the status of their application through the preparation and issuance of a Regret Letter.</p> <p>5.3 The HRPPMS Focal Person shall administer the Technical or Special Examination on the scheduled date and for uniformity, the Technical Examination may be administered online</p> <p>5.4 Within three (3) working days from the examination, the HRPPMS Focal Person shall forward the coded answer sheets to the hiring office for checking of answers.</p> <p>5.4.1 All answer sheets must be coded in a random sequence of letters or numbers to prevent undue preference and promote partiality while the hiring office checks the answers.</p>			
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	<p>5.5 The hiring office shall forward within three (3) working days the corrected answer sheets to the HRPPMS to decode the examination results.</p> <p>5.6 The decoded result will be forwarded to the hiring office within three (3) working days for scheduling the Competency-Based Interview and HRMPSB Deliberation.</p>			
5. Conduct of Background Check/ investigation	<p>6. The FO HRMPSB Secretariat shall conduct Background Check/investigation of the shortlisted applicants three (3) working days prior to the Competency Based Interview an HRMPSB Deliberation. Results of the Background Check shall be included for information and reference of the HRMPSP members.</p>	None	Within three (3) working days upon receipt of decoded answer sheet	<i>HRPPMS/RS P Focal Person</i>
6. Conduct of Competency Based interview and deliberation of Shortlisted Applicants	<p>NOTE: This process step is mandatory only for permanent/regular positions. For contractual, casual,</p>	None	14 working days	<i>HRPPMS/RS P Focal Person, FO-HRMPSB Secretariat and</i>

	<p>and coterminous appointments as well as for COS positions, this is only optional.</p> <p>7.1 One (1) day upon receipt of the decoded scores or finalization on the technical examination scores of the applicants, the FO-HRMPSB Secretariat shall prepare the Briefer, Comparative Data Matrix and other HRMPSB supporting documents.</p> <p>7.2 The FO-HRMPSB Secretariat shall schedule the FO-HRMPSB deliberation immediately either face to face or through online platforms such as Zoom or Google Meet.</p> <p>If through online platform, two meetings links shall be created for the deliberation:</p> <ul style="list-style-type: none"> • Waiting Room and Meeting/Deliberation Room. Hiring Office Representative shall only be invited to the Meeting/Deliberation Room once it's 			<p><i>FO-HRMPSB</i></p>
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Preparation of PSB Resolution	<p>their turn</p> <p>7.3 The FO-HRMPSB Secretariat shall seek the confirmation of the shortlisted applicants' interest to pursue the application and projected availability to assume the position if selected</p> <p>7.4 Three (3) days before the scheduled FO-HRMPSB deliberation, the FO-HRMPSB Secretariat shall forward a briefer and scanned copy of the annexes to support the deliberation of the FO-HRMPSB</p> <p>7.5 On the day of the FO-HRMPSB deliberation, the FO-HRMPSB Secretariat and Chairperson/Vice Chairperson shall discuss the following:</p> <p>7.5.1 Introduction of attendees</p> <p>7.5.2 Provisional Agenda</p>			
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	<p>7.5.3 FO-HRMPSB Deliberation proper</p> <p>7.5.4 Commitments of the FO-HRMPSB Secretariat</p> <p>7.5.5 Status of Vacancies</p> <p>7.6 Immediately after the final FO-HRMPSB deliberation, the FO-HRMPSB Secretariat Person shall post the final shortlist of applicants into three (3) conspicuous places for fifteen (15) days</p> <p>7.7 Within three (3) working days from the deliberation, the FO-HRMPSB Secretariat shall prepare a PSB Resolution for signature of the FO-HRMPSB members together with the supporting documents and annexes.</p>			
7. Review of Recommendation for Contractual/Casual / Coterminous Appointments	<p>NOTE: This only applies to Non-Career (Contractual/Casual / Coterminous) positions which are exempted to</p>			<i>RSP focal person</i>

	<p>Publication Requirement and Deliberation of HRMPSB.</p> <p>8.1 The hiring office shall submit the approved Recommendation for appointment to the HRPPMS for review.</p> <p>8.2 Within 3 working days, the HRPPMS Focal Person shall review the recommendation as to correctness, completeness and qualifications of the recommendee vis-a-vis the CSC QS of the position they were recommended for.</p> <p>8.3 The Contractual/ Casual/ Coterminous Appointment shall be prepared by the HRPPMS Focal within three (3) working days should they find the recommendation in order and proceed to the next step</p> <p>8.4 If not, the same shall be coordinated to the hiring office for further actions to be taken.</p>			
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8. Appointing Authority Selection of Applicants	<p><u>NOTE:</u> This does not apply to COS positions.</p> <p>9.1 The HRPPMS Focal Person shall prepare a Memorandum endorsing the completely signed FO-HRMPSB Resolution/Recommendation to the Appointing Authority (per Approved Special Order and Department's Manual of Delegation and Delineation of Authority) for selection immediately after the approval of the FO-HRMPSB Resolution/Recommendation.</p> <p>9.2 The Appointing Authority shall select among the top five (5) ranking candidates or more depending on the number of vacant positions listed in the FO-HRMPSB Resolution. In the case of other non-career positions, the Appointing Authority shall select the deemed most qualified candidates on the endorsement/recommendation</p> <p>9.3 Immediately</p>	None	Simultaneously with the preparation of resolution	<i>Appointing Authority Appointee</i>
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	<p>upon receipt of approved selection, the HRPPMS Focal Person shall prepare the appointment paper of the selected applicant/personnel</p> <p>9.4 Within three (3) days upon receipt of the selection form, the Appointment of the selected applicant/personnel shall be forwarded to the Appointing Authority for Signature and approval.</p>			
<p>9. Issuance of Appointment</p> <p>Submission of requirements to CSC</p>	<p><u>NOTE:</u> This does not apply to COS positions.</p> <p>10.1 The HRPPMS Focal person shall notify the appointee through email the approved Appointment and prepare a notice of the issued appointment. The notice of issued appointment shall be posted in three (3) conspicuous places for fifteen (15) days to give time to other applicants to file protest if applicable.</p> <p>10.1.1 Should the Appointee accept the appointment, proceed to item 8.3</p>	None	Immediately upon issuance of appointment	<i>HRPPMS/RS P Focal person</i>

	<p>10.2 Should the appointee not accept the appointment, the FO-HRMPSB Secretariat/HRPPM S Focal will prepare the cancellation of appointment and re-endorse the remaining shortlisted applicants.</p> <p>Process which are on item 7.1</p> <p>10.3 In case of Original appointments for permanent position, the appointee will undergo the probationary period. A separate memorandum will be transmitted upon notification of the assumption date of the appointee.</p> <p>10.4 Once the appointee's requirements are completely submitted to the HRPPMS, it shall be forwarded to CSC for validation of appointment and HRMDD-Personnel Administration Service (PAS) for the processing of initial salary.</p> <p>10.5 In case of the Declaration of Enhanced Community</p>			
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	Quarantine (ECQ) and Modified Enhanced Community Quarantine, the appointee may submit a promissory note for approval of the HRMDS Director but the Requirements should be submitted within fifteen (15) working days upon cancellation of ECQ and MECQ			
TOTAL		None	Eighty (80) days	

3.2. Certification of Performance Rating

Certification of Performance Rating is a document which provides accurate data on the performance ratings of all DSWD Employees regardless of employment status.

This process covers the facilitation of the issuance of Certification of Performance Ratings of Officials and employees for the performance period being requested by the requesting party.

Office or Division:	Human Resource Planning and Performance Management Section Human Resource Management & Development Division		
Classification:	Non-Frontline Service		
Type of Transaction:	G2G – Government to Government		
Who may avail:	This process covers all DSWD Employees regardless of employment status.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Duly Accomplished Request for Certificate of Performance Rating		Human Resource Planning and Performance Management Section	
Total No. of Steps:	Three (3)		
Total Processing Time:	Twenty (20) hours (2 1/2 days)		

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Received	1.1 The			

Request for Certificate of Performance Rating	<p>incoming clerk from the Performance Management Section (PMS) shall receive the Request for Certificate of Performance Rating Form from the requesting party.</p> <p>1.2 Upon receipt of the request, the same shall be acknowledged by the staff and forwarded to the concerned PMS Staff for action.</p>	None	8 Hours (1 Day)	<p>Requesting party</p> <p>PMS Staff</p>
2. Preparation of the Certificate of Rating	<p>2.1 Upon receipt of the request from the incoming clerk, the PMS Staff shall check whether ratings are available in the PMS database or not.</p> <p>2.2 If rating is available, the same shall prepare the Certificate of Rating for approval.</p> <p>2.3 If rating is not available,</p>	None	12 Hours (1 ½ Days)	<p>Recommending and Approving Authorities as per the Manual of Delegation and Delineation of Authority</p>

	the PMS staff shall prepare the Certificate of No Rating for approval.			
3. Releasing Certificate	<p>of 3.1 Once certificates have been signed, the documents will be forwarded to the outgoing clerk for subsequent release to the requesting party together with the client feedback.</p> <p>3.2 Receiving copy of the issued Certificate and filled-out Client Feedback Form shall be filed in the appropriate filing folder.</p>	None		PMS Staff
TOTAL		None	20 hours (2 1/2 days)	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	<p>Kindly accomplish the Customer Feedback Form (HRMDD-GF-07) and put them in the drop box located at the HRMDD Receiving Area.</p> <p>VOIP: 18020 E-mail: hrppms.fo8@dswd.gov.ph</p>
How feedbacks are processed	<p>Every end of the month, your feedbacks are consolidated and summarized by the designated HRPPMS Officer.</p> <p>Feedbacks requiring answers/clarifications are forwarded to appropriate Office for immediate response within 3 working days</p>

	<p>Appropriate client shall be informed of the response.</p> <p>For the status of your query/clarification, you may contact us thru: VOIP: 18020 E-mail: hrppms.fo8@dswd.gov.ph</p>
How to file a complaint	<p>Kindly accomplish the Customer Feedback Form (HRMDD-GF-07) and put them in the drop box located at the HRMDD Receiving Area.</p> <p>You may also file your complaint through telephone with the following details:</p> <ul style="list-style-type: none"> - Your name and contact details - Transaction with HRPPMS - Name of Person complained of - Reason for complaint - Evidence/s, if any <p>For the status of your complaint/s, you may contact us thru: VOIP: 18020 E-mail: hrppms.fo8@dswd.gov.ph</p>
How complaints are processed	<p>Every end of the month, your feedbacks/complaints are consolidated and summarized by the designated HRPPMS Officer.</p> <p>Feedbacks requiring answers/clarifications are forwarded to appropriate Office for immediate response within 3 working days.</p> <p>Proper investigation shall be conducted and a report shall be filed by the assigned employee.</p> <p>Appropriate client shall be informed of the response.</p> <p>For the status of your complaint, you may contact us thru: VOIP: 18020 E-mail: hrppms.fo8@dswd.gov.ph</p>
Contact Information of CCB, PCC, ARTA	<ul style="list-style-type: none"> • Anti-Red Tape Authority (ARTA) complaints@arta.gov.ph, 8-478-5093 • Presidential Complaint Center (PCC) pcc@malacanang.gov.ph, 8888 • Contact Center ng Bayan (CCB) email@contactcenterngbayan.gov.ph, before CSC (Civil Service Commission), 0908-881-6565

4. Learning and Development Section

4.1. Needs Assessment and Development Plan

This process covers the administration of a Learning Needs Assessment (LNA) and the development of learning and development (L&D) Plan to address identified gaps. This is to ensure that learning and development interventions (LDIs) offered and provided are appropriate and relevant to the Department's needs.

Office or Division:	Learning and Development Section Human Resource Management & Development Division
Classification:	Non-Frontline Service
Type of Transaction:	G2C – Government to Citizens
Who may avail:	Regular, Casual, and Contractual Employees
CHECKLIST OF REQUIREMENTS	
Duly Accomplished OCAT Form	Learning and Development Section
Total No. of Steps:	Two (2)
Total Processing Time:	Eighty-one (81) days

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	PREPARATION OF MEMORANDUM The focal person prepares a memorandum to all Heads of OBS (HOBS) requesting them to fill-out the Office Competency Assessment Tool (OCAT).	None	1 hour	<i>LDS Staff</i>
	CONDUCT OF BRIEF ORIENTATION The focal person shall provide brief	None	1 hour (Office orientation is subject to the agreed schedule with	<i>LDS Staff</i>

	orientation on the purpose and procedures of the needs assessment to the HOBS and/or Division Chiefs as necessary.		the OBS and HRMDS)	
1. Fill-up the OCAT Form	<p>The HOBS shall accomplish the OCAT with the assistance/input of the Division Chiefs as needed.</p> <p>Accomplished form shall be submitted within set timeline in a sealed envelope marked with "Office Competency Assessment Tool" or through email account provided by HRMDS</p>	None	7 working days (OBS are given 7 working days on the accomplishment of the OCAT)	<i>OBS Head</i>
2. Submit the Duly Accomplished OCAT Form to the Learning & Development Section	<p>COLLECTION AND VALIDATION OF OCAT RESPONSES</p> <p>The focal person collects and summarizes all the responses within seven (7) days after the set deadline.</p> <p>The focal person analyses the responses gathered in OCAT and conducts a thematic analysis as necessary.</p>	None	20 working days (Summarization of all submitted accomplished OCAT from all CO/OBSUs) (timelines are due to validation/ summarization of submitted accomplished OCAT)	<i>LDS Staff</i>
	<p>PREPARATION OF LNA REPORT</p> <p>The focal person</p>	None	20 working days (timelines is based on the	

	prepares a LNA Report which highlights the following: <ul style="list-style-type: none"> ▪ Background and objectives of the assessment; ▪ Profile of the respondents; ▪ Summary of learning needs assessment results; and ▪ Conclusion and recommendation 		time needed to fully analyze the submitted OCAT and ensure the completeness of data)	<i>LDS Staff</i>
	PREPARATION OF L&D PLAN The focal person prepares the L&D Plan based on the LNA Report within 20 days from the set deadline of gathering information from concerned OBS or upon reaching 80% of responses from the target respondents whichever comes first	None	20 working days	<i>LDS Staff</i>
	SUBMISSION OF LNA REPORT AND L&D PLAN TO CLUSTER HEADS The Director reviews the LNA Report and L&D Plan upon the recommendation of the Division Chief within seven (7) working days. Once signed by the Director, the LNA	None	7 working days	

	Report and L&D Plan are submitted to the Cluster Heads for information/comments/further instructions and approval of the plan.			
	APPROVED LNA REPORT AND L&D PLAN The Cluster Heads approves or disapproves or give comments on the L&D Plan within seven (7) days. If disapproved, the LDD Staff will revise based on the recommended revisions from the approving authority.	None	7 working days	<i>GASSG Cluster Head</i>
	IMPLEMENTATION AND MONITORING OF L&D PLAN The HRMDS-LDD implements/offers L&D interventions aligned to the approved L&D Plan. After a year, the focal person reviews the implementation of L&D Plan and submit a Monitoring Report of L&D Plan to the cluster heads.	None		
TOTAL		None	81 working days (4 months)	

		maximum processing time)
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FEEDBACK AND COMPLAINTS MECHANISM		
How to send feedback	Kindly accomplish the Customer Feedback Form (HRMDD-GF-07) and put them in the drop box located at the HRMDD Receiving Area. VOIP: 18020 E-mail: lds.fo8@dswd.gov.ph	
How feedbacks are processed	Every end of the month, your feedbacks are consolidated and summarized by the designated LDS Officer. Feedbacks requiring answers/clarifications are forwarded to appropriate Office for immediate response within 3 working days Appropriate client shall be informed of the response. For the status of your query/clarification, you may contact us thru: VOIP: 18020 E-mail: lds.fo8@dswd.gov.ph	
How to file a complaint	Kindly accomplish the Customer Feedback Form (HRMDD-GF-07) and put them in the drop box located at the HRMDD Receiving Area. You may also file your complaint through telephone with the following details: <ul style="list-style-type: none"> - Your name and contact details - Transaction with LDS - Name of person complained of - Reason for complaint - Evidence/s, if any For the status of your complaint/s, you may contact us thru: VOIP: 18020 E-mail: lds.fo8@dswd.gov.ph	
How complaints are processed	Every end of the month, your feedbacks/complaints are consolidated and summarized by the designated LDS Officer. Feedbacks requiring answers/clarifications are forwarded to appropriate Office for immediate response within 3 working days. Proper investigation shall be conducted and a report	

	shall be filed by the assigned employee. Appropriate client shall be informed of the response. For the status of your complaint, you may contact us thru: VOIP: 18020 E-mail: lds.fo8@dswd.gov.ph
Contact Information of CCB, PCC, ARTA	<ul style="list-style-type: none"> • Anti-Red Tape Authority (ARTA) complaints@arta.gov.ph, 8-478-5093 • Presidential Complaint Center (PCC) pcc@malacanang.gov.ph, 8888 • Contact Center ng Bayan (CCB) email@contactcenterngbayan.gov.ph, before CSC (Civil Service Commission), 0908-881-6565

5. Human Resource Welfare Section

5.1. Provision of Assistance to Distressed Employees

Provision of Assistance to Distressed Employees is a process to provide a mechanism to offer distressed employees emotional/financial support during times of hardship/difficulty. The assistance comes in the form of either financial support, mental support, or in other types of assistance,

Office or Division:	Human Resource Welfare Section Human Resource Management & Development Division
Classification:	Simple Non-Frontline Service
Type of Transaction:	G2C – Government to Citizens
Who may avail:	All DSWD Employees regardless of employment status and their dependents
CHECKLIST OF REQUIREMENTS	
Employee Assistance Sheet	Human Resource Welfare Section
Total No. of Steps:	Four (4)
Total Processing Time:	Three (3) hours and Ten (10) minutes

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send a Request Letter addressed to the Regional Director, thru the Human	REQUEST FOR ASSISTANCE Upon knowledge that an employee	None	1 hour	<i>Distressed Employee (for formal request)</i> <i>Welfare staff</i>

Resource Welfare Section (HRWS)	<p>needs assistance or when an employee proactively informs the focal person, the same requests the informant to accomplish Assistance to Employees Form.</p> <p>The focal person then establishes connection with the DSWD personnel and/or his/her family member/dependent</p>			(through information)
2. Accomplish the Assistance to Employees Form	<p>ASSESSMENT AND FACILITATION</p> <p>The focal person assesses the current need of employee/dependent. If needed, assistance shall merit referral to the Crisis Intervention Unit (CIU) or can be complemented by other human resource programs or referral services.</p> <p>The focal person shall request for the needed document:</p> <ul style="list-style-type: none"> • If nature of request is Financial, refer to 5.0 <i>Documentary Requirements</i> for the needed 	None	30 minutes	Welfare staff

	<p>documents.</p> <ul style="list-style-type: none"> • For other financial need, refer to CIU for the needed requirements. Upon receipt of information from CIU, relay the same to the employee for submission • If nature of request is Emotional/Mental, no other documents shall be requested. Interview will be sufficient. • For other assistance needed, Letter or Letter of Request shall suffice. 			
3. Submit the required documents based on the type of assistance you are requesting to the HRWS.	<p>ASSESS COMPLETENESS OF DOCUMENTS RECEIVED</p> <p>Upon receipt of documents, assess the completeness of the documents presented.</p>	None	30 minutes	<i>Welfare staff</i>
4. Accomplish the Client Satisfaction Survey Form	<p>IDENTIFY THE TYPE OF REQUEST AND REFER TO CONCERNED OFFICE/STAFF FOR FURTHER ASSESSMENT AND APPROPRIATE ACTION</p> <p>For requests for Financial Assistance, endorse/ refer the request to the CIU for further assessment and appropriate</p>	None	1 hour	<i>Welfare staff</i>

	<p>action.</p> <p>For requests for Emotional/Mental Assistance or Other Assistance, coordinate with concerned personnel to provide the necessary support:</p> <p>For Emotional/Mental Assistance:</p> <ol style="list-style-type: none"> 1. Schedule the session for counseling or stress debriefing with DSWD Psychologist or trained Social Worker. 2. Coordinate with CIU for other psychosocial intervention. <p>For Other Assistance:</p> <ol style="list-style-type: none"> 1. Refer to medical staff for hospital/home visit 2. Refer to concerned OBSU or external partners for referral services. <p>Upon completion of the service, the focal person shall provide a Customer Feedback Form to the employee to assess how satisfied is he/she with the provision of the service</p>			
	UPDATE DATABASE AND FILE DOCUMENTS	None	10 minutes	<i>Welfare staff</i>

	The focal person shall update the monitoring tool file copies of documents for records purposes.			
TOTAL			3	hours and 10 minutes

5.2. Handling of Compliants and Grievances

Handling of Complaints and Grievances is a mechanism to address any form of complaints and grievances expeditiously at all times at the lowest possible level thereby creating a work atmosphere conducive to good relations between and among management officials and employees to help promote organizational harmony and productivity.

Office or Division:	Human Resource Welfare Section Human Resource Management & Development Division
Classification:	Simple Non-Frontline Service
Type of Transaction:	G2C – Government to Citizens
Who may avail:	Complainants whether internal or external complaints received from various institutions or individuals.
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
Complaint/Grievance Letter	Human Resource Welfare Section
Total No. of Steps:	Three (3)
Total Processing Time:	3 hours and 30 minutes (depending on volume of transactions)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Write a Letter of Complaint or Grievance	RECEIVES COMPLAINT Upon receipt of complaint, the focal person shall evaluate/ assess its merits. If the complaint is under the jurisdiction of the HRMDS, the focal person shall endorse the complaint to the appropriate OBS. The same shall mention the following:	None	1 hour	<i>Complainant Welfare staff</i>

	<p>1. OBSU which the complaint will be endorsed to shall need to contact the client/ complainant to address the concern or provide assistance.</p> <p>2. Number of days OBSU is required to provide HRMDS the concrete and appropriate action provided.</p> <p>If the complaint is not under the jurisdiction of HRMDS, the complaint shall be reverted back to the agency of OBSU in which the complaint originated from.</p>			
2. Receives response letter from the office	<p>ENCODE COMPLAINT IN THE DATABASE</p> <p>The focal person shall encode pertinent details of the complaint in the monitoring tool.</p>	None	30 minutes	<i>Welfare staff</i>
Signed the Grievance Agreement Form and Certificate of Final Action (if anonymous, closure is not necessary since the request for closure cannot be acquired)	<p>RECEIVES RESPONSE</p> <p>Upon receipt of response, the focal person shall evaluate/ assess its merits.</p> <p>If the response is found to be <i>sufficient</i>, the same shall forward the response of OBSU to the complainant or the agency in which the complaint originated from.</p> <p>If the response is found to be <i>insufficient</i>, the technical officer shall request OBSU for further explanation.</p>	None	1 hour	<i>Welfare staff</i>

	The same shall update details in the monitoring tool			
	CLOSURE Once settled, request for the closure of the complaint is initiated by the focal person. Once closed, the same shall mark the complaint in the monitoring as closed/resolved. For anonymous complaints, closure is not necessary since the request for closure cannot be acquired.	None	1 hour	<i>Complainant</i>
TOTAL		None	3 Hours and 30 Minutes (depending on volume of transactions)	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Kindly accomplish the Customer Feedback Form (HRMDD-GF-07) and put them in the drop box located at the HRMDD Receiving Area. VOIP: 18020 E-mail: hrws.fo8@dswd.gov.ph
How feedbacks are processed	Every end of the month, your feedbacks are consolidated and summarized by the designated HRWS Officer. Feedbacks requiring answers/clarifications are forwarded to appropriate Office for immediate response within 3 working days Appropriate client shall be informed of the response. For the status of your query/clarification, you may contact us thru: VOIP: 18020 E-mail: hrws.fo8@dswd.gov.ph

How to file a complaint	<p>Kindly accomplish the Customer Feedback Form (HRMDD-GF-07) and put them in the drop box located at the HRMDD Receiving Area.</p> <p>You may also file your complaint through telephone with the following details:</p> <ul style="list-style-type: none"> - Your name and contact details - Transaction with HRWS - Name of Person complained of - Reason for complaint - Evidence/s, if any <p>For the status of your complaint/s, you may contact us thru: VOIP: 18020 E-mail: hrws.fo8@dswd.gov.ph</p>
How complaints are processed	<p>Every end of the month, your feedbacks/complaints are consolidated and summarized by the designated HRWS Officer.</p> <p>Feedbacks requiring answers/clarifications are forwarded to appropriate Office for immediate response within 3 working days.</p> <p>Proper investigation shall be conducted and a report shall be filed by the assigned employee.</p> <p>Appropriate client shall be informed of the response.</p> <p>For the status of your complaint, you may contact us thru: VOIP: 18020 E-mail: hrws.fo8@dswd.gov.ph</p>
Contact Information of CCB, PCC, ARTA	<ul style="list-style-type: none"> • Anti-Red Tape Authority (ARTA) complaints@arta.gov.ph, 8-478-5093 • Presidential Complaint Center (PCC) pcc@malacanang.gov.ph, 8888 • Contact Center ng Bayan (CCB) email@contactcenterngbayan.gov.ph, before CSC (Civil Service Commission), 0908-881-6565

6. Property and Supply Section

6.1. Issuance of Sticker Pass (Pag-isyu ng Sticker Pass)

Issued in lieu of Gate Pass when **portable equipment belonging to the Department** (i.e. laptop) are frequently brought outside or inside DSWD premises.

Ini-isyu kapalit ng Gate Pass para sa kagamitan na pag aari ng Departamento na magaan at madaling dalhin ay madalas na inilalabas mula sa DSWD.

Issued as proof of ownership of **personal/ private properties** (e.g. demo units, consigned items) brought inside DSWD premises for more than one day.

Ini-isyu bilang patunay na ang kagamitan ay personal/pribadong pag-aari at dinala sa loob ng DSWD ng higit pa sa isang araw.

Office/Division: <i>Tanggapan/Dibisyon</i>	Administrative Service – Property Supply and Asset Management Division (AS-PSAMD)
Classification: <i>Kinabibilangan</i>	Simple <i>Payak</i>
Type of Transaction: <i>Uri ng Transaksyon</i>	G2G – Government to Government <i>Pamahalaan sa Pamahalaan</i>
Who may avail: <i>Sino ang maaaring makinabang?</i>	Department of Social Welfare and Development (DSWD) Officials and Employees <i>Kawani o opisyaes ng Kagawaran ng Kagalingang Panlipunan at Pagpapaunlad</i>
CHECKLIST OF REQUIREMENTS <i>MGA KINAKAILANGAN</i>	WHERE TO SECURE <i>SAAN KUKUHA</i>
<p>One (1) original copy of duly accomplished request for issuance of Sticker Pass <i>1 orihinal na kopya ng napunan na dokumento para ma-isyuan ng Sticker Pass</i></p> <p><u>In the absence of the authorized signatory secure any of the following:</u> <i>Sa pagkakataong wala ang awtorisadong lumagda:</i></p> <ol style="list-style-type: none"> Signed by the personnel authorized to sign in behalf of the authorized signatory – with attached one (1) photocopy of Special Order (SO) for order of succession <i>Nilagdaan ng kawani sa ngalan ng awtorisadong lumagda - lakipan ng 1 kopya ng SO para sa order of succession</i> Digitally signed using the PNPKI registered digital signature 	<p>To be prepared by the client Office's Designated Property and Supply Custodian (DPSC) through the Property Records and Equipment Monitoring Inventory System (PREMIS; <i>Ito ay ihahanda ng DPSC ng tanggapan ng kliyente sa pamamagitan ng PREMIS</i></p> <ol style="list-style-type: none"> Records and Archives Management Division (RAMD) Digital signature of: <i>Digital na lagda ng:</i>

<p><i>Digital na nilagdaan gamit ang rehistradong digital na lagda ng PNPKI</i></p> <p>3. Printed copy of email using the official DSWD email account requesting for the issuance of sticker pass <i>Na print na kopya ng email gamit ang opisyal na DSWD email account na hinihingi ang pag proseso ng pag-isyu ng Sticker Pass</i></p>		<ul style="list-style-type: none"> Authorized signature or; <i>Awtorisadong lagda o</i> Authorized representative with attached 1 photocopy of SO for order of succession <i>Awtorisadong kinatawan na may kalakip na kopya ng SO para sa order of succession</i> <p>3. From the: <i>Mula sa</i></p> <ul style="list-style-type: none"> Authorized signatory or; <i>Awtorisadong mag lagda</i> Authorized representative with attached 1 photocopy of SO for order of succession <i>Awatorisadong kinatawan na may kalakip na 1 kopya ng SO para sa order of succession</i> 		
CLIENT STEPS MGA HAKBANG	AGENCY ACTION AKSYON NG AHENSYA	FEES TO BE PAID MGA DAPAT BAYARAN	PROCESSING TIME PANAHOONG KAILANGAN	PERSO N RESPO NSIBLE TAONG DAPAT GUMAWA
<p>1. Submit duly accomplished request for Sticker Pass <i>Isumite ang napunang dokumento para ma-isyuhan ng Sticker Pass</i></p>	<p>1. Receipt of duly accomplished request for issuance Sticker Pass from 8am to 3pm <i>Pagtanggap ng napunang dokumento para ma-isyuhan ng Sticker Pass mula 8 ng umaga hanggang 3 ng hapon</i></p> <p>1.1 Validate request: <i>Kumpirmahin ang request</i></p> <p>If not duly signed: request for the lacking signature <i>Kung ang dokumento ay di maayos na napunan: hilingin ang kakulangang lagda</i></p> <p>if duly signed: Update expiration date of the</p>	<p>None <i>Wala</i></p>	<p>1 Hour <i>1 Oras</i></p>	<p>Property Staff <i>Kawani ng Property</i></p>

	<p>sticker pass in PREMIS; for DSWD property with accountable person under regular / contractual / coterminous / casual employee expiration date shall be at the end of every semester and for COS workers, expiration date shall be the end of every quarter. For personal property expiration date shall be similar to the DSWD property with regular accountable person</p> <p><i>Kung ang dokumento ay maayos na napunan: I-update ang araw kung kailan mawawalan ng bisa ang Sticker Pass sa PREMIS: Ang sticker pass para sa opisyal na kawani ng DSWD (permanente/ kontraktwal/ coterminous/ kaswal na kawani) ang sticker pass ay hanggang huling araw ng bawat anim na buwan ng taon. at para sa COS na kawani, ang sticker pass ay hanggang huling araw ng bawat tatlong buwan ng taon. Para sa personal sticker pass ito ay kawangis ng sa opisyal na kawani, tuwing huling araw ng bawat anim na buwan ng taon.</i></p> <p>1.2 Generate and print sticker pass and forward to Head of Property Office for signature</p> <p><i>I-generate at i-print ang sticker pass at i-forward sa Puno ng Tanggapan ng Property upang ito ay malagdaan</i></p>			
	<p>1.3 Sign printed Sticker Pass</p> <p><i>Lagdaan ang na-print na sticker pass</i></p>	<p>None Wala</p>	<p>5 Minutes 5 Minuto</p>	<p>Head of Property Office</p> <p><i>Puno ng Tanggapang</i></p>

				Property
	<p>1.4 Attach signed sticker pass to the submitted sticker pass request and file in the data file folder according to numerical sequence</p> <p><i>I-lakip ang ang nalagdaang sticker pass sa isinumiteng dokumento para sa pag isyu sticker pass at ilagay sa kalupi at ayusin ng naaayon sa pagkakasunod-sunod na bilang</i></p>	None <i>Wala</i>	5 Minutes <i>5 Minuto</i>	Property Staff
2. Claim Sticker Pass	<p>2. Validate presented property vis-à-vis the details of property indicated in the request for issuance of sticker pass and in the printed sticker pass</p> <p><i>Kumpirmahin ang inilahad na kagamitan sa impormasyong nakasaad sa isinumiteng dokumento at sa nai-print na sticker pass</i></p> <p>2.1 If incorrect details – inform the requester and request for the right item.</p> <p><i>Kung hindi tama ang impormasyon - ipabatid ito sa nagre-request at hingin ang tamang kagamitan</i></p> <p>If correct details - Attach sticker pass in the most visible and secure area of the property and present the submitted sticker pass request for signature or requester as received sticker</p> <p><i>Kung tama ang impormasyon, ilagay ang sticker pass sa maayos at madaling makitang parte ng kagamitan at palagdaan ang isinumiteng dokumento o request bilang patunay na nakuha na ang ni-request na</i></p>	None <i>Wala</i>	25 Minutes <i>25 minuto</i>	Property Staff <i>Kawani ng Property</i>

	<i>sticker pass</i> 2.2 Update PREMIS and marked sticker pass as claimed <i>I-update ang PREMIS at markahan ang kahon na nag sasaad ng "claimed"</i>			
TOTAL		None <i>Wala</i>	1 HOUR, 35 MINUTES <i>1 Hour, 35 Minuto</i>	

6.2. Transfer of Property Accountability (Paglilipat ng Pananagutan mula sa mga Ari-arian ng Departamento)

Transfer of property accountability to another accountable person shall be processed for documentation of the actual transfer of property and issuance of new Property Acknowledgement Receipt (PAR) or Inventory Custodian Slip (ICS) for signature of the new accountable person to warrant cancellation of property accountability of the previous accountable person.

Paglilipat ng pananagutan mula sa mga ari-arian ng Departamento sa ibang kawani ay isinagawa upang mai-dokumento ang aktwal na pag lipat ng kagamitan at makapag-isyu ng panibagong PAR o ICS upang malagdaan ng panibagong kawani na babalik ng pananagutan sa nasabing kagamitan. Ang paglagda ng panibagong kawani na babalik ng pananagutan ay siyang magiging patunay na ang pananagutan ng dating kawani ay naipawalang bisa na.

Office/Division: <i>Tanggapan/Dibisyon</i>	Administrative Service – Property Supply and Asset Management Division (AS-PSAMD)		
Classification: <i>Kinabibilangan</i>	Simple <i>Payak</i>		
Type of Transaction: <i>Uri ng Transaksyon</i>	G2G – Government to Government <i>Pamahalaan sa Pamahalaan</i>		
Who may avail: <i>Sino ang maaaring makinabang?</i>	Department of Social Welfare and Development (DSWD) Officials and Employees <i>Kawani o opisyaes ng Kagawaran ng Kagalingang Panlipunan at Pagpapaunlad</i>		
CHECKLIST OF REQUIREMENTS <i>MGA KINAKAILANGAN</i>		WHERE TO SECURE <i>SAAN KUKUHA</i>	
One (1) original copy of the duly accomplished Furniture and Equipment Transfer Slip (FETS) <i>1 Orihanal na kopya ng napunang FETS</i>		To be prepared by the client Office's Designated Property and Supply Custodian (DPSC) through the Property Records and Equipment Monitoring	

		Inventory System (PREMIS; <i>Ito ay ihahanda ng DPSC ng tanggapan ng kliyente sa pamamagitan ng PREMIS</i>		
CLIENT STEPS MGA HAKBANG	AGENCY ACTION AKSYON NG AHENSYA	FEES TO BE PAID MGA DAPAT BAYARAN	PROCESSING TIME PANAHOONG KAILANGAN	PERSON RESPON SIBLE TAONG DAPAT GUMAWA
1. Submit duly accomplished request for FETS <i>Isumite ang napunang FETS</i>	1. Validate submitted request if duly signed by the concerned officials and employees <i>Kumpirmahin kung ang isinuniteng FETS ay nilagdaan ng nararapat na kawani at opisyal</i> 1.1 Verify FETS Request created by the Designated Property and Supply Custodian (DPSC) in PREMIS vis-à-vis the submitted FETS Request <i>Patotohanan ang mga impormasyon sa isinuniteng FETS at sa request ng FETS sa PREMIS na inihanda ng DPSC ng tanggapan</i> 1.2 Approve request in PREMIS <i>Aprubahan ang request para sa FETS sa PREMIS</i> 1.3 Accomplish the “encoded by” portion in the submitted FETS request <i>Punan ang kinakailangang impormasyon na may nakasaad na “encoded</i>	None <i>Wala</i>	1 Hour <i>1 Oras</i>	Property Staff <i>Kawani ng Property</i>

	<p>by" sa isinumeteng request para sa FETS</p> <p>1.4 Generate and print 2 copies of PAR if acquisition cost of property is 15,000 and above, 2 copies of ICS if acquisition cost is lower than 15,000. Should the end user be COS, 2 copies of the undertaking shall be printed</p> <p><i>I-generate at i-print ng 2 kopya ang PAR kung ang halaga ng kagamitan ay 15,000 pataas, 2 kopya ng ICS kung ang halaga ay mababa sa 15,000. Kung ang aktwal na gagamit ay isang COS, mag-print ng 2 kopya ng undertaking at ilakip ito sa PAR/ICS</i></p> <p>1.5 Generate and print barcode sticker and attach to the printed PAR/ICS</p> <p><i>I-generate at i-print ang barcode sticker at ilakip sa nai-print na PAR/ICS</i></p> <p>1.6 Record in the logbook/routing slip details of transfer properties as stated in the printed PAR/ICS</p> <p><i>Itala sa logbook o sa routing slip ang impormasyon ng inilipat na kagamitan ng naaayon sa nai-print na PAR/ICS</i></p> <p>1.7 Forward PAR/CS to the concerned</p>			
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	OBSUs for signature of the previous accountable person and the new accountable person <i>Dalhin ang PAR/ICS sa nararapat ng tanggapan upang ito ay malagdaan ng dating kawani na may pananagutan at ng bagong kawani na babalik ng pananagutan ng nasabing kagamitan</i>			
2. Return the duly accomplished PAR/ICS and or Undertaking and attach the barcode sticker to the visible and secure area of the property <i>Ibalik ang napunang PAR/ICS at/o Undertaking at ilagay ang barcode sticker sa maayos at madaling makitang parte ng kagamitan</i>	2. Validate the returned document if accurately signed and forward to the Head of Property Office for approval <i>Kumpiramhing maayos na nilagdaan ang isinauling dokumento at dalhin ang nasabing dokumento sa Puno ng tanggapan ng Property</i>	None <i>Wala</i>	15 Minutes <i>15 Minuto</i>	Property Staff <i>Kawani ng Property</i>
	2.1 Approve duly accomplished document <i>Aprubahan ang napunang dokumento</i>	None <i>Wala</i>	5 Minutes <i>5 Minuto</i>	Head of Property Office <i>Puno ng Tanggapan ng Property</i>
	2.2 Provide 1 copy of approved PAR/ICS and or Undertaking to the Accountable Person <i>Magbigay ng 1 kopya ng aprubadong PAR/ICS at/o Undertaking sa Kawani na may pananagutan sa</i>	None <i>Wala</i>	30 Minutes <i>30 Minuto</i>	Property Staff <i>Kawani ng Property</i>

	<i>kagamitan</i> 2.3 Record the approval of record in PREMIS <i>Itala ang pagpapatibay ng dokumento sa PREMIS</i> 2.4 Scan and upload the approved PAR/ICS and or Undertaking <i>I-scan at i-upload ang aprubadong PAR/ICS at/o Undertaking</i> 2.5 File approved PAR/ICS and or undertaking in the respective folder of the accountable person for safekeeping <i>I-file ang aprubadong PAR/ICS at/o Undertaking sa narapat na folder ng kawani na may pananagutan sa kagamitan upang ito ay ligtas at maingatan</i>			
TOTAL		None <i>Wala</i>	1 HOUR, 50 MINUTES <i>1 Oras, 50 Minuto</i>	

6.3. Surrender/Turnover of Property and Cancellation of Property Accountability (Pagtanggap ng Isinauling Kagamitan)

To provide procedure for the surrendered / turned over property due to its obsolescence, unserviceability or when the same is no longer needed by the accountable person to effect cancellation of property accountability of the client.

Paraan para sa pagsauli o pagbabalik ng kagamitan dahil sa kalumaan, hindi na magagagamit o kaya ay hindi na kailangan ng taong may pananagutan upang tanggalin ang pananagutang yaon.

Office/Division:	Administrative Service – Property Supply and Asset
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Tanggapan/Dibisyon	Management Division (AS-PSAMD)			
Classification: <i>Kinabibilangan</i>	Simple <i>Payak</i>			
Type of Transaction: <i>Uri ng Transaksyon</i>	G2G – Government to Government <i>Pamahalaan sa Pamahalaan</i>			
Who may avail: <i>Sino ang maaaring makinabang?</i>	Department of Social Welfare and Development (DSWD) Officials and Employees <i>Kawani o opisyal ng Kagawaran ng Kagalingang Panlipunan at Pagpapaunlad</i>			
CHECKLIST OF REQUIREMENTS <i>MGA KINAKAILANGAN</i>		WHERE TO SECURE <i>SAAN KUKUHA</i>		
1. Two (2) Original Copy and 1 photo copy of duly Accomplished Furniture and Equipment Transfer Slip (FETS) <i>Dalawang (2) kopyang orihinal at and isang (1) kopyang di-orihinal ng nagawang Furniture and Equipment Transfer Slip (FETS).</i> 2. For unserviceable property: <i>Para sa pag-aaring hindi na magagamit:</i> <ul style="list-style-type: none"> 1 photocopy of Technical Assistance Report <i>1 kopya ng ulat ng tulong teknikal</i> Inspection Report <i>Ulat ng pagsusuri</i> 3. Actual Property for turnover <i>Pagsasauli ng kagamitan</i>		1. To be prepared by the Offices' Designated Property and Supply Custodian through the Property Records and Equipment Monitoring Inventory System (PREMIS) with prescribed format; <i>Inihahanda ng Designated Property and Supply Custodian ng bawat opisina sa pamamagitan ng Property Records and Equipment Monitoring Inventory System (PREMIS) na may nakatakdang gayahin;</i> 2. For unserviceable property: <i>Para sa pag-aaring hindi na magagamit:</i> From concerned DSWD OBSUs (IT Equipment – ICTMS/RICTMU; Motor Vehicle, Office Equipment, Furniture and Fixtures – GSD/GSS; Maintenance Equipment – BGMD/GSS) <i>Mula sa kinauukulang DSWD OBSUs (IT Equipment – ICTMS/RICTMU; Motor Vehicle, Office Equipment, Furniture and Fixtures – GSD/GSS; Maintenance Equipment – BGMD/GSS)</i> General Accounting Manual Volume II Appendix 62 with prescribed format 3. To be made available by the accountable person <i>Sa taong may pananagutan sa kagamitan</i>		
CLIENT STEPS <i>MGA HAKBANG</i>	AGENCY ACTION <i>AKSYON NG AHENSYA</i>	FEES TO BE PAID <i>MGA DAPAT BAYARAN</i>	PROCESSING TIME <i>PANAHONG KAILANGAN</i>	PERSON RESPONSIBLE <i>TAONG DAPAT GUMAWA</i>

<p>1. Submit duly accomplished FETS for turnover and property for turnover</p> <p><i>Ipasa ang napunang FETS para sa pagsasauli ng kagamitan</i></p>	<p>1. Receipt of accomplished FETS and other related documents from the end-user</p> <p><i>Pagtanggap ng nagawang FETS at iba pang kaugnay na dokumento mula sa opisina ng gumagamit.</i></p> <p>1.1 Validate details of surrendered property vis-à-vis duly accomplished FETS if properly accomplished</p> <p><i>Suriin ang detalye ng isinauling kagamitan batay sa FETS na nagawa</i></p> <p>If Incorrect: <i>Kung may kamalian:</i></p> <p>Advise client on the discrepancy to correct information on the document or to surrender the correct property</p> <p><i>Payuhan ang kawani sa nakitang pagkakaiba ng detalye upang baguhin o isauli ang tamang kagamitan</i></p> <p>If correct: <i>Kung tama:</i></p> <p>Fill up the “inspected and received by” portion in FETS</p> <p><i>Punan ang “inspected and received by” na bahagi ng FETS</i></p> <p>1.2 Provide 1 copy of signed FETS to the Accountable</p>	<p>None</p> <p><i>Wala</i></p>	<p>15 Minutes</p> <p><i>15 Minuto</i></p>	<p>Property Staff</p> <p><i>Kawani ng Property</i></p>
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	Officer/Designated Property and Supply Custodian. <i>Magbigay ng isang (1) kopya na may pirmang FETS sa Accountable Officer / Designated Property and Supply Custodian</i>			
2. Receive 1 copy of FETS provided by the Property Staff and turnover the surrendered property <i>Tanggapin ang isang (1) kopya ng FETS na ibinigay ng kawani ng Property at ibigay ang isinasauling kagamitan</i>	2.1. Receive surrendered item/s <i>Tanggapin ang isinasauling kagamitan</i> <ul style="list-style-type: none"> • Directly hand carried/ surrendered by the end user <i>Dala-dala na ng nagsasauli</i> • Pick up by the Property Staff <i>Kukunin ng kawani ng Property</i> 2.2. Organize the surrendered item in the Property Warehouse <i>Ayusin ang pagkakalagay ng kagamitan sa bodega ng Property</i> 2.3. Update and approve by signing FETS Request created by the Designated Property and Supply Custodian (DPSC) in PREMIS <i>Ilagay ang bagong impormasyon sa PREMIS at aprubahan</i>	None <i>Wala</i>	1 Hour 1 Oras	Property Staff <i>Kawani ng Property</i>

	<p><i>ang FETS na nagawa ng Designated Property and Supply Custodian (DPSC) mula sa PREMIS</i></p> <p>2.4. Generate and print PAR if acquisition cost of property is 15,000 and above, ICS if acquisition cost is lower than 15,0000. Signed the received by portion of PAR/ICS.</p> <p><i>Bumuo at magprint ng PAR kung ang halaga ng kagamitan ay labing-limang libong piso (Php15,000) pataas, at ICS naman kung mas mababa sa labing-limang libong piso (Php15,000) o Php14,999.99 pababa. Lagdaan ang bahagi ng PAR/ICS nakasulat ang "Received by"</i></p> <p>2.5. Generate and print barcode sticker and attach to the surrendered property.</p> <p><i>Gumawa at magprint ng barcode sticker at ilagay ito sa kagamitang isinauli</i></p>			
	<p>2.6. Approve PAR/ICS</p> <p><i>Aprubahan ang PAR/ICS</i></p>	<p>None</p> <p><i>Wala</i></p>	<p>5 Minutes</p> <p><i>5 Minuto</i></p>	<p>Head of Property Office</p> <p><i>Pinuno ng Tanggapan ng Property</i></p>
	<p>2.7. Scan approved documents and upload to PREMIS</p> <p><i>I-scan ang mga</i></p>	<p>None</p> <p><i>Wala</i></p>	<p>15 Minutes</p> <p><i>15 Minuto</i></p>	<p>Property Staff</p> <p><i>Kawani ng</i></p>

	<i>naaprubahang dokumento at i-upload sa PREMIS</i> 2.8. Update the approved section in the transfer thru FETS module in PREMIS <i>I-update ang naaprubahang seksyon sa "transfer thru FETS" sa PREMIS</i> 2.9. File approved PAR/ICS and or undertaking in the respective folder of the accountable person for safekeeping <i>Ilagay sa file ang na-aprubahang PAR/ICS at ang undertaking (kung mayron) sa kaukulang folder ng taong may pananagutan sa kagamitan upang maingatan.</i>			Property
TOTAL		None Wala	1 HOUR, 35 MINUTES 1 ORAS, 35 MINUTO	

6.4. Recording, Documentation, and Issuance of Expendable or Consumable Supplies (Pag-isyu ng mga Gamit at Materyales mula sa Bodega ng mga Kagamitan)

Request for issuance of commonly used office supplies is being done through filling-out of Requisition and Issue Slip (RIS) prepared by designated OBSU staff. The RIS and actual issuance of supplies shall be processed by the Warehouse Management Section subject to approval of the Chief of AS-PSAMD.

Ang kahilingan na maisyuhan ng mga karaniwang kagamitang pang-upisina ay nangangailangan ng naihandang nataalang porma ng RIS ng naitalagang tauhan

ng bawat OBSU. Ang RIS at aktuwal na pagbibigay ng mga kagamitan ay isinasaayos ng Warehouse Management Section at kinakailangan ang pag-aproba ng Chief ng AS-PSAMD

Office/Division: <i>Tanggapan/Dibisyon</i>	Administrative Service – Property Supply and Asset Management Division (AS-PSAMD)
Classification: <i>Kinabibilangan</i>	Complex Transaction <i>Komplikado</i>
Type of Transaction: <i>Uri ng Transaksyon</i>	G2G – Government to Government <i>Pamahalaan sa Pamahalaan</i>
Who may avail: <i>Sino ang maaaring makinabang?</i>	Department of Social Welfare and Development (DSWD) Offices <i>Kawani o opisyaes ng Kagawaran ng Kagalingang Panlipunan at Pagpapaunlad</i>

CHECKLIST OF REQUIREMENTS <i>MGA KINAKAILANGAN</i>	WHERE TO SECURE <i>SAAN KUKUHA</i>
1. Three (3) copies of duly accomplished RIS of concerned Offices <i>Tatlong kopya ng napunang RIS ng opisina</i> 2. One (1) Photocopy of approved PPMP of requesting Office <i>Isang kopyang di-orihinal ng aprobadong PPMP ng humihiling na opisina</i> 3. One (1) Photocopy of approved Technical Assistance Request, if required <i>Isang kopyang di-orihinal ng aprobadong hiniling na Teknikal na tulong, kung kinakailangan lang</i> 4. One (1) Photocopy of project proposal, if required <i>Isang kopyang di-orihinal ng panukalang proyekto, kung kinakailangan lang</i>	1. RIS template issued to respective Offices with prescribed format; <i>Pag-isyu ng padron ng RIS sa mga opisina na may kaukulang porma</i> 2. Designated Supply/Property Officer of respective Office, Bureaus, Services, Units; <i>itinalagang Supply/Property na kawani ng bawat opisina</i> 3. Focal person of concerned technical support office such as AS-BGMD/GSS, ICTMS/RICTMU, SMS, among others, depending on the nature of technical assistance request without any prescribed format <i>Mga itinalagang kawani na magbibigay ng teknikal na suporta kabilang ang mga AS-BGMD/GSS, ICTMS/RICTMU, SMS at iba pa, depended sa kinakailangan hiling na tulong ng walang kinaukulang porma</i> 4. Focal person of proponent Office <i>Itinalagang tauhan ng isang opisina</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING	PERSON RESPONS
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MGA HAKBANG	AKSYON NG AHENSYA	MGA DAPAT BAYARAN	TIME PANAHON G KAILANGA N	IBLE TAONG DAPAT GUMAWA
1. Submit duly approved RIS to Procurement Management Service (PMS) including required attachment such as PPMP and Technical Assistance Request (TAR) <i>ipasa ang naaprobahang RIS sa PMS kalakip ang PPMP at TAR</i>	1. Receive, review and record the submitted duly approved RIS as reviewed by PMS/BAC Secretariat <i>Tinanggap, sinuri at itinala ang ibinigay na aprobadong RIS na nasuri din ng PMS/BAC Secretariat</i> 1.1 Assign RIS number <i>Nilagyan ng kaukulung numero ang RIS</i> 1.2 Verify availability of requested supplies and materials <i>Tiningnan kung may sapat na dami ang hiling na mga gamit at materyales</i> 1.3 Request for the approval of RIS from the Head of Property <i>Hiniling na maaprobahan ang RIS mula sa Pinuno ng Property</i> 1.4 Return RIS and advise concerned office <i>Ibinalik ang RIS na may kaukulang payo sa humiling na opisina</i>	None <i>Wala</i>	2 Hours 2 Oras	Property Staff <i>Kawani ng Property</i>
2. Receipt of issued supplies and materials <i>Pagkatanggap ng ibigay na gamit at materyales</i>	2. Update stock card and issue requested supplies and materials <i>Nagdagdag sa talaan/tarheta at ibinigay ang hiniling na mga gamit at materyales</i> a. Updating of	None <i>Wala</i>	2 Hours 2 Oras	Property Staff <i>Kawani ng Property</i>

	stock/bin card <i>Nagdagdag at naglagay sa talaan/tarheta</i> b. Pull out of stocks for issuance to requesting Office <i>Naglabas ng mga gamit o materyales para maibigay sa humihiling na opisina</i> c. Update database <i>Nagdagdag at naglagay sa talaan ng bagong teknolohiya ng mga inilabas na gamit o materyales</i>			
TOTAL:		None Wala	4 HOURS 4 Oras	

6.5. Re-issuance of Equipment and Semi-expandable Supplies (Pag-isyu ng Isinauling Kagamitan)

To ensure that surrendered serviceable equipment and semi-expendable supplies may be requested for re-issuance to optimize the use of equipment or semi-expendable equipment or supply due to lack of equipment, lack of capital outlay and other exigencies.

Ito po ay upang masigurado na and isinauling maayos na mga kagamitan at suplay ay maaaring hilingin pa na muling gamitin upang masagad ang paggamit dahil sa kakulangan nito, ng pondo o iba pang dagliang pangangailangan.

Office/Division: <i>Tanggapan/Dibisyon</i>	Administrative Service – Property Supply and Asset Management Division (AS-PSAMD)		
Classification: <i>Kinabibilangan</i>	Complex Transaction <i>Komplikado</i>		
Type of Transaction: <i>Uri ng Transaksyon</i>	G2G – Government to Government <i>Pamahalaan sa Pamahalaan</i>		
Who may avail: <i>Sino ang maaaring makinabang?</i>	Department of Social Welfare and Development (DSWD) Officials and Employees <i>Kawani o opisyaes ng Kagawaran ng Kagalingang Panlipunan at Pagpapaunlad</i>		
CHECKLIST OF REQUIREMENTS <i>MGA KINAKAILANGAN</i>		WHERE TO SECURE <i>SAAN KUKUHA</i>	

1. One (1) Original copy of memorandum requesting for issuance of property <i>Isang (1) kopyang orihinal ng memorandum na humihingi ng kagamitan</i>		1. From concerned OBSUs and personnel, interoffice memorandum format <i>Mula sa kinauukulang OBSUs at mga tauhan, na naka-memorandum</i>		
2. Two (2) Original copies of Furniture and Equipment Transfer Slip (FETS) <i>Dalawang (2) kopya ng orihinal na Furniture and Equipment Transfer Slip (FETS).</i>		2. From PREMIS online through the Designated Property Officer of concerned Office <i>Mula sa AS-PSAMD / PREMIS sa Designated Property Officer ng kaukulang opisina</i>		
3. Two (2) Original copies of Property Accountability Receipt or Inventory Custodian Slip <i>Dalawang (2) kopya ng orihinal na Property Accountability Receipt or Inventory Custodian Slip</i>		3. From PREMIS online through the Designated Property Officer of concerned Office <i>Mula sa AS-PSAMD / PREMIS sa Designated Property Officer ng kaukulang opisina</i>		
CLIENT STEPS MGA HAKBANG	AGENCY ACTION AKSYON NG AHENSYA	FEES TO BE PAID MGA DAPAT BAYARAN	PROCESSING TIME PANAHO NG KAILANGAN	PERSON RESPONSIBLE TAONG DAPAT GUMAWA
1. Prepare request letter containing item specifications, quantity, purpose and to whom the equipment or semi-expendable equipment/supply shall be assigned. <i>Maghanda ng kahilingan liham na naglalaman kung ano katangian, bilang, layunin at kanino ilalagak ang kagamitan</i>	1. Receive, review and verify the availability of request <i>Tanggapin, suriin at alamin kung maibibigay ang kahilingan</i> a. Inform requesting Office of availability or non-availability of items. <i>Ipaalam sa opisinang humihingi kung maibibigay o hindi ang kagamitan.</i> b. Request approval of	None Wala	3 Hours 3 Oras	Requesting Office <i>Opisinang humihingi</i> Property Staff <i>Kawani ng Property</i>

	FETS for confirmation of transfer <i>Pa-aprubahan ang FETS para sa katiyakang paglipat</i>			
2. Process the signing of FETS of the recipient office or accountable person for the re-issuance of item or equipment <i>Asikasuhin ang paglalagda sa FETS ng opisina o taong tatanggap para mailagak ang kagamitan</i>	2. Update PREMIS and generate PAR or ICS <i>I-update ang PREMIS at gumawa ng PAR or ICS</i> a. Transfer accountability through updating of database and issuance of PAR or ICS <i>Ilipat ang pananagutan sa kagamitan sa pamamagitan ng pag-update nd database at pagbigay ng PAR o ICS</i> b. Process the approval of PAR or ICS <i>Asikasuhin ang pag-apruba sa PAR o ICS</i> c. Attach generated barcode sticker on the requested item <i>Ilapat ang nagawang barcode sa hininging kagamitan</i>	None <i>Wala</i>	2 Hours, 5 Minutes <i>2 Oras at 5 minuto</i>	Requesting Office <i>Opisinang humihingi</i> Property Staff <i>Kawani ng Property</i>
3. Confirm acceptance of item or property	3. Physical issuance of item or equipment and filing of PAR or	None <i>Wala</i>	1 Hour <i>1 Oras</i>	Requesting Office <i>Opisinang humihingi</i>

through signing of PAR or ICS <i>Kumpirmahin ang pagtanggap ng kagamitan sa pamamagitan ng paglagda sa PAR o ICS</i>	ICS <i>Mismong pagbibigay ng kagamitan at pag-file ng PAR o ICS</i>			Property Staff <i>Kawani ng Property</i>
TOTAL:		None <i>Wala</i>	8 Hours <i>8 Oras</i>	

6.6. Provision of Technical Assistance on Property and Supply Management (Pagbibigay ng Tulong Teknikal na may Kinalaman sa Pangangasiwa ng mga Ari-arian ng Departamento)

Technical Assistance is provided to Office, Bureaus, Service Unit and Field Offices in the area of Property, Asset and Warehouse Management to capacitate their Property Officers and/or Designated Property and Supply Custodian on the knowledge of DSWD Guidelines, Oversight Agencies Rules and Regulations on Property and Supply Management and Land Titling facilitation.

Ang tulong para sa teknikal na kaalaman na may kinalaman sa pangangasiwa ng mga ari-arian ng Departamento ay ibibigay sa mga tanggapan ng DSWD upang magkaroon ng sapat na kakayahan ang mga kawaning tagapangalaga ng mga kagamitan, sapat na kaalaman sa mga patnubay ng DSWD, alituntunin at panuntunan ng mga Oversight Agencies sa pangangalaga ng mga ari-arian at pag papabilis ng pagpapatitulo ng mga kalupaan ng DSWD.

Office/Division: <i>Tanggapan/Dibisyon</i>	Administrative Service – Property Supply and Asset Management Division (AS-PSAMD)
Classification: <i>Kinabibilangan</i>	Highly Technical <i>Teknikal sa mataas na antas</i>
Type of Transaction: <i>Uri ng Transaksyon</i>	G2G – Government to Government <i>Pamahalaan sa Pamahalaan</i>
Who may avail: <i>Sino ang maaaring makinabang?</i>	1. DSWD Offices 2. DSWD Designated Property and Supply Custodian 3. Field Offices

CHECKLIST OF REQUIREMENTS <i>MGA KINAKAILANGAN</i>	WHERE TO SECURE <i>SAAN KUKUHA</i>
1. Request for Technical Assistance - One (1) original copy. <i>Kahilingang tulong teknikal - 1 orihinal na kopya</i>	To be prepared by DSWD Office OBSU and Field Offices through Memorandum addressed to Administrative Service Director, Attention the AS-PSAMD Chief Administrative Officer signed by their Head of Office or authorized official. <i>Ito ay ihahanda ng tanggapan ng DSWD sa pamamagitan ng Memorandum na nilagdaan ng kanilang punong opisyal o awtorisadong kinatawan sa Director ng Administrative Service na naka-atensyon sa Punong Opisyal ng AS-PSAMD</i>

CLIENT STEPS <i>MGA HAKBANG</i>	AGENCY ACTION <i>AKSYON NG AHENSYA</i>	FEES TO BE PAID <i>MGA DAPAT BAYARAN</i>	PROCESSING TIME <i>PANAHONG KAILANGAN</i>	PERSON RESPONSIBLE <i>TAONG DAPAT GUMAWA</i>
1. Forward the request for Technical Assistance indicating the specific topics and concerns to be discussed. <i>Magpaabot ng kahilingang tulong teknikal na nagsasaad ng tiyak na usapin at interes na dapat talakayin</i>	1. Received the request and forward to the Head of Property Office <i>Tanggapin ang request at ipaabot ito sa Puno ng Tanggapan ng Property</i>	None <i>Wala</i>	5 Minutes <i>5 Minuto</i>	Property Staff <i>Kawani ng Property</i>
	1.1 Review the request. Check the availability of Technical Staff on the requested date of Technical Assistance. <i>Suriin ang request. Alamin ang bakanteng araw ng Kawaning Teknikal kung ito ay naaayon</i>	None <i>Wala</i>	15 Minutes <i>15 Minuto</i>	Head of Property Office <i>Puno ng Tanggapan ng Property</i>

	<p><i>sa hinihiling na araw ng tanggapang humihingi ng teknikal na tulong</i></p> <p>If not available - Assign request to concerned Technical Staff and advise staff to request for reschedule of TA through Memorandum</p> <p><i>Kung hindi bakante ang araw ng Kawaning Teknikal - Italaga ang request sa nararapat na Kawaning Teknikal at payuhan ito na mag handa ng Memorandum na humihingi ng ibang araw para sa tulong teknikal</i></p> <p>If available - Assign request to concerned Technical Staff and advise staff to confirm request for TA through Memorandum</p> <p><i>Kung bakante ang araw ng Kawining Teknikal - Italaga ang request sa nararapat na Kawaning Teknikal at payuhan ito na maghanda ng Memorandum ng pagkumpirma sa hinihinging tulong teknikal sa hinihining araw</i></p>			
	1.2 Technical Staff shall prepare a reply for confirming the date of Technical	None Wala	5 Days 5 Araw	Property Staff Kawani ng Property

	<p>Assistance. Ang kawani ng teknikal ay mag hahanda ng memorandum ng pag kumpirma sa hinihinging araw na tulong teknikal</p> <p>a. Prepare Special Order (If Field Office) for the period of Technical Assistance. Maghanda ng Special Order (kung Field Office) sa mga araw ng tulong teknikal</p> <p>b. Prepare the needed documents and information for the conduct of Technical Assistance Maghanda ng mga kakailanganing dokumento at impormasyon para sa isasagawang tulong teknikal</p>			
	<p>Conduct Technical Assistance on the scheduled date Magsagawa ng tulong teknikal sa itinakdang araw</p>	<p>None Wala</p>	<p>1 day for OBSU/4 days for Field Office 1 Araw kung Tanggapan sa Sentral na Tanggapan/ 4 na araw sa Field Offices</p>	<p>Property Staff Kawani ng Property</p>
<p>2. Accomplished the Technical Assistance Evaluation Form Punan ang dokumento ng</p>	<p>2. Receive the duly accomplished Technical Assistance Evaluation Form. Tanggapin ang napunang dokumento ng pakilatiis sa isinagawang</p>	<p>None Wala</p>	<p>10 Minutes 10 Minuto</p>	<p>Property Staff Kawani ng Property</p>

<i>pagkilatis sa isinagawang tulong teknikal</i>	<i>tulong teknikal</i>			
	<p>2.1 Consolidate the Technical Assistance Evaluation Form. <i>Pagsama-samahin ang mga nakalap na impormasyon sa napunang dokumento ng pagkilatis sa isinagawang tulong teknikal</i></p> <p>2.2 Prepared Feedback Report for approval of the Head of Property Office <i>Maghanda ng ulat puna sa isinagawang tulong teknikal at ito ay ipaabot sa Puno ng Tanggapan ng Property upang ito ay pagtibayin</i></p> <p>2.3 Provide copy of Feedback Report to the requester of Technical Assistance <i>Magbigay ng kopya ng ulat puna sa tanggapan na humingi ng tulong teknikal</i></p>	None <i>Wala</i>	7 Days from returned to Official Station <i>7 Araw pagkabalik sa opisyal na tanggapan</i>	Property Staff <i>Kawani ng Property</i>
TOTAL		None <i>Wala</i>	14 Days and 25 Minutes for DSWD OBSU/ 18 Days and 25 Minutes for Field Office (FOs) <i>14 Araw at 25 Minuto para sa Tanggapan sa Sental na Tanggapan/ 18</i>	

		Araw at 25 Minuto para sa FOs	
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6.7. Facilitation of Request for Relief from Property Accountability from Commission on Audit (Pagpapadali ng Mapawalang Bisa ang Pananagutan sa Kagamitan o mga Kagamitang Nawala, Napinsala, o Nasira mula sa COA)

To provide assistance to accountable officers who are requesting relief from property accountability with the Commission on Audit (COA) for lost, damaged or destroyed property under his/her accountability;

Pagbibigay tulong sa mga kawani na humihingi na mapawalang bisa ang pananagutan sa gamit na nawala, napinsala o nasira mula sa COA.

To ensure recording and documentation of cases of loss, damage or destruction of government properties

Siguruhing naitala at nai-dokumento ang mga pangyayaring may kinalaman sa pagkawala, pagkapinsala of pagkasira ng mga kagamitan ng gobyerno.

Office/Division: <i>Tanggapan/Dibisyon</i>	Administrative Service – Property Supply and Asset Management Division (AS-PSAMD)		
Classification: <i>Kinabibilangan</i>	Complex Transaction <i>Komplikado</i>		
Type of Transaction: <i>Uri ng Transaksyon</i>	G2G – Government to Government <i>Pamahalaan sa Pamahalaan</i>		
Who may avail: <i>Sino ang maaaring makinabang?</i>	Department of Social Welfare and Development (DSWD) Employees who are: a. DSWD employees and officials <i>Kawani at Opisyal ng DSWD</i>		
CHECKLIST OF REQUIREMENTS <i>MGA KINAKAILANGAN</i>		WHERE TO SECURE <i>SAAN KUKUHA</i>	

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		BAYARAN	KAILANGAN	DAPAT GUMAWA
6.7.1 Processing of Request for Relief <i>Pagproseso ng Kahilingang Maipawalang Bisa ang Pananagutan</i>				
1. Forward copy of RLSDDP to AS-PSAMD <i>Magpaabot ng kopya ng RLSDDP sa AS-PSAMD</i>	1. Receive copy of RLSDDP with proof of receipt by COA and/or Request for Relief duly endorsed by the HOBS concerned and record in the DTS/Logbook <i>Tanggapin ang kopya ng RLSDDP na may katibayan ng ito ay natanggap ng COA/Humihiling na mapawalang bisa ang pananagutan sa nasabing kagamitan na marapat na naindorso ng HOBS at ito ay itatala sa DTS/Logbook</i>	None Wala	5 Minutes 5 Minuto	Property Staff: Incoming Outgoing Clerk <i>Kawani ng Property</i>
	1.1 Review if the submitted request has complete documentary requirements as provided for under Sec. 6.9 of AO 6, s. 2017 <i>Suriin kung ang naisumiteng kahilingan ay may kalakip na kumpletong kailangang dokumento na nakasaad sa ilalim ng Sec. 6.9 ng AO 06, S. 2017</i> 1.2 Verify if the property is already tagged in PREMIS as lost/damaged/destroyed; If not, tag property as lost under the module	None Wala	10 Minutes 10 Minuto 2 Hours 2 Oras	Property Staff <i>Kawani ng Property</i>

	<p>RLSDDP <i>Patotohanan kung ang kagamitan ay na markahan sa PREMIS bilang nawala, napinsala o nasira. Kung hindi, markahan ang kagamitan bilang nawala, napinsala o nasira sa module ng RLSDDP ng PREMIS</i></p> <p>If not complete: prepare a reply Memorandum to the accountable officer thru the HOBS to require submission of the identified lacking document any requirement/s <i>Kung may kakulangan: Maghanda ng Memorandum para sa kawaniing may pananagutan sa pamamagitan ng HOBS upang makapag sumite ng natukoy na kakulangang dokumento</i></p> <ul style="list-style-type: none"> ▪ The Memorandum shall be signed by the Administrative Service Director/ Administrative Division Chief <i>Ang Memorandum ay lalagdaan ng Direktor ng Administrative Service / Administrative Division Chief</i> <p>If complete, proceed to the</p>			
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	next step <i>Kung walang kakulangang dokumento, magpatuloy sa susunod na hakbang</i>			
	1.3 Prepare recommendation/ comments addressed to COA, copy furnished the Accountable Officer and HOBS concerned, to be signed by the Undersecretary for GASSG/Regional Director <i>Maghanda ng rekomendasyon / mga komentaryo na nakatuon sa COA, at mag bigay ng kopya sa kawani ng pananagutan at sa nararapat na HOBS, ito ay lalagdaan ng ng Undersecretary ng GASSG/ Regional Director</i> a. The Administrative Service Director and Head/ Administrative Division Chief and Head of Property Office shall affix his/her initial on the draft Recommendation/ Comment; <i>Ang Direktor ng Administrative</i>	None <i>Wala</i>	3 Hours 3 Oras	Property Staff <i>Kawani ng Property</i> Administrative Service Director/ Administrative Division Chief Head of Property Office <i>Puno ng Tanggapan ng Property</i>

	<p><i>Service / Administrative Division Chief at ang Puno ng Tanggapan ng Property ay maglalagay ng lagdang inisyal sa draft na rekomendasyon o Komento</i></p> <p>b. The draft Recommendation/ Comment shall be properly endorsed by the aforementioned officials, with sufficient information as to the compliance of the Request to all the documentary requirements <i>Ang draft na rekomendasyon o komento ay nararapat na inindorso ng mga nabanggit na opisyal na may sapat na impormasyon na sumusunod sa mga kinakailangan dokumento sa pag papawalang bisa ng pananagutan sa kagamitan</i></p>			
	<p>1.4. If the draft Recommendation / Comment is in order, the Undersecretary for</p>	<p>None <i>Wala</i></p>	<p>30 Minutes <i>30 Minuto</i></p>	<p>Undersecretary for GASSG/ Regional Director <i>Undersecretary</i></p>

	<p>GASSG/Regional Director shall sign the same and endorse back to Property Office for proper routing to COA</p> <p><i>Kung ang draft na rekomendasyon / komento ay nasa ayos, ang Undersecretary para sa GASSG / Regional Director ay dapat na lagdaan ang nasabing dokumento and i-endorso ito sa tanggapan ng property upang mai-paalam ito sa COA</i></p> <p>If not in order, send back to Property Office with instructions and recommended further actions</p> <p><i>Kung hindi nasa ayos ay ipadala muli sa tanggapang ng property na may mga tagubilin at rekomendasyon para sa nararapat na hakbang</i></p>			ry para sa GASSG/ Regional Director
	<p>1.5. If signed, record in DTS / Logbook; Route the original copy to COA and photocopy to the Accountable Officer and HOBS concerned</p> <p><i>Kung nalagdaan, itala sa DTS/Logbook; dalhin ang orihinal na kopya sa COA, photocopy sa Kawaniing may Pananagutan at sa nararapat na HOBS</i></p> <p>If not signed,</p>	None Wala	10 Minutes 10 Minuto	Property Staff/ Incoming/ Outgoing Clerk Kawani ng Property

	assign to concerned Property staff for appropriate action <i>Kung ito ay hindi nilagdaan, italaga sa kinauukulang kawani ng property para sa naaangkop na hakbang</i>			
2. Receive photocopy of the approved recommendation <i>Tanggapin ang photocopy ng aprubadong rekomendasyon</i>	2. The property staff shall scan and file the receiving copy of the Recommendation/ Comment/s <i>Ang kawani ng property ay dapat na i-scan at i-file ang kopya ng rekomendasyon/komento na may lagda ng mga tanggapan na pinagkalooban ng kopya</i>	None <i>None</i>	10 Minutes <i>10 Minuto</i>	Property Staff <i>Kawani ng Property</i>
TOTAL:		None <i>Wala</i>	6 HOURS, 5 MINUTES <i>6 Oras, 5 Minuto</i>	

CLIENT STEPS MGA HAKBANG	AGENCY ACTION AKSYON NG AHENSYA	FEES TO BE PAID MGA DAPAT BAYARAN	PROCESSING TIME PANAHOONG KAILANGAN	PERSON RESPONSIBLE TAONG DAPAT GUMAWA
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6.7.2 Provision of Technical Assistance upon Receipt of COA Decision
Pagbibigay Tulong Teknikal sa Natanggap na Desisyon ng COA

1. Forward copy of COA decision <i>Magbigay ng kopya ng desisyon ng COA</i>	1. Receive copy of COA Decision on the accountable officer's Request for Relief from Property Accountability and record the received document in the DTS/Logbook <i>Tanggapin ang kopya ng desisyon ng COA sa kahilingan ng kawani</i>	None <i>Wala</i>	5 Minutes <i>5 Minuto</i>	Property Staff: Incoming Outgoing Clerk <i>Kawani ng Property</i>
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	<i>na mapawalang bisa ang pananagutan sa kagamitan at ito ay itala sa DTS/Logbook</i>			
	<p>1.1. Review the Decision of COA to determine the appropriate assistance to be provided to the accountable officer</p> <p><i>Suriin ang naging desisyon ng COA upang matukoy ang naaangkop na tulong sa may pananagutang opisyal</i></p>	None Wala	10 Minutes 10 Minuto	Property Staff Kawani ng Property
	<p>1.2. Provide Technical Assistance to the accountable person, as follows:</p> <p><i>Magbigay ng teknial na tulong sa kawaning may pananagutan:</i></p> <p>If Relief is Granted <i>Kung ang kahilingan ay ipinagkaloob</i> —</p> <p>1. Prepare Memorandum to Finance Office endorsing the COA decision and request the dropping of the lost property from the Books of Accounts for signature of Administrative Service Director/ Concerned Division Chief in Field Office, copy</p>	None Wala	3 Hours 3 Oras	Property Staff Kawani ng Property

	<p>furnished the Accountable Officer through the HOBS</p> <p><i>Maghanda ng Memorandum para sa Tanggapan ng Finance na ini-endorso ang naging desisyon ng COA at hilingin ang pag als mula sa Books of Accounts ng kagamitan na nawala/napinsala/ nasira. Ang nasabing Memorandum ay marapat na nilagdaan ng Director ng Administrative Service / nararapat na Division Chief sa Field Office. Ang kawani na may pananagutan ay bibigyan ng kopya sa pamamagitan ng HOBS</i></p> <p>2. Update records/PREMIS</p> <p><i>I-update ang mga tala sa PREMIS</i></p> <p>If Relief is Denied – <i>Kung ang kahilingan ay hindi ipinagkaloob</i></p> <p>a. prepare memorandum informing the Accountable Officer of the “Money Value” to be settled and processes for replacement or payment, as the case maybe, in accordance with the existing guidelines.</p> <p><i>Ipaalam sa kawani sa</i></p>			
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	<p><i>pamamagitan ng Memorandum ang karampatang Halaga na dapat na i-settle o ang proseso ng pagpapalit ng kagamitan, alinsunod sa mga mga alituntunin</i></p> <p>a.1. Replace ment</p> <p><i>Pagpapalit–</i> Accountable Officer to submit to Property Office through a memorandum the details of the proposed item/s with same or higher specifications as replacement to the lost property</p> <p><i>Ang kawaning may pananagutan ay mag susumite sa tanggapan ng property sa pamamagitan ng Memorandum na nagsasaad ng impormasyon ng ipapalit na gamit na tulad ng kagamitang nawala/ napinsala/ nasira o may mas mataas na uri sa nasabing kagamitan</i></p> <p>a.2. Paymen t –Accountable Officer to settle/pay the “money value” of the lost property based on the existing COA accounting rules and guidelines</p>			
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	Ang may pananagutang opisyal ay kailangang ayusin/ bayaran ang halaga ng nawalang kagamitan batay sa umiiral alituntunin ng COA			
2. For Replacement: Present replacement unit for the lost property <i>Ilahad ang ipapalit sa naiwalang kagamitan</i>	2.1. Request presence of COA representative during inspection of replacement unit <i>Hingin ang presensya ng Kawani ng COA sa pag susuri ng ipapalit sa naiwalang kagamitan.</i> Inspect/Validate the offered replacement item/s <i>Suriin ang ipapalit sa naiwalang kagamitan</i>	None <i>Wala</i>	30 Minutes <i>30 Minuto</i>	Property Staff / COA Representative <i>Kawani ng Property / Kinatawan ng COA</i>
	2.2. If not compliant: <i>Kung di naaayon sa detalyeng ibinigay:</i> Inform the Accountable Officer of the reason/s for non-compliance and require to meet the needed requirements through a memorandum to be signed by the Administrative Service Director / Administrative Division Chief <i>Ipagbigay alam ang</i>	None <i>Wala</i>	2 HOURS <i>2 Oras</i>	Property Staff/ COA Representative <i>Kawani ng Property / Kinatawan ng COA</i>

	<p><i>mga sumusunod na dahillan kung bakit di maaaring tanggapin ang inilahad na kapalit sa naiwalang kagamitan. Gayundin ipabatid na narapat na matutugunan ang kinakailangang detalye sa pagpapalit ng naiwalang kagamitan. Ito ay gagawin sa pamamagitan ng isang Memorandum na lalagdaan ng Direktor ng Administrative Service / Administrative Division Chief</i></p> <p>If Compliant with the approved specification:</p> <p><i>Kung naaayon sa detalyeng ibinigay</i></p> <p>a. Accept replacement unit upon concurrence of COA Representative <i>Tanggapin ang kagamitang inilahad sa pagsasangayon ng Kinatawan ng COA</i></p> <p>b. Prepare memorandum to FMS and COA on the acceptance of offered replacement items for reference and recording in the Books of Account <i>Maghanda ng Memorandum sa FMS at COA sa pagtanggap ng</i></p>			
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	<p><i>inilahad na kapalit ng naiwalang kagamitan upang maging sanggunian sa pagtatala sa Books of Accounts</i></p> <p>c. Prepare necessary documentation/ update record in PREMIS</p> <p><i>Maghanda ng nararapat na mga dokumento para sa pag tatala ng mga pagbabago sa PREMIS</i></p>			
<p>2. For Reimbursement</p> <p><i>Para sa pagbabayad ng naiwalang kagamitan</i></p> <p>Request for Assistance for Reimbursement of lost property</p> <p><i>Kahilingan para sa tulong pag proseso ng pagbabayad ng naiwalang kagamitan</i></p>	<p>2.1. Provide assistance to Accountable Officer to facilitate the required payment through a memorandum to be signed by the Administrative Service Director / Administrative Division Chief with the concurrence of the Accounting Office</p> <p><i>Magbigay ng tulong sa kawaing may pananagutang kung paano ang pag proseso ng pagbabayad ng naiwalang kagamitan sa pamamagitan ng Memorandum na nilagdaan ng Direktor ng Administrative Service / Administrative Division Chief na sinangayunan ng Accounting Office</i></p> <p>a. The “Money Value” to be settled – the</p>	None Wala	1 HOUR, 45 MINUTES 1 Oras, 45 Minuto	Property Staff Kawani ng Property

	<p>Money value shall be equal to the Depreciated Replacement Cost (DRC) of property at the time of loss, Consistent with the provisions of Section 41, Chapter 10 of GAM for NGAs, DRC shall be equal to the replacement cost (current market price) less accumulated depreciation calculated on the basis of replacement cost</p> <p><i>Ang halaga na dapat bayaran ay marapat na katumbas ng Depreciated Replacement Cost (DRC) sa panahon ng pagkawala ng kagamitan. Ito ay ayon sa alituntunin ng Seksyon 41, Kabanata 10 ng GAM para sa NGAs. Ang DRC ay katumbas ng kasalukuyang halaga ng naiwalang kagamitan sa merkado at ibabawas ang halaga ng kabuuang pagbaba ng halaga ng kagamitan mula sa oras na pagkawala hanggang sa kasalukuyan. Ito ay marapat na ibabatay sa halaga</i></p>			
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	<p><i>ng naiwalang kagamitan sa merkado</i></p> <p>b. The property staff shall conduct market research. Should there be no available current market price, the property's carrying amount or the Net Book Value (NBV) shall be considered.</p> <p><i>Ang kawani ng property ay magsasagawa ng pagsasaliksik sa merkado. Kung ang naiwalang kagamitan ay hindi na makikita pa sa merkado upang maging batayan upang makuha ang halaga na dapat na bayaran ng kawani. Maaaring maging batayan ang halaga ng naiwalang kagamitan o ang Net Book Value (NBV)</i></p> <p>Please refer to the sample computation provided hereunder</p> <p><i>Mangyaring mag-refer sa pagkuha ng halaga ng babayaran sa halimbawang inilahad</i></p>			
Settle the agreed amount <i>Bayaran ang napagkasunduang halaga</i>	2.2. Assist the Accountable Officer to secure from the Accounting Office	None <i>Wala</i>	15 MINUTES <i>15 Minuto</i>	Property Staff/ Accountable Officer <i>Kawani ng</i>

	<p>the issuance of Order of Payment <i>Magbiay tulong sa kawaning may pananagutan sa pagkuha ng Order of Payment sa Accounting Office</i></p> <p>2.3. Assist the Accountable Officer to secure from the Cash Office the issuance of Official Receipt upon payment <i>Magbitay tulong sa kawaning may pananagutan sa pagbabayad ng napagkasunduang halaga at sa pagkuha ng opisyal na resibo mula sa Cash Office</i></p> <p>2.4. Prepare Memorandum to Accounting Office and Letter to COA endorsing the proof of payment upon receipt of copy from the accountable officer and request for dropping from the books of accounts <i>I-endorso ang kopya ng opisyal na resibo sa Accounting Office at sa COA bilang patunay ng pagbabayad ng halagang napagkasunduan. Ito ang magiging batayan sa pagtatanggal ng nawalang kagamitan mula sa talaan ng Books of Accounts.</i></p>			<i>Property / Kawaning may pananagutan</i>
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	2.5. Prepare necessary documentation and update record in PREMIS <i>Maghanda ng nararapat na mga dokumento para sa pag tataala ng mga pagbabago sa PREMIS</i>	None <i>Wala</i>	15 Minutes <i>15 Minuto</i>	Property Staff <i>Kawanin ng Property</i>
TOTAL:		None <i>Wala</i>	8 HOURS <i>8 Oras</i>	

Note:
Tanda:
Computation of the Money Value of Lost Properties
Pagkuha ng katumbas na halaga ng naiwalang kagamitan
Rule:
Panuntunan:

- The Money Value shall be equal to the Depreciated Replacement Cost (DRC) of property at the time of loss. Consistent with the provisions of Section 41, Chapter 10 of GAM for NGAs, DRC shall be equal to the replacement cost (current market price) less accumulated depreciation calculated on the basis of replacement cost;
Ang halaga ay katumbas ng DRC ng kagamitan sa oras ng pagkawala nito. Ito ay naaayon sa probisyon ng Seksyon 41, Kabanata 10 ng GAM para sa NGAS, ng DRC ay katumbas ng kasalukuyang halaga ng naiwalang kagamitan sa merkado at ibabawas ang halaga ng kabuuang pag baba ng halaga ng kagamitan mula sa oras na pagkawala hanggang sa kasalukuyan. Ito ay marapat na ibababay sa halaga ng naiwalang kagamitan sa merkado.
- Should there be no available current market price, the property's carrying amount or the Net Book Value (NBV) shall be considered.
Kung ang naiwalang kagamitan ay hindi na makikita pa sa merkado upang maging batayan upang makuha ang halaga na dapat na bayaran ng kawani. Maaaring maging batayan ang halaga ng naiwalang kagamitan o ang Net Book Value (NBV)
- The computation of DRC shall be done by the Property Officer; On the other hand, the Net Book Value may be requested from the Accounting Division/Section;
Ang pag kuha ng DRC ay isasagawa ng kawanin ng property at ang NBV ay magmumula sa Accounting Division/Section
- For properties which are fully depreciated, adopt the residual value equivalent to at least 5% of the cost of the property shall be adopted
Kung ang kagamitan na ganap ng nagamit ang halaga, marapat na gamitin ang halaga na katumbas ng hindi bababa sa 5% na halaga ng pagkabili ng nasabing kagamitan

Sample Computations:

1. DEPRECIATED REPLACEMENT COST (DRC)

DRC = Current Market Price – Accumulated Depreciation

Where:

Accumulated Depreciation = Monthly Depreciation X Depreciation Period

Thus:

Current Market Price (replacement cost)	P2,499.00
Estimated Useful Life (in months)	60 months (5 years)
Monthly Depreciation = $\frac{\text{Current Market Price} - 5\%}{\text{Estimated Useful Life}}$ (P2,499.00 – 5%)/60 mos.	P39.57
Date of Acquisition	January 6, 2020
Date of Loss	November 15, 2020
Depreciation Period (from the date of acquisition until the time of loss)	11 months
Accumulated Depreciation (P39.57 x 11)	P435.24
Depreciated Replacement Cost (P2,499.00 – P435.24)	<u>P2,063.76</u>

1. NET BOOK VALUE

Net Book Value = Acquisition Cost – Accumulated Depreciation

Where:

Accumulated Depreciation = Monthly Depreciation X Depreciation Period

Thus:

Acquisition Cost	P13,990.00
Estimated Useful Life (in months)	60 months (5 years)
Monthly Depreciation = $\frac{\text{Acquisition Cost} - 5\%}{\text{Estimated Useful Life}}$ (P13,990.00 – 5%)/60 mos.	P221.51
Date of Acquisition	November 4, 2014
Date of Loss	February 27, 2019

Depreciation Period (from the date of acquisition until the time of loss) 2014 – 2 mos. 2015 – 12 mos. 2016 – 12 mos. 2017 – 12 mos. <u>2018 – 12 mos.</u> <u>2019 – 2 mos.</u> Total = 52 mos.	52 months
Accumulated Depreciation (P221.51 x 52)	P11,518.52
NBV/Carrying Amount (P13,990.00 – 10,632.40)	<u>P2,471.48</u>

6.8. Facilitation of Request for Relief from Property Accountability Through Reimbursement/Replacement (Pagpapadali na Mapawalang Bisa ang Pananagutan sa Kagamitan o mga Kagamitang Nawala, Napinsala, o Nasira sa Pamamagitan ng Pagpapalit o Pagbabayad)

When the lost, damaged and destroyed property issued to employees was due to other circumstance other than force majeure, theft/robbery and fire (whereas lost may be credited), the Accountable Officer can request for the replacement or reimbursement of the money value of the lost property or payment of cost of repair of the damaged property, within thirty (30) days from the occurrence of loss.

Kapag ang nawala, nasira at nawasak na ari-arian na inisyu sa mga empleyado ay dahil sa iba pang pangyayari na iba pang puwersa sa majeure, paganakaw / sunog (samantalang ang nawala ay maaaring kredito), ang Accountable Officer ay maaaring humiling para sa kapalit o muling pagbabayad ng halaga ng pera ng nawala na pag-aari o pagbabayad ng gastos sa pag-aayos ng nasirang pag-aari, sa loob ng tatlong (30) araw mula sa paglitaw ng pagkawala.

Office/Division: <i>Tanggapan/Dibisyon</i>	Administrative Service – Property Supply and Asset Management Division (AS-PSAMD)
Classification: <i>Kinabibilangan</i>	Complex Transaction <i>Komplikado</i>
Type of Transaction:	G2G – Government to Government

Uri ng Transaksyon		Pamahalaan sa Pamahalaan		
Who may avail: Sino ang maaaring makinabang?		Department of Social Welfare and Development (DSWD) Officials and Employees <i>Kawani o opisyaes ng Kagawaran ng Kagalingang Panlipunan at Pagpapaunlad</i>		
CHECKLIST OF REQUIREMENTS MGA KINAKAILANGAN		WHERE TO SECURE SAAN KUKUHA		
1. One (1) copy of duly accomplished Report of Loss, Stolen, Damaged and Destroyed Property (RLSDDP), with proof of submission to COA <i>Isang (1) kopya ng wastong natapos na Ulat ng Pagkawala, Ninakaw, Nakasira at Nasirang Ari-arian (RLSDDP), na may katibayan ng pagsumite sa COA</i> 2. One (1) original copy of Memorandum requesting reimbursement/replacement of item lost endorsed by Undersecretary concern to Undersecretary for GASSG <i>Isang (1) orihinal na kopya ng Memorandum na humihiling ng bayad / pagpapalit ng item na nawala na inindorso mula sa Undersecretary ng opisnang nakawala kay Undersecretary para sa GASSG</i>		1. From PSAMD Office through PREMIS <i>Mula sa Opisina ng PSAMD sa pamamagitan ng PREMIS</i> 2. To be prepared by the Client without any prescribed format <i>Ihahanda ng Kliyente nang walang anumang iniresetang format</i>		
CLIENT STEPS MGA HAKBANG	AGENCY ACTION AKSYON NG AHENSYA	FEES TO BE PAID MGA DAPAT BAYARAN	PROCESSING TIME PANAHO NG KAILANGAN	PERSON RESPONSIBLE TAONG DAPAT GUMAWA
1. Submit Request for Relief from Property Accountability <i>Magsumite ng Kahilingan para sa Kahulugan mula sa Pananagutan sa Ari-arian</i>	1. Receive Request for Relief from Property Accountability with endorsement from the concerned HOBS and record in DTS/Logbook <i>Tumanggap ng Kahilingan para sa Kahulugan mula sa Pananagutan sa Ari-arian na may pag-eendorso mula sa concerned HOBS at itala sa DTS / Logbook</i>	None <i>Wala</i>	5 Minutes <i>5 minuto</i>	Property Staff: Incoming/ Outgoing Clerk <i>Tauhan ng Ari-arian: Papasok / Papalabas na Clerk</i>
	1.1 Review submitted Request for Relief	None <i>Wala</i>	10 Minutes <i>10 Minuto</i>	Property Staff <i>Kawani ng</i>

	from Property Accountability by replacement/ reimbursement or provide technical assistance <i>Pag-review ng Isinumite na Kahilingan para sa Pahinga mula sa Pananagutan sa Ari-arian sa pamamagitan ng kapalit / muling pagbabayad o magbigay ng tulong na panteknikal</i>			Property
	1.2 Prepare Memorandum to Accountable Officer thru the HOBS of the processes for replacement or payment as the case maybe, in accordance with the existing guidelines <i>Maghanda ng Memorandum sa May Pananagutan na Opisyal sa pamamagitan ng HOBS ng mga proseso para sa kapalit o pagbabayad hangga't maaari, alinsunod sa umiiral na mga alituntunin</i> a. When signed, record in DTS/Logbook, Route the Memorandum to Accountable Officer thru	None <i>Wala</i>	2 Hours 2 oras	Property Staff/ Incoming/ Outgoing Clerk <i>Tauhan ng Property / Papasok / Papalabas na Clerk</i>

	the HOBS concerned <i>Kapag nilagdaan, itala sa DTS / Logbook, i-route ang Memorandum sa May Pananagutan na Opisyal sa pamamagitan ng pagdaan sa HOBS</i>			
2. Submit reply on the recommendation of the Property Office and/ or submit additional requirement / documents <i>Magsumite ng tugon sa rekomendasyon ng Tanggapan ng Ari-arian at / o magsumite ng karagdagang kinakailangan mga dokumento</i>	2. Receive and review the reply and the submitted additional documents/ requirements of the Accountable Officer <i>Pagtanggap at suriin ang tugon at ang isinumite ng karagdagang mga dokumento / kinakailangan ng May Pananagutan na Opisyal</i>	None <i>Wala</i>	10 MINUTES <i>10 minuto</i>	Property Staff <i>Kawani ng Property</i>
	2. If not complete: Prepare Memorandum to the Accountable Officer thru the HOBS concerned to require submission of the identified lacking requirement/s <i>Kung hindi</i>	None <i>Wala</i>	2 Hours <i>2 Oras</i>	Property Staff <i>Kawani ng Property</i>

	<p>kumpleto: ay Maghanda ng Memorandum sa May Pananagutan na Opisyal sa pamamagitan ng HOBS na kinauukulan upang mangailangan ng pagsumite ng natukoy na kulang na mga kinakailangan</p> <p>a. The Memorandum shall be signed by the Administrative Service/ Director Ang Memorandum ay pipirmahan ng Administratibong Serbisyo / Direktor</p> <p>If complete: Proceed to the next step</p> <p>Kung kumpleto: Magpatuloy sa susunod na hakbang</p>			
	<p>2.1. Prepare a Recommendation addressed to the Undersecretary for GASSG/ Regional Director for the replacement or payment of the lost property, to be coursed through the Accounting Office for concurrence as to the computation of Money Value Maghanda ng isang</p>	<p>None Wala</p>	<p>3 HOURS 3 Oras</p>	<p>Property Staff Kawani ng Property</p>

	<p><i>Rekomendasyon na nakatuon sa Undersecretary para sa GASSG / Regional Director para sa kapalit o pagbabayad ng nawala na pag-aari, na ipadadala sa Accounting Office para sa pagsabay sa pagkalkula ng Halaga ng Pera</i></p> <p>For Replacement: Para sa Kapalit:</p> <ul style="list-style-type: none"> ▪ The replacement unit must be of similar or higher specification than that of the unit sought to be replaced; <i>Ang kapalit na yunit ay dapat na magkatulad o mas mataas na detalye kaysa sa yunit na hinahangad na mapalitan;</i> ▪ The replacement unit must be in good working condition, regardless than that of the lost property's condition at the time of loss, <i>Ang yunit ng kapalit ay dapat maayos, hindi alintana ang kondisyon ng nawalang gamit</i> ▪ The replacement of the lost property is more advantageous to the government. Otherwise, payment of the money value of 			
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	<p>the property shall be required.</p> <p><i>Ang kapalit ng nawalang pag-aari ay higit na bentahe sa gobyerno. Kung hindi man, kinakailangan ng pagbabayad ng halaga ng pera ng pag-aari.</i></p> <p>For Payment: Para sa Pagbabayad:</p> <ul style="list-style-type: none"> ▪ The Property Staff shall determine the “Money Value” of the lost property to be settled by the Accountable Officer <p><i>Tutukuyin ng tauhan ng Property ang “Halaga ng Pera” ng nawawalang pag-aari na aayusin ng Opisyal na May Pananagutan</i></p> <ul style="list-style-type: none"> ▪ The property staff shall conduct market research. Should there be no available current market price, the property’s carrying amount or the Net Book Value (NBV) shall be considered. <p><i>Ang kawani ng property ay dapat magsagawa ng pagsasaliksik sa merkado. Kung walang magagamit na kasalukuyang presyo ng merkado,</i></p>			
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	<p><i>ang halaga ng bitbit ng pag-aari o ang Net Book Value (NBV) ay isasaalang-alang.</i></p> <p>Please refer to the sample computation provided hereunder</p> <p><i>Mangyaring mag-refer sa sample na pagkalkula na ibinigay dito</i></p>			
	<p>2.2. Receive Recommendation with the decision of the Undersecretary for GASSG / Regional Director</p> <p><i>Tumanggap ng Rekomendasyon kasama ang desisyon ng Undersecretary para sa GASSG / Regional Director</i></p> <p>Disapproved – Prepare Memorandum informing the Accountable Officer on the disapproval of request and require compliance as to the reason for non-approval</p> <p>Hindi naaprubahan - <i>Ihanda ang Memorandum na nagpapaalam sa Accountable Officer sa hindi pag-apruba ng kahilingan at nangangailangan ng pagsunod sa dahilan ng hindi pag-apruba</i></p> <p>Approved – Prepare Memorandum to Accountable Officer informing the approval of the request for Reimbursement/ Replacement</p>	<p>None Wala</p>	<p>2 HOURS 2 Oras</p>	<p>Property Staff Kawani ng Property</p>

	of Lost Property Naaprubahan - <i>Maghanda ng Memorandum sa May Pananagutan na Opisyal na nagpapaalam sa pag-apruba ng kahilingan para sa Reimbursement / Kapitalit ng Nawalang Ari-arian</i>			
3. For Reimbursement Request for Assistance for Reimbursement of lost property and settle the agreed amount Para sa Pagbabayad <i>Kahilingan para sa Tulong para sa Pagbabayad ng nawalang pag-aari at bayaran ang napagkasunduang halaga</i>	3. Assist the Accountable Officer to secure from Accounting Office the issuance of Order of Payment <i>Tulungan ang Accountable Officer na ma-secure mula sa Accounting Office ang pagpapalabas ng Order of Payment</i> 3.1. Assist the Accountable Officer to secure Cash Office the issuance of Official Receipt upon payment <i>Tulungan ang Accountable Officer na ma-secure sa Cash Office ang pagpapalabas ng Opisyal na Resibo sa pagbabayad</i> 3.2. Prepare Memorandum to Accounting Office and Letter endorsing the proof of payment upon receipt of copy from the accountable person and request for dropping from the Books of Accounts	None Wala	2 HOURS 2 oras	Property Staff Kawani ng Property

	<p><i>Maghanda ng Memorandum sa Accounting Office at Liham na nag-eendorso ng patunay ng pagbabayad sa pagtanggap ng kopya mula sa taong may pananagutan at humiling ng pag-drop mula sa Mga Aklat ng Mga Account</i></p> <p>3.3. Update PREMIS as to the settlement of property accountability <i>I-update ang PREMIS tungkol sa pag-areglo ng pananagutan sa pag-aari</i></p>			
<p>For Replacement Present replacement unit for the lost property</p> <p><i>Para sa Kapital Kasalukuyang yunit ng kapital para sa nawala na pag-aari</i></p>	<p>3. Request the presence of COA representative during inspection of replacement unit <i>Hilingin ang pagkakaroon ng kinatawan ng COA habang isinasagawa ang inspeksyon ng kapital na yunit</i></p>	<p>None Wala</p>	<p>30 MINUTES 30 Minuto</p>	<p>Property Staff COA Representative <i>Kawani ng Property Kinatawan ng COA</i></p>
	<p>Inspect/ Validate the offered replacement unit/s <i>Suriin / Patunayan ang inalok na unit</i></p> <p>If Compliant: Kung Sumusunod:</p> <p>3.1. Accept replacement unit upon concurrence of COA Representative <i>Tanggapin ang kapital na yunit sa pagsang-ayon ng Kinatawan ng COA</i></p>	<p>None Wala</p>	<p>2 HOURS 2 oras</p>	<p>Property Staff COA Representative <i>Kawani ng Property Kinatawan ng Property</i></p>

	<p>3.2. Prepare Memorandum to FMS and COA on the acceptance of offered replacement items for reference and recording in the Books of Accounts</p> <p><i>Maghanda ng Memorandum sa FMS at COA sa pagtanggap ng mga inaalok na kapalit na item para sa sanggunian at pagrekord sa Mga Aklat ng Mga Account</i></p> <p>3.3. Prepare necessary documentation/ update record in PREMIS</p> <p><i>Ihanda ang kinakailangang dokumentasyon / tala ng pag-update sa PREMIS</i></p> <p>If Non-Compliant: Kung Hindi Sumusunod: Inform the Accountable Officer of the reason/s for non-compliance and require to meet the needed requirements</p> <p><i>Ipaalam sa May Pananagutan na Opisyal ang mga dahilan para sa hindi pagsunod at kinakailangan upang matugunan ang mga kinakailangan</i></p>			
	<p>4. Prepare Memorandum to FMS and Letter to COA on the acceptance of the</p>	<p>None Wala</p>	<p>1 HOUR 1 Oras</p>	<p>Property Staff Kawani ng Property</p>

	offered replacement item/s for reference and recording in the Books of Accounts <i>Maghanda ng Memorandum sa FMS at Liham sa COA sa pagtanggap ng inaalok na item / kapalit para sa sanggunian at pagrekord sa Mga Aklat ng Mga Account</i>			
TOTAL:		None Wala	14 HOURS, 55 MINUTES 14 Oras, 55 Minuto	

Computation of the Money Value of Lost Properties

Rule:

- The Money Value shall be equal to the Depreciated Replacement Cost (DRC) of property at the time of loss. Consistent with the provisions of Section 41, Chapter 10 of GAM for NGAs, DRC shall be equal to the replacement cost (current market price) less accumulated depreciation calculated on the basis of replacement cost;
Ang halaga ay katumbas ng DRC ng kagamitan sa oras ng pagkawala nito. Ito ay naaayon sa probisyon ng Seksyon 41, Kabanata 10 ng GAM para sa NGAS, ng DRC ay katumbas ng kasalukuyang halaga ng naiwalang kagamitan sa merkado at ibabawas ang halaga ng kabuuang pag baba ng halaga ng kagamitan mula sa oras na pagkawala hanggang sa kasalukuyan. Ito ay marapat na ibabatay sa halaga ng naiwalang kagamitan sa merkado.
- Should there be no available current market price, the property's carrying amount or the Net Book Value (NBV) shall be considered.
Kung ang naiwalang kagamitan ay hindi na makikita pa sa merkado upang maging batayan upang makuha ang halaga na dapat na bayaran ng kawani. Maaaring maging batayan ang halaga ng naiwalang kagamitan o ang Net Book Value (NBV)
- The computation of DRC shall be done by the Property Officer; On the other hand, the Net Book Value may be requested from the Accounting Division/Section.
Ang pag kuha ng DRC ay isasagawa ng kawanin ng property at ang NBV ay magmumula sa Accounting Division/Section
- For properties which are fully depreciated, adopt the residual value equivalent to at least 5% of the cost of the property shall be adopted
Kung ang kagamitan na ganap ng nagamit ang halaga, marapat na gamitin ang halaga na katumbas ng hindi bababa sa 5% na halaga ng pagkabili ng nasabing kagamitan

Sample Computations:

1. DEPRECIATED REPLACEMENT COST (DRC)

DRC = Current Market Price – Accumulated Depreciation

Where:

Accumulated Depreciation = Monthly Depreciation X Depreciation Period

Thus:

Current Market Price (replacement cost)	P2,499.00
Estimated Useful Life (in months)	60 months (5 years)
Monthly Depreciation = $\frac{\text{Current Market Price} - 5\%}{\text{Estimated Useful Life}}$ (P2,499.00 – 5%)/60 mos.	P39.57
Date of Acquisition	January 6, 2020
Date of Loss	November 15, 2020
Depreciation Period (from the date of acquisition until the time of loss)	11 months
Accumulated Depreciation (P39.57 x 11)	P435.24
Depreciated Replacement Cost (P2,499.00 – P435.24)	<u>P2,063.76</u>

1. NET BOOK VALUE

Net Book Value = Acquisition Cost – Accumulated Depreciation

Where:

Accumulated Depreciation = Monthly Depreciation X Depreciation Period

Thus:

Acquisition Cost	₱13,990.00
Estimated Useful Life (in months)	60 months (5 years)
Monthly Depreciation = $\frac{\text{Acquisition Cost} - 5\%}{\text{Estimated Useful Life}}$ (₱13,990.00 – 5%)/60 mos.	₱221.51
Date of Acquisition	November 4, 2014
Date of Loss	February 27, 2019
Depreciation Period (from the date of acquisition until the time of loss) 2014 – 2 mos. 2015 – 12 mos. 2016 – 12 mos. 2017 – 12 mos. <u>2018 – 12 mos.</u> <u>2019 – 2 mos.</u> Total = 52 mos.	52 months
Accumulated Depreciation (₱221.51 x 52)	₱11,518.52
NBV/Carrying Amount (₱13,990.00 – 10,632.40)	<u>₱2,471.48</u>

6.9. Recording, Documentation, and Issuance of PPE and Semi-Expandable Properties (Pagtatala, pagdu-dokumento at pag isyu ng kagamitan)

Prior to issuance to end user, all newly acquired properties, classified either as PPE or Semi-expendable properties shall first be coordinated with the Property Supply and Asset Management Division (PSAMD) in the Central Office or Property Supply/Units in the Field Offices for recording and property tagging.

Ang lahat ng bagong kagamitan ng Departamento maging ito ay PPE or Semi-expendable ay marapat lamang na ipagbigay alam sa ipaalam PSAMD kung ito ay sa Central Office at sa Property Supply/Units kung ito ay sa Field Office upang ito ay ma-itala at malagyan ng property tag.

Office/Division: <i>Tanggapan/Dibisyon</i>	Administrative Service – Property Supply and Asset Management Division (AS-PSAMD)
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Classification: <i>Kinabibilangan</i>	Complex Transaction <i>Komplikado</i>			
Type of Transaction: <i>Uri ng Transaksyon</i>	G2G – Government to Government <i>Pamahalaan sa Pamahalaan</i>			
Who may avail: <i>Sino ang maaaring makinabang?</i>	Department of Social Welfare and Development (DSWD) Officials and Employees <i>Kawani o opisyal ng Kagawaran ng Kagalingang Panlipunan at Pagpapaunlad</i>			
CHECKLIST OF REQUIREMENTS <i>MGA KINAKAILANGAN</i>		WHERE TO SECURE <i>SAAN KUKUHA</i>		
1. 1 Copy of Purchase Order (PO) 2. 1 Copy of Contract (if applicable) 3. 1 Copy of Sales Invoice / Delivery Receipt (SI/DR) 4. 1 Copy of Notice to Proceed 5. 1 Copy of Inspection and Acceptance Report (IAR) 6. 1 Copy of Property Transfer Report (PTR) (If applicable)		1. Procurement Management Service -Contract Monitoring Division 2. Concerned Offices, Bureaus, Services, Units (OBSUs)		
CLIENT STEPS <i>MGA HAKBANG</i>	AGENCY ACTION <i>AKSYON NG AHENSYA</i>	FEES TO BE PAID <i>MGA DAPAT BAYARAN</i>	PROCESSING TIME <i>PANAHONG KAILANGAN</i>	PERSON RESPONSIBLE <i>TAONG DAPAT GUMAWA</i>
1. Forward complete documents (PO, Contract, SI/DR, Notice to Proceed, IAR, PTR) to Property Office	1. Receipt of complete documents from 8am to 5pm Mondays to Fridays except Holidays <i>Pagtanggap ng kumpletong dokument mula ika-walo ng umaga hanggang ika-lima ng hapon, Lunes hanggang Biyernes maliban sa mga araw na Holiday</i>	None <i>Wala</i>	5 Minutes <i>5 Minuto</i>	Property Staff <i>Kawani ng Property</i>
<i>Ipasa ang kumpletong dokument sa Property Office</i>	1.1 Validate the accuracy and completeness of all attached documents <i>Kumpirmahin kung ang ipinasang mga dokumento ay kumpleto</i> If no, request for the	None <i>Wala</i>	10 Minutes <i>10 Minuto</i>	Property Staff <i>Kawani ng Property</i>

	lacking document/s <i>Kung kulang, hingin ang kinakailangang dokumento</i> If yes, proceed to the next step <i>Kung kumpleto, maari ng magpatuloy sa susunod na hakbang</i>			
	1.2 Determine the Property's acquisition cost. <i>Alamin ang halaga ng binili o mga biniling kagamitan</i> If Php 15,000.00 and above - record the property details in PREMIS under the "Property Records" module <i>Kung ang nagkakahalaga ng 15,000 pataas, ang impormasyon ng biniling kagamitan ay itatala sa "Property Records" module ng PREMIS</i> If PHP 14,999.99 and below or acquired as attachment to subscription plan/contracts, donation, or fabrication regardless of the acquisition cost – record in PREMIS under the "Inventory Custodian Slip (ICS)" module. <i>Kung nagkakahalaga ng 14,999.99 pababa, ang impormasyon ng kagamitan ay itatala sa "Inventory Custodian Slip (ICS)" module ng PREMIS, kasama sa itatala sa "ICS module" ang mga kagamitan na nakuha mula sa subscription plan/ contracts, donasyon, o ito ay binuo lamang, kahit ano pa ang halaga nito</i>	None <i>Wala</i>	10 Minutes <i>10 Minuto</i>	Property Staff <i>Kawani ng Property</i>

	<p>Upon successful encoding electronically, a property number shall be automatically generated by the system for property identification</p> <p><i>Pagkatapos na maitala ang mga impormasyon hinggil sa kagamitan, ang system o ang PREMIS ay awtomatikong bubuo ng property number na syang gagamiting pagkakakilanlan ng kagamitan</i></p>			
	<p>1.3 Identify the End User <i>Alamin o tukuyin ang aktwal na gagamit ng kagamitan o end user</i></p> <p>Copy the assigned property number and open the “Transfer Thru Furniture and Equipment Transfer Slip (FETS)” module in PREMIS to record the identified end-user</p> <p><i>Kopyahin ang itinalagang numero ng kagamitan at buksan ang module na “Transfer Thru Furniture and Equipment Transfer Slip (FETS)” sa PREMIS upang maitala nag natukoy na end-user</i></p> <p>As a general rule, the primary accountable personnel shall be those regular, coterminous, contractual, or casual employees.</p> <p><i>Bilang pangkalahatang tuntunin, ang pangunahing responsableng empleyado sa kagamitan ay ang mga regular, coterminous, kontraktwal o kaswal na manggagawa</i></p> <p>Should the actual end-user of the property be a Contract of Service (COS) Worker, they shall be</p>	<p>None Wala</p>	<p>15 Minutes 15 Minuto</p>	<p>Property Staff Kawani ng Property</p>

	<p>recorded as the secondary accountable personnel with the regular, coterminous, contractual, or casual employee within their office as the primary accountable officer</p> <p><i>Kung ang aktwal na end-user na end user ng kagamitan ay isang Contact of Service (COS) na manggagawa, sila ay itatala bilang pangalawang responsableng manggagawa at ang ang manggagawang may regular, coterminous, kontraktwal, o kaswal na estado sa kanilang tanggapan ang siyang magiging pangunahing responsableng opisyal</i></p>			
	<p>1.4 Print forms and Barcode Stickers</p> <p><i>Mag-print ng forms at Barcode Sticker</i></p> <p>Generate and print Property Acknowledgement Receipt (PAR) or Inventory Custodian Slip (ICS), Undertaking (if there is a secondary accountable person) into three copies and barcode sticker through the "PREMIS Report" module; the applicable forms shall depend on the acquisition cost (see process above):</p> <p><i>Mag-generate at mag-print ng PAR of ICS, Undertaking (Kung may pangalawang accountable na manggagawa) sa tatlong kopya at barcode sticker sa "Report" module ng PREMIS; ang angkop na dokumento (PAR/ICS) ay nababatay sa halaga ng kagamitan (sumangguni sa prosesong naitala sa taas)</i></p> <p>Generate and print the barcode sticker, with number of copies, as, follows:</p> <p><i>Mag-generate at mag-print ng barcode sticker; Ang bilang ng</i></p>	<p>None Wala</p>	<p>15 Minutes 15 Minuto</p>	<p>Property Staff Kawani ng Property</p>

	<p><i>kopya ng barcode sticker na dapat i-print ay ang sumusunod:</i></p> <table><tr><td>Computer Desktop</td><td>3</td></tr><tr><td>Split Type Air Condition Unit</td><td>2</td></tr><tr><td>Partitions</td><td>Depending on the number of partitions per property number</td></tr><tr><td>Blinds</td><td>Depending on the number of blinds per property number</td></tr><tr><td>Other property</td><td>1</td></tr></table>	Computer Desktop	3	Split Type Air Condition Unit	2	Partitions	Depending on the number of partitions per property number	Blinds	Depending on the number of blinds per property number	Other property	1			
Computer Desktop	3													
Split Type Air Condition Unit	2													
Partitions	Depending on the number of partitions per property number													
Blinds	Depending on the number of blinds per property number													
Other property	1													
<p>1.5 Attach Barcode Stickers to the Property <i>Ilagay/Ikabit ang Barcode Sticker sa kagamitan</i></p> <p>The printed barcode stickers shall be attached to the most visible and secured area of the property before the issuance of item(s) to the end user <i>Ang na-print na barcode sticker ay ilagay/ikadabit sa pinaka madaling makita ngunit ligtas na parte ng kagamitan bago ito ma-isyu sa manggagawa na gagamit ng kagamitan</i></p>	<p>None <i>Wala</i></p>	<p>10 Minutes <i>10 Minuto</i></p>	<p>Property Staff <i>Kawani ng Property</i></p>											
<p>1.6 Endorse Printed PAR/ICS to the End-user <i>Ipaabot ang na-print na PAR/ICS sa end-user</i></p> <p>The property officer shall</p>	<p>None <i>Wala</i></p>	<p>5 Minutes <i>5 Minuto</i></p>	<p>Property Staff <i>Kawani ng Property</i></p>											

	<p>prepare a Memorandum to endorse the generated PAR/ICS forms to the identified end user for signature of the Head of the Property Division/Section. The transaction should be recorded by the incoming / outgoing clerk in the logbook for “New Issuance”, for monitoring purposes. Once signed, the Memorandum together with the printed PAR/ICS shall be transmitted to the end user</p> <p><i>Ipaabot ang na-print na PAR/ICS sa end-user sa pamamagitan ng inihandang Memorandum ng property officer na nilagdaan ng pinuno ng tanggapan ng Property. Ito ay itatala ng klerk sa isang talaang “New Issuance” upang ito madaliang ma-monitor.</i></p>			
	<p>1.7 Issue Property to the End User <i>I-isyu ang kagamitan sa na tukoy na end user</i></p> <p>Upon receipt of the signed and approved PAR/ICS, the concerned property officer shall facilitate issuance of property to the end user. <i>Pag tanggap ng property officer ng nalagdaang PAR/ICS kanya ng i-isyu ang kagamitan sa end user</i></p> <p>The property officer shall sign on the “Issued by” portion in the PAR/ICS <i>Sa pag isyu ng kagamitan, ang property officer ay lalagda sa parteng “Issued by” ng PAR/ICS</i></p>	<p>None Wala</p>	<p>1 Hour 1 Oras</p>	<p>Property Staff Kawani ng Property</p>
	<p>1.8 Approve PAR/ICS <i>Pag-apruba sa PAR/ICS</i></p> <p>After issuance of the</p>	<p>None Wala</p>	<p>5 Minutes 1 Minuto</p>	<p>Head of Property Office</p>

	<p>property, the PAR/ICS will be forwarded to the Property Division/Section Chief for signature on the "Approved by" portion in the PAR or ICS</p> <p><i>Pagkatapos na ma-isyu ang kagamitan sa end-user at malagdaan ng property officer ang parteng "Issued by" ng PAR/ICS, ang PAR/ICS ay ipapaabot sa pinuno ng tanggapan ng property upang malagdaan ang parteng "Approved by" ng PAR/ICS</i></p>			<p><i>Pinuno ng Tanggapan ng Property</i></p>
	<p>1.9 Provide copy of PAR/ICS to the concerned offices</p> <p><i>Magbigay ng kopya ng naaprubahang PAR/ICS sa kinauukulang tanggapan</i></p> <p>Provide one copy of PAR/ICS to the end-user for their reference</p> <p><i>Magbigay ng isang kopya ng PAR/ICS sa end-user para sa kanilang sanggunian</i></p> <p>Provide one copy to Procurement Management Service/Procurement Unit for attachment to the Disbursement Voucher.</p> <p><i>Magbigay ng isang kopya sa Procurement Management Service/Procurement Unit para sa attachment sa Disbursement Voucher</i></p> <p>For the transferred property from CO to FO / FO to CO / FO to FO, provide one copy of signed PAR/ICS with attached original copy of PTR to Finance Management Service / Division</p> <p><i>Para sa mga kagamitang inilipat sa CO pa FO / FO pa CO / FO pa FO, magbigay ng isang kopya ng aprubadong PAR/ICS na may kalakip na orihinal na kopya ng</i></p>	<p>None <i>Wala</i></p>	<p>30 Minutes <i>30 Minuto</i></p>	<p>Property Staff <i>Kawani ng Property</i></p>

	<i>PTR sa Finance Management Service / Division</i>			
	1.10 Update PREMIS <i>I-update ang PREMIS</i> PREMIS shall be updated as to the following information: <i>I-update ang record sa PREMIS sa sumusunod na impormasyon:</i> 1. Date the PAR/ICS was returned with signature of the End-User <i>Araw kung kailan naibalik ang nilagdaang PAR/ICS ng End-User</i> 2. Date of approval of PAR/ICS <i>Araw kung kailan inaprubahan ang PAR/ICS na nilagdaan ng End-User</i>	None <i>Wala</i>	10 Minutes <i>10 Minuto</i>	Property Staff <i>Kawani ng Property</i>
TOTAL		None <i>Wala</i>	2 HOURS, 55 MINUTES <i>1 oras, 55 minuto</i>	

6.10. Physical Count of Property, Plant, and Equipment (PPE) (Pisikal na Bilang ng Ari-arian at Kagamitan)

To ensure integrity of custodianship of properties of the Department, a physical count of all properties of the Department shall be conducted, annually in case of PPEs.

Upang matiyak ang integridad ng pag-iingat ng mga ari-arian ng Departamento, isang pisikal na pagbilang ng lahat ng mga ari-arian ng Departamento ay dapat isagawa, taun-taon sa kaso ng mag PPE.

Office/Division: <i>Tanggapan/Dibisyon</i>	Administrative Service – Property Supply and Asset Management Division (AS-PSAMD)
Classification: <i>Kinabibilangan</i>	Highly Technical Transaction <i>Lubos na Teknikal na Transaksyon</i>
Type of Transaction: <i>Uri ng Transaksyon</i>	G2G – Government to Government <i>Pamahalaan sa Pamahalaan</i>

Who may avail: <i>Sino ang maaaring makinabang?</i>		Department of Social Welfare and Development (DSWD) Officials and Employees <i>Kawani o opisyales ng Kagawaran ng Kagalingang Panlipunan at Pagpapaunlad</i>		
CHECKLIST OF REQUIREMENTS <i>MGA KINAKAILANGAN</i>		WHERE TO SECURE <i>SAAN KUKUHA</i>		
1. Special Order		1. Property Supply and Asset Management Division		
CLIENT STEPS <i>MGA HAKBANG</i>	AGENCY ACTION <i>AKSYON NG AHENSYA</i>	FEES TO BE PAID <i>MGA DAPAT BAYARAN</i>	PROCESSING TIME <i>PANAHONG KAILANGAN</i>	PERSO N RESPO NSIBLE <i>TAONG DAPAT GUMAWA</i>
Prepare Special Order <i>Maghanda ng Special Order</i>	The Inventory Committee in the Central Office (ICCO)/Inventory Committee in the Field Office (ICFO), shall plan the conduct of Annual Physical Count of PPEs and through its Secretariat, shall prepare the inventory guidelines and other needed documents <i>Ang Inventory Committee in the Central Office (ICCO)/Inventory Committee in the Field Office (ICFO), ay dapat magplano ng pagsasagawa ng Taunang Pisikal na Bilang ng mga PPE at sa pamamagitan ng Secretariat nito, ay dapat maghanda ng mga alituntunin sa imbentaryo at iba pang mga kinakailangang dokumento.</i>	None <i>Wala</i>	3 Days <i>3 araw</i>	Secretari at
Prepare Notice of Meeting <i>Maghanda ng Paunawa ng Pagpupulong</i>	Once the Special Order is approved, Secretariat shall prepare the Notice of Meeting for signature of the ICCO/ICFO Chairperson. The agenda to be indicated in the Notice shall be as follows:	None <i>Wala</i>	30 Minutes <i>30 Minuto</i>	Secretari at

	<p>1. Date/schedule of conduct of Physical Count.</p> <p>2. Crafting of inventory guidelines</p> <p>3. Assignments/roles of ICCO/ICFO members and other personnel involved</p> <p><i>Kapag ang Special Order ay naaprubahan, ang Secretariat ay dapat ihanda and Paunawa ng Pagpupulong para sa lagda ng Tagapangulo ng ICCO/ICFO.</i></p> <p><i>Ang Agenda na isasaad ang Paunawa ay ang sumusunod:</i></p> <p>1. <i>Petsa/iskedyul ng pagsasagawa ng Pisikal na Pagbibilang.</i></p> <p>2. <i>Paggawa ng mga alituntunin sa pag-iimbentaryo.</i></p> <p>3. <i>Takdang-aralin/gampanan ng mga miyembro ng ICCO/ICFO at iba pang tauhan</i></p> <p>Once the Notice of Meeting is signed, the incoming/outgoing clerk shall route the same to all members of the ICCO/ICFO for information.</p> <p><i>Kapag napirmahan na ang Notice of Meeting, ang incoming/outgoing ang klerk ay dapat na idirekta ang parehong sa lahat ng mga miyembro ng ICCO/ICFO para sa impormasyon.</i></p> <p>ICCO/ICFO shall conduct meeting and finalize the activities for the conduct of physical count</p>			<p>Incoming /Outgoing Clerk</p> <p>ICCO/IC</p>
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	<p><i>Magsasagawa ang ICCO/ICFO ng pagpupulong at tapusin ang mga aktibidad para sa pagsasagawa ng bilang pisikal</i></p> <p>The required Minutes of the Meeting will be prepared by the Secretariat</p> <p><i>Ang mga kinakailangang Minutes ng Pagpupulong ay ihahanda ng Secretariat</i></p>			FO
<p>Conduct of Meeting</p> <p><i>Pagsasagawa ng Pulong</i></p>	<p>1. The Secretariat shall gather the relevant documents as basis for the conduct of inventory taking, as provided in the Guidelines</p> <p><i>Ang Secretariat ay magtitipon ng mga kaugnay na dokumento bilang batayan para sa pagsasagawa ng pagkuha ng imbentaryo, bilang ibinigay sa Mga Alituntunin</i></p> <p>2. The Secretariat shall also prepare the following documents for signature of the GASSG Head/Regional Director:</p> <p><i>Dapat din ihanda ng Secretariat ang mga sumusunod na mga dokumento para pirmahan ng GASSG Head/Regional Direktor:</i></p> <ul style="list-style-type: none"> a. Memorandum addressed to all offices informing about the schedule of inventory taking in their stations b. Letter / Memorandum to Commission on Audit and Internal Audit Service/ Management Audit 	<p>None</p> <p><i>Wala</i></p>	<p>90 Minutes</p> <p><i>90 Minuto</i></p>	Secretariat

	<p>Analyst to request representatives who will witness the conduct of physical count</p> <p>a. Memorandum na naka-address sa lahat ng mga opisina na nagpapaalam tungkol sa iskedyul ng pagkuha ng imbentaryo sa kanilang mga istasyon</p> <p>b. Liham / Memorandum sa Commission on Audit at Internal Audit Service/Pamamahala Audit Analyst sa hiling ng mga kinatawan na masaksihan ang pisikal na pagbibilang</p>			
<p>Route/Disseminate Information to Concerned Offices</p> <p><i>Ruta/ Magpakalat ng Impormasyon sa Mga Kinauukulang Tanggapan</i></p>	<p>Once the documents are signed, the incoming/outgoing clerk shall route the same to concerned offices for information.</p> <p><i>Kapag ang mga dokumento ay nilagdaan, ang incoming/outgoing na klerk ay dapat na i-ruta ang parehong dokumento sa mga kinauukulang opisina para sa impormasyon</i></p>	None Wala	5 Minutes 5 Minuto	Incoming /Outgoing Clerk
<p>Provide Instruction</p> <p>Magbigay ng Instruksyon</p>	<p>Prior to the actual conduct of the physical count, the ICCO/ICFO Chairperson shall provide specific instructions to the Team for the smooth conduct of physical count</p> <p><i>Bago ang aktwal na pagsasagawa ng pisikal na bilang, ang Tagapangulo ng ICCO/ICFO ay dapat magbigay ng mga tiyak na tagubilin sa koponan para sa maayos na pagsasagawa ng pisikal na pagbibilang</i></p>	None Wala	30 Minutes 30 Minuto	ICCO/ICFO Chairperson Inventory Team

Conduct the Physical Count <i>Isagawa ang Pisikal na Bilang</i>	Using the barcode scanner, the Inventory Team shall check the property description vis-a-vis reference documents on hand and indicate present condition of equipment. Replace property stickers/barcodes, if necessary each member of the inventory team shall forward the accomplished inventory sheet to the Secretariat for consolidation. <i>Gamit ang barcode scanner, susuriin ng Koponan ng Imbentaryo ang paglalarawan ng ari-arian vis-a-vis reference na mga dokumento sa kamay at ipahiwatig ang kasalukuyang kondisyon ng kagamitan. Palitan ang mga sticker/barcode ng ari-arian, kung kinakailangan, dapat ipasa ng bawat miyembro ng pangkat ang natapos na sheet ng imbentaryo sa Secretariat para sa pagsasama-sama.</i>	None <i>Wala</i>	2 Minutes per Property Item <i>2 Minuto bawat Property Item</i>	ICCO/ICFO Chairperson Inventory Team Secretariat
Prepare the Inventory Findings/Report <i>Ihanda ang mga Natuklasan/Ulat ng Imbentaryo</i>	After the conduct of physical count, the secretariat shall prepare a Memorandum to concerned offices to be signed by the ICCO/ICFO Chairperson, to inform them of the result of the physical count in their office. All discrepancies between the physical count and records shall be reported to Head of Office concerned and reconcile immediately. <i>Pagkatapos ng pagsasagawa ng pisikal na pagbibilang, ang sekretariat ay dapat maghanda ng Memorandum sa mga kinauukulang opisina na pipirmahan ng Tagapangulo ng ICCO/ICFO, upang ipaalam sa</i>	None <i>Wala</i>	4 Hours <i>4 na oras</i>	ICCO/ICFO Secretariat Head of Office

	<p><i>kanila ang resulta ng pisikal na bilang sa kanilang opisina. Lahat ng mga pagkakaiba sa pagitan ng pisikal na bilang at mga talaan dapat iulat sa Pinuno ng Office concerned at magkasundo agad.</i></p> <p>The result must specify ICCO/ICFO's findings such as:</p> <ol style="list-style-type: none"> 1. Properties that are located in the station; and 2. Properties that are not located in the station (discrepancies); in this case, ICCO/ICFO shall schedule the conduct of re-inventory/revalidation <p><i>Dapat tukuyin ang resulta ng mga natuklasan ng ICCO/ICFO tulad ng:</i></p> <ol style="list-style-type: none"> 1. Mga kagamitan na matatagpuan sa istasyon; at 2. Mga kagamitan na hindi matatagpuan sa istasyon (mga pagkakaiba); dito sa kaso, ang ICCO/ICFO ay dapat iiskedyul ang pagsasagawa ng muling imbentaryo/revalidation 			
<p>Forward signed Inventory Report/ Findings</p> <p><i>Ipasa ang nilagdaang Inventory Report/Findings</i></p>	<p>Once the Report/Findings are signed, the incoming/outgoing clerk shall route/forward the same to concerned office/s</p> <p><i>Kapag ang Ulat/Mga Natuklasan ay nilagdaan, ang papasok/papalabas clerk ay dapat ruta/pasulong ang pareho sa kinauukulang opisina</i></p>	None Wala	5 Minutes 5 Minuto	Incoming /Outgoing Clerk
<p>Conduct Re-Inventory/Rev alidation</p> <p><i>Magsagawa ng Re-Inventory/ Revalidation</i></p>	<p>This activity will address the result/findings of discrepancies during the conduct of physical count of properties</p> <p><i>Ang aktibidad na ito ay tutugon sa resulta/mga natuklasan ng mga pagkakaiba sa panahon ng</i></p>	None Wala	2 Hours 2 Oras	Inventory Team

	<i>pagsasagawa ng pisikal bilang ng mga ari-arian</i>			
Conduct Reconciliation of Property Records and Books of Accounts <i>Magsasagawa ng Reconciliation ng Property Records at Books of Accounts</i>	<p>Upon completion of the conduct of physical count, ICCO/ICFO shall conduct reconciliation of property and accounting records and shall address discrepancies, in accordance with the guidelines.</p> <p><i>Sa pagtatapos ng pagsasagawa ng pisikal na pagbibilang, magsasagawa ang ICCO/ICFO pagkakasundo ng mga rekord ng ari-arian at accounting at tutugunan ang mga pagkakaiba, alinsunod sa mga alituntunin.</i></p> <p>As a result of this activity, data reconciliation report shall be prepared to serve as reference in the preparation of RPCPPE</p> <p><i>Bilang resulta ng aktibidad na ito, ang data reconciliation report ay ihahanda upang magsilbing sanggunian sa paghahanda ng RPCPPE</i></p>	None <i>Wala</i>	5 Days 5 Araw	ICCO/ICFO Secretariat
Endorse the RPCPPE for Approval <i>I-endorse ang RPCPPE para sa Pag-apruba</i>	<p>Upon completion of the physical count, the ICCO/ICFO, through the Secretariat shall prepare the Report on Physical Count of Property, Plant and Equipment (RPCPPE).</p> <p><i>Sa pagkumpleto ng pisikal na bilang, ang ICCO/ICFO, sa pamamagitan ng Secretariat ay maghahanda ng Report on Physical Count of Property, Plant and Equipment (RPCPPE)</i></p> <p>All ICCO/ICFO members shall review and affix their signature in RPCPPE.</p> <p><i>Lahat ng miyembro ng</i></p>	None <i>Wala</i>	4 Hours 4 na oras	Secretariat

	ICCO/ICFO ay dapat suriin at idikit ang kanilang lagda sa RPCPPE			
Prepare RPCPPE <i>Ihanda ang RPCPPE</i>	<p>Endorse the signed RPCPPE to the Administrative Service Director and Assistant Secretary for Administration (Central Office)/ Chief of Administrative Division and Assistant Regional Director for Administration (Field Office), as recommending authority.</p> <p><i>I-endorso ang nilagdaang RPCPPE sa Administrative Service Direktor at Assistant Kalihim para sa Pangangasiwa (Central Office)/Hepe ng Administrative Division at Assistant Regional Director for Administration (Field Office), bilang nagrerekomenda ng awtoridad.</i></p> <p>Once signed, the RPCPPE shall be forwarded to the Undersecretary of GASSG/Regional Director, for approval.</p> <p><i>Kapag napirmahan na, ang RPCPPE ay ipapasa sa Undersecretary ng GASSG/Regional Director, para sa pag-apruba</i></p>	None Wala	30 Minutes 30 Minuto	Director of Administrative Service/ GASSD Chief Assistant Secretary for Administration/ Assistant RD for Administration GASSG Undersecretary/ Regional Director Incoming /Outgoing Clerk
Submit/ Transmit the Approved RPCPPE to COA and IAS <i>Isumite/ipadala ang naaprubahang RPCPPE sa COA at IAS</i>	<p>The duly signed and approved RPCPPE will be submitted to COA on or before January 31 of the year, copy furnished the Internal Audit Service/Management Audit Analyst and Accounting Division/Section.</p> <p><i>Ang nararapat na nilagdaan at</i></p>	None Wala	15 Minutes 15 Minuto	Secretariat Incoming /Outgoing Clerk

	<i>naaprubahang RPCPPE ay isusumite sa COA sa o bago ang Enero 31 ng taon, ang kopya ay ibinigay ang Serbisyo ng Panloob na Pag-audit/Pag-audit ng Pamamahala Analyst at Accounting Dibisyon/Seksyon</i>			
File Copy of RPCPPE I-file ang kopya ng RPCPPE	The receiving copy of the RPCPPE will be kept and filed by the Secretariat for reference. <i>Ang pagtanggap ng kopya ng RPCPPE ay itatago at isasampa ng Secretariat para sa sanggunian</i>	None Wala	5 Minutes 5 Minuto	Secretariat

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send feedback? <i>Paano magpadala ng puna</i>	Customer Feedback Form shall be provided to the client after issue of the approved property gate pass. <i>Ang Form ng Feedback ng Customer ay dapat ibigay sa kliyente pagkatapos ng paglabas ng naaprubahang gate pass</i>
How is feedback processed? <i>Paano pinoproceso ang mga puna?</i>	Duly accomplished customer feedback forms shall be consolidated once a month, identifying issues and concerns of the clients which shall be discussed for appropriate action. Status on the identified issues and concerns shall be monitored on a monthly basis. <i>Bawat buwan ang mga napunang customer feedback forms ay pagsasama-samahin, itatala ang mga puna o komentaryo ng mga kliyente at ito ay tatalakayin upang mabigyan ng nararapat na aksyon. Ang katayuan ng mga puna o komentaryo ay buwanang susundan/susubaybayan.</i>
How to file a complaint? <i>Paano magsampa ng reklamo?</i>	Requesting OBSU and Field Office may submit an appeal for the request that have been denied or may send a complaint letter to the Administrative Service-Property and Supply Division DSWD Central Office, IBP Road, Batasan Pambansa Complex, Constitution Hills, Quezon City email: property@dswd.gov.ph Tel No. 002-8931-9145

	<p><i>Ang humihiling na tanggapan OBSU at FO ay maaaring mag sumite ng samo para sa mga kahilingan di dininig o maaring ipabaitd ang reklamo sa pamamagitan ng liham sa Administrative Service-Property and Supply Division DSWD Central Office, IBP Road, Batasan Pambansa Complex, Constitution Hills, Quezon City email: property@dswd.gov.ph Tel No. 002-8931-9145</i></p>
How complaints are processed	<p>Upon receipt of complaint the concerned section shall make necessary evaluation and investigation to create a report for information and appropriate action of the concerned officials. Feedback shall be provided to the client.</p> <p>For inquiries and follow-ups, clients may contact AS-PSAMD through 002-8931-9145 or through email: property@dswd.gov.ph</p>
Contact Information	<p>Regional Director DSWD Field Office VIII (053) 321-3322</p> <p>ARTA 8-478-5093 complaints@arta.gov.ph</p> <p>Presidential Complaint Center (PCC) 8888 pcc@malacanang.gov.ph</p> <p>Contact Center ng Bayan 0908-881-6565 email@contactcenterngbayan.gov.ph</p>

7. Procurement Section

7.1. Competitive Bidding / Public Bidding

Procurement of Goods, Non-consulting and Consulting Services and contracting of Infrastructure Projects based on the requirement needed by the agency to be procured using Competitive Bidding as the primary mode of government procurement under Republic Act 9184 or the Government Procurement Reform Act (GPRA).

Office or Division:	Procurement Management Service (PMS)
Classification:	Highly Technical

Type of Transaction:	Government-to-Government (G2G) / Government to Business (G2B)
Who may avail:	DSWD Central Office Office/ Bureau/ Service/ Unit (OBSU)
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
All PR must be submitted in three (3) copies signed by the Head of the OBS and approved by the Authorized Representative of the Head of the Procuring Entity (HOPE), indicating complete technical specifications / terms of reference of the item/services requested, and with a certified true copy of approved PPMP and Project Proposal / Terms of Reference, if necessary .	End-user Unit (OBSUs) submit to BAC Secretariat located at the 2 nd Floor, Mahusay Building, DSWD Central Office
Mandatory Services: 1. Security and Janitorial Services: 1.1. Terms of Reference (TOR)	Must be attached to the Purchase Request
Vehicle: 1. Authority to Purchase Motor Vehicle, 2. SARO and NCA, 3. Technical Assistance on the specifications of the vehicle 4. Result of Market Research/Scanning; 5. Breakdown of the Approved Budget for the Contract (<i>Pursuant to COA Checklist Circular No. 2012-001</i>);	DBM DBM AS-GSD OBS
Infrastructure Projects - Construction of Building: 1. Program of Works and other necessary documents;	BGMD
I.T. Equipment and Software: 1. ISSP 2. SARO and NCA, 3. Technical Assistance on the specifications of the items / TOR 4. Market Research/Scanning; and 5. Breakdown of the Approved Budget for the Contract (<i>Pursuant to COA Checklist Circular No. 2012-001</i>)	DICT DBM ICTMS OBS

Consulting Services:

1. Approved Project Proposal,
2. Approved TOR indicating Scope of Work, Delivery and Payment Schedule, required qualification and evaluation criteria and passing rate

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit the PR to PMS Receiving Officer located at PMS – BAC Secretariat	<p>The PMS-BAC Secretariat receives and checks the PR (as to authority of signatory and completeness of attachments); attaches PR Tracking Slip, and endorses to BAC-Secretariat staff for encoding to the Procurement Monitoring Tool (PMT).</p> <p>Once encoded in the PMR; endorses to the BAC Secretariat staff for checking as to inclusion in the APP / PPMP.</p> <p>BAC Secretariat in-charge checks the inclusion in the APP and forward to PPMD-RU.</p> <p>PPMD-RU forward to PPMD-Chief who shall assign the PR to the concerned Procurement Officer.</p> <p>Procurement Officer in Charge, reviews the PR as to</p>	None	<p>One (1) calendar day</p> <p>Three (3) calendar days</p>	<i>PMS - PPMD and PMS - BAC Secretariat</i>

	<p>completeness of the supporting documents, technical specifications, ABC and availability in the market.</p> <p>If found in order (If not in order prepare PR – Action Slip to return to End-User to be signed by the PPMD Chief), initial under the name of the PPMD-Chief, endorse to PPMD-RU.</p> <p>PPMD Chief signs / approves the PR and forward to PPMD-RU. PPMD-RU updates the PMR, log and endorse to Budget Division.</p>			
	<p><i>(Once PR is received by PPMD from Budget Division)</i></p> <p>PPMD-RU updates, log and endorse to Procurement Officer in-charge. Procurement Officer drafts the Bidding Documents (BD) and ensure that the requirements indicated in the PR and its supporting documents (ToR / TA / Project Proposal) are incorporated therein. Prepares the endorsement memorandum to BAC for signature of PPMD Chief and sends the electronic copy to the</p>	None	one (1) calendar day	PMS-PPMD

	BAC Secretariat e-mail. Forwards to PPMD-RU to update PMR and endorse to BAC Secretariat			
Attendance to the Pre-procurement Conference	<p>Conduct of Pre-Procurement Conference</p> <p>The BAC shall conduct Pre-procurement conference for projects costing 2 million & up for goods and services; PHP 1,000,000.00 and above for consulting services; PHP5,000,000.00 and above for infrastructure projects to determine the readiness of the project for procurement process.</p> <p>1.1. Check the completeness of the document being endorsed.</p> <p>1.2. Review the PR and its supporting documents (correctness).</p> <p>1.3. Review the Bidding Document (BD). Ensure that the requirement indicated in the PR and its supporting documents are consistent with</p>	None	Within two (2) calendar days	<i>PMS - BAC Secretariat</i>

	<p>what is written in the BD.</p> <p>1.4. Prepare the necessary documents for the conduct of pre-procurement conference.</p> <p>1.5. Prepare the Notice for the conduct of Pre-Procurement Conference (to be signed by the BAC Chairperson) and invite the following: BAC Members including the Provisional Member; Representative from the end-user; PMS OIC-Director; Procurement Officer-in-Charge (from PPMD and CMD); and Head of Requesting Office (HOBS).</p> <p>1.6. Actual conduct of Pre-Procurement conference. BAC Secretariat moderates the conduct of the Pre-Procurement Conference, documents and prepares the Minutes of the Meeting, and facilitate the routing for</p>			
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	signature of all the parties concerned.			
Prospective bidder/supplier, contractor/consultant and service provider may check all DSWD procurement opportunities at PhilGEPS, DSWD Website and DSWD Bulletin Board (conspicuous place)	<p>Posting of Procurement Opportunities</p> <p>1.1 Update the content of the BD based on the agreements during the Pre-Procurement Conference</p> <p>1.2 Input the dates of procurement activities such as: Conduct of Pre-Bid Conference and Opening of Bids, Cost of the BD and where to secure said document, and the exact time and venue of all the BAC Activities indicated in the Invitation to Bid (ITB) which is part of the BD.</p> <p>1.3 Forward the ITB to the BAC Chairperson for his/her signature.</p> <p>1.4 Scan the signed ITB.</p> <p>1.5 Post the soft copy of the BD including the signed ITB to PhilGEPS and DSWD website. While a certified</p>	None	Eight (8) calendar days	<i>PMS BAC Secretariat</i>

	<p>copy of the ITB will be posted at DSWD designated BAC Bulletin Board (conspicuous place).</p> <p>1.6 Issuance of posted soft copy of ITB / Bidding documents to PPMD Procurement Officer to invite prospective Suppliers / Service Providers.</p>			
<p>Bring a copy of the ITB to the Accounting Division at 2nd floor of Matapat Building for the Issuance of Order of Payment; then proceed to Cash Division (located in same floor near Accounting Division) to present the Order of Payment which is a requirement prior to payment of the cost of bidding document; after receipt of the Official Receipt, will proceed to the Procurement Management Service, Ground floor, Matapat Building to claim the paid Bidding Document.</p>	<p>Sale of Bidding Document</p> <p>Check the Official Receipt (OR) issued by the DSWD - Cash Division to the prospective bidder/supplier, contractor/consultant/service provider for the sale of the bidding documents and ensure that the amount in the receipt is the appropriate cost of the BD.</p>	<p>Cost of bidding document depends on the Approved Budget for the Contract (ABC) of the procurement at hand.</p>	<p>Within the posting period indicated above</p>	<p><i>PMS – BAC Secretariat</i></p>
	<p>Sending of Invitation to Observers</p>	<p>None</p>	<p>One (1) calendar day</p>	<p><i>PMS – BAC Secretariat</i></p>

	<p>a. Prepare the Notice of BAC Activities and send to observers five (5) calendar days before the actual activity to be signed by BAC Chairperson.</p> <p>b. Forward the Notice to the BAC Chairperson for his/her signature.</p> <p>c. Send thru electronic mail (email) an advance copy of the Notice to the Observers.</p> <p>d. Prepare Records Transmittal Sheet for the Records and Archives Management Division (RAMD)</p>			
<p>Review the Bidding Documents which can be downloaded from the PhilGEPS or DSWD Website for free;</p> <p>Attendance to the Pre-Bid Conference to raise questions/clarifications which they would like to be considered and be documented through issuance of Supplemental Bulletin.</p>	<p>Conduct of Pre-Bid Conference</p> <p>Actual conduct of Pre-Bid Conference. BAC Secretariat moderates the conduct of the Pre-Bid Conference.</p> <p>Pre-Bid Conference may be done thru Video Conferencing.</p> <p><i>Note: All clarifications issues and concerns raised will be responded by the BAC (BAC</i></p>	None	One (1) calendar day (must be 12 calendar days before the deadline of submission and receipt of bids)	<i>PMS – BAC Secretariat</i>

<p>Pre-Bid Conference will be conducted to give chance for the suppliers to clarify the terms of reference and propose amendments.</p> <p>Pre-Bid Conference may not be conducted if the Approved Budget for the Project (ABC) is below PHP 1,000,000.00.</p>	<p><i>Secretariat) through a Supplemental/Bid Bulletin to be disseminated to all prospective bidder/supplier, contractor/ consultant, service provider who purchased the BD.</i></p>			
<p>Secure a copy of the posted Supplemental Bid Bulletin which shall be included in the submission of Bid Proposal</p>	<p>Posting of Supplemental Bid Bulletin</p> <p>All clarifications and amendments made during the Pre-Bid Conference must be contained in a Supplemental Bid which must be posted on PhilGEPS website at least seven (7) days before the opening of bids</p>	<p>None</p>	<p>At least seven (7) calendar days before the deadline of submission and receipt of bids</p>	<p><i>PMS – BAC Secretariat</i></p>
<p>Submit Bid Proposal not later than the set deadline of submission to the venue indicated in the ITB or Supplemental Bid Bulletin;</p> <p>May attend the conduct of the Opening of Bids</p>	<p>Conduct of the Opening of Bids</p> <p>On the day of the Bid Opening/ Eligibility Screening, the BAC members will evaluate the submitted bid documents based on the pass/fail criteria.</p> <p>Only the financial bid of bidders who passed the Eligibility Screening will be opened.</p> <p>The Result of the Eligibility Screening shall be recorded in</p>	<p>None</p>	<p>One (1) calendar day</p>	<p><i>PMS – BAC Secretariat</i></p>

	the Abstract of Bids and signed by the BAC.			
	<p>Conduct of Bid Evaluation</p> <p>The BAC shall evaluate all bids on an equal footing to ensure fair and competitive bid comparison. For this purpose, all bidders shall be required to include the cost of all taxes, such as, but not limited to, value added tax (VAT), income tax, local taxes, and other fiscal levies and duties which shall be itemized in the bid form and reflected in the detailed estimates. Such bids, including said taxes, shall be the basis for bid evaluation and comparison.</p>	None	Seven (7) calendar days	<i>PMS – BAC Secretariat</i>
	Creation of Technical Working Group (TWG), if necessary	None	One (1) calendar day	<i>PMS – BAC Secretariat</i>
	<p>Conduct of Post Qualification</p> <p>The Lowest Calculated Bid (LCB) / Highest Rated Bid (HRB) shall undergo post-qualification in order to determine whether the bidder concerned</p>	None	Twelve (12) calendar days from the determination of the Lowest Calculated Bid / Highest	<i>PMS – BAC Secretariat</i>

[illegible]

	<p>1.3 Send a copy of the NOA to the awarded LCRB/SCRB through electronic mail (email) and request them to acknowledge receipt.</p> <p>Once acknowledged, awarded LCRB is advised to prepare the necessary performance bond within ten (10) calendar days to be submitted to PMS.</p> <p>Note: Awarded LCRB / HRRB will personally appear at the PMS – BAC Secretariat office to sign the original copy of the Notice of Award and submit the Performance Bond.</p>			
	<p>PMS-PPMD / PMS-CMD to draft the contract for the procurement at hand. Ensure that draft contract was subjected to Legal Review by DSWD Legal Service.</p>	None	two (2) calendar days	<i>PMS – PPMD / PMS-CMD</i>
	<p><i>(Once Legal Review is received by PPMD from Legal Service (LS))</i></p> <p>Revise and Finalize the draft contract according to legal</p>	None	one (1) calendar day	<i>PMS – PPMD / PMS-CMD</i>

	review of LS and package four (4) copies. Prepare the Commission on Audit Checklist.			
	<p>Expedite signing of contract by End-User/OBSU's HOPE; Coordinate with FMS Budget Division and Accounting Division for immediate funding and creation of OBRS;</p> <p>Receive signed copy of the contract for endorsement to Supplier/Service Provider</p>	None	three (3) calendar days	<i>PMS-CMD</i>
Sign four (4) copies of the contract, have it notarized, and return to PMS-CMD	Receive funded contract within period for perfecting contract for signing and notarization by Supplier/Service Provider	None	one (1) calendar day	<i>PMS-CMD</i>
Sign the contract prior to Notarization	Receive duly signed and notarized contract from Supplier/Service Provider for preparation of NTP	None	Within 10 calendar days from the receipt of NOA	<i>PMS-CMD</i>
Post the required Performance Security	Ensure Supplier/Service Provider has posted the required Performance Security to be indicated in the NTP	The performance security shall be in an amount not less than the required	one (1) calendar day	<i>PMS-CMD</i>

		percentage of the total contract price in accordance with the schedule provided in the R.A. 9184.		
Receive copy of the contract and NTP	Issue the Notice to Proceed and provide copy of the contract to Supplier/Service Provider	None	Within 7 calendar days from the approval of the contract by the HOPE	<i>PMS-CMD</i>
	Posting of Contract and NTP on PhilGEPS and DSWD website	None	one (1) calendar day	<i>PMS - BAC Secretariat</i>
	Provide copy of the contract and NTP to the COA	None	one (1) calendar day	<i>PMS-CMD</i>
Inform Procurement Officer of exact date of delivery as provided in the contract	Coordinate with PSAMD or NRLMB, and Inspection Committee about schedule of delivery and ensure available warehouse space	None	one (1) calendar day	<i>PMS-CMD</i>
Deliver the goods at the location indicated in the contract	Receive the goods at the designated delivery site per contract (Reject obvious defective	None	one (1) calendar day	<i>PMS-CMD / PSAMD</i>

	items and request for immediate replacement)			
	Prepare Request for Inspection of the delivered goods then Endorse to PSAMD for preparation of necessary PAR/ICS or PTR, if applicable	None	one (1) calendar day	<i>PMS-CMD</i>
Submit Letter-Request for possible Delivery Extension, Substitution of Item, or cancellation of contract, if necessary.	Endorse Supplier's Letter-Request to the End-User/OBSU for approval and waiving of liquidated damages for possible delay	None	one (1) calendar day	<i>PMS-CMD End-User/OBSU</i>
After Final Acceptance by End-User, supplier/service provider may already claim refund of Performance security via formal request	Receive Letter-Request from supplier/service provider claiming refund of their posted Performance security and facilitate with FMS	None	Fifteen (15) calendar days.	<i>PMS-CMD FMS</i>
Submit Sales Invoice, Billing or Statement of Accounts	Receive Sales Invoice, Billing/Statement of Account	None	one (1) calendar day	<i>PMS-CMD</i>
Preparation and of Signing Disbursement Vouchers	Check and consolidate all necessary supporting documents for attachment to the Disbursement Voucher and	None	Fifteen (15) to Thirty (30) calendar days	<i>PMS-CMD /FMS</i>

	forwarding Bank information of the payee to the FMS – Cash Division			
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7.2. Procurement under Small Value Procurement

Procurement of Goods, Infrastructure Projects or Consulting Services based on the requirement needed by the agency to be procured using Negotiated Procurement - Small Value Procurement under Section 53.9 of the 2016 Revised IRR of R.A. 9184 as mode of procurement.

Office or Division:	Procurement Management Service (PMS)		
Classification:	Highly Technical		
Type of Transaction:	Government-to-Government (G2G) / Government to Business (G2B)		
Who may avail:	DSWD Central Office Office/ Bureau/ Service/ Unit (OBSU)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
<p>All Purchase Request (PR) with DRN number must be submitted in three (3) copies signed by the Head of the OBS indicating complete technical specifications of the goods and services requested with a certified true copy of approved PPMP and other supporting documents per request as follows:</p> <ul style="list-style-type: none"> • Approved Terms of Reference • TA Report (BGMD/ICTMS/SMS) <p>Applicability:</p> <ul style="list-style-type: none"> • Goods • Infrastructure Projects • Consulting Services <p>Conditions for Small Value Procurement:</p> <p>Procurement of goods not covered by Shopping under Sec. 52, infrastructure projects and consulting</p>		<p>End-user Unit (OBSUs) submit to BAC Secretariat located at the 2nd Floor, Mahusay Building, DSWD Central Office</p>	

<p>services not exceeding the threshold.</p> <p>The BAC shall prepare and send the RFQs/RFPs to <u>at least three (3) suppliers, contractors or consultants of known qualifications</u></p> <ul style="list-style-type: none"> • <u>Receipt of at least one (1) quotation/proposal is sufficient</u> to proceed with the evaluation thereof • Threshold for SVP is not exceeding PhP 1,000,000.00 • Posting of RFQs/RFPs in the PhilGEPS website, PE's website, if available, and at any conspicuous place is required if the ABC of the procurement project is <u>more than PhP50,000.00</u>. 	
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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit the PR to PMS Receiving Officer located at PMS – BAC Secretariat	<p>The PMS-BAC Secretariat (BAC Sec) receives, records the approved Purchase Request (PR) with proper signatories – in consonance with the existing guidelines – and with complete supporting documents, and for encoding in the Procurement Monitoring Tool (PMT).</p> <p>BAC Secretariat checks the inclusion of the procurement project in the PPMP/APP and endorse to the PPMD receiving officer.</p> <p>PPMD receiving officer endorses the PR to the PPMD-Chief who will then assign a Procurement Officer to handle the project, and then reverts to PPMD receiving officer.</p> <p>The PPMD receiving officer updates PMT, records and endorses</p>	Not applicable	Three (3) calendar days	End-user Unit/s (OBSUs), PMS-BAC-Secretariat, PMS-PPMD

	<p>the PR to the assigned Procurement Officer in coordination with the PPMD-Chief for thorough review of the technical specifications, which must be according to the approved project proposal/ approved Terms of Reference (TOR) / Technical Assistance.</p> <p>If found in order, the Procurement Officer affixes his/her initial and endorse the documents back to the PPMD receiving officer. Otherwise, the former shall prepare PR-Action Slip addressed to the End-User Unit (OBSUs) concerned, signed by the PPMD-Chief, for further action and compliance.</p> <p>The PPMD-Chief approves and signs the PR, and forwards to the PPMD- receiving officer. The PPMD receiving officer updates PMT, records and endorses to the PPMD Procurement Officer.</p>			
	<p>Approved PR received</p> <p>The PPMD receiving officer updates, logs and endorses to the PPMD Procurement Officer and shall then prepares the Request for Quotation (RFQ)/Request for Proposal (RFP) and ensures that the specific requirements indicated in the approved PR are</p>	Not applicable	One (1) calendar day	PMS-PPMD

	<p>consistent with the approved TOR and/or supporting documents. He/She then endorses the relevant supporting documents to the PPMD receiving officer for approval and signature of the PPMD-Chief. Once approved and signed, the PPMD receiving officer updates the PMT, and endorse to the PPMD Procurement Officer to facilitate procurement process.</p> <p>After the PR was reviewed and determined that the documents submitted are complete, the PPMD Procurement Officer, thereafter, endorses to the BAC, through its Secretariat, a transmittal memorandum requesting for BAC to proceed with the posting at the PhilGEPS, DSWD Website and conspicuous places within the premises of the DSWD-CO for those projects/activities with an Approved Budget for the Contract (ABC) above Fifty Thousand Pesos (PhP 50,000.00) but not more than One Million Pesos (PhP1M) and/or for the BAC to proceed with evaluation for the procurement transactions with and ABC below Fifty Thousand Pesos (PhP 50,000.00).</p>			
	Posting at PhilGEPS and DSWD Website	Not applicable	Three (3) calendar	BAC Secretari

	<p>and Preparation of BAC Resolution and Issuance of Notice of Award (NOA)</p> <p>Procurement Request which requires posting shall be posted at the PhilGEPS, DSWD website and at the conspicuous places and the RFQ/RFP shall then endorse to PMS-PPMD to secure a quotation within three (3) to seven (7) calendar days or “on or before” the scheduled date of the deadline for submission and receipt of quotations/proposals.</p> <p>Upon receipt of the price quotations/ proposals, BAC Sec Procurement Officer shall conduct evaluation, reviews and verifies the veracity and completeness of the documents to ensure that the supplier is technically, legally and financially capable to deliver the goods and in accordance with the provision of R.A. No. 9184 and its 2016 IRR.</p> <p>However, if the BAC Secretariat Procurement Officer could not proceed to evaluate the submitted price quotations/ proposals BAC Secretariat Procurement shall then proceed the creation of Technical Working Group (TWG) from the pool of technical experts of the DSWD-CO who will examine and</p>		days	at, End-user Unit/TWG
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	evaluate the submitted documents, and determine their compliance to the minimum technical specifications set by the end-user unit/s (OBSUs), and recommend to the BAC their findings.			
	<p>Preparation of Abstract of Quotation/ BAC Resolution and Issuance of Notice of Award (NOA)</p> <p>The BAC Secretariat Procurement Officer shall then prepare the BAC Resolution recommending adoption of the Negotiated Procurement - Small Value Procurement modality and award of contract to the supplier/ service provider/ contractor and consultant with Lowest Calculated and Responsive Quotation/ Highest Rated Responsive Bidder. Likewise, the Notice of Award (NOA) is also prepared in cases of infrastructure projects/ consulting services. The BAC Resolution and the NOA shall be endorsed to the Head of the BAC Secretariat for final review and comments, prior to its routing for approval and signature of the members of the BAC, and eventually approval of the Head of the Procuring Entity (HoPE).</p>	Not applicable	Seven (7) calendar days	BAC Secretariat, Consultant, End-user Unit

	<p>Upon receipt of the duly signed NOA, the BAC Sec Procurement Officer serves it at once to the awarded supplier, service provider, contractor and consultant. The BAC Secretariat Procurement Officer shall then endorse the approved BAC Resolution (CTC) with complete supporting documents to BAC receiving officer for the updating of PMT and afterwards endorse to PMS-CMD for preparation of Purchase Order (PO)/ Contract.</p>			
<p>Prepare the OBRS and have the PO signed by the HoPE</p>	<p>Endorsement to End-User Unit (OBSUs) Concerned for preparation Obligation Request and Status (ORS)</p> <p>The PMS-CMD prepares and facilitate the issuance PO/ Contract.</p> <p>Upon receipt of the complete documents, e.g. certified true copies of the BAC Resolution, PR, and other relevant documents from BAC Secretariat, the CMD receiving officer updates the PMT and hand it over to the CMD Procurement Officer upon coordination with the CMD Chief to review, prepare executive summary, and endorse to the end-user concerned the entire document for</p>	<p>Not Applicable</p>	<p>Three (3) calendar days</p>	<p>PMS-CMD, End-user Unit</p>

	preparation and signing of Obligation Request and Status (ORS).			
	Receipt of the funded PO/Contract Upon receipt of the duly funded PO/Contract, the CMD Procurement Officer shall facilitate the signing of PO/Contract, notifies and serves immediately to the supplier, or contractor.	Not Applicable	Three (3) calendar days	PMS-CMD, Supplier/Consultant
	Supply and Delivery of Goods For the delivery of goods, the CMD Procurement Officer must coordinate with AS-PSAMD on the receiving of the stocks/goods, ensure availability of warehouse space, and prepare the Request for Inspection (RFI) addressed to the Inspection Committee. The Inspection Committee shall inspect and examine compliance to the technical specification the delivered goods according to the technical specifications stipulated in the PO/Contract, and submit Inspection Report to the CMD, which shall be the basis for preparation of Disbursement Voucher (DV) for processing of payment.	Not Applicable	Three (3) calendar days	PMS-CMD, AS-PSAMD

Submit Invoice, Statement or Accounts	Sales Billing or of	Contract Implementation - End-User Unit/s (OBSUs) shall monitor the implementation of the project. The issuance of certification of services rendered shall be issued by the end-user unit (OBSUs) in accordance with the approved TOR in reference with the schedule of payment which shall be basis for preparation of Disbursement Voucher (DV) for processing of payment.	Not Applicable	As indicated in the approved TOR	End-user Unit
Preparation Signing Disbursement Vouchers	and of	Preparation of Disbursement Voucher (DV) for Payment Upon receipt of the Inspection Report, Sales Invoice, Billing/Statement of Account, and other supporting documents, the CMD Procurement Officer shall prepare the DV. The DV along with the supporting attachment shall be forwarded to the CMD receiving officer for updating of the PMT. It shall then endorse to the end-user unit/ (OBSUs) concerned for signature of the Head of OBS, Cluster Head concerned for processing and facilitation of payment to the supplier/consultant.	Not Applicable	Three (3) calendar days	PMS-CMD, FMS

7.3. Procurement under Lease of Real Property and Venue

Procurement of Goods or Services based on the requirement needed by the agency to be procured using Lease of Real Property and Venue under Section 53.10 of the 2016 Revised IRR of R.A. 9184 as mode of procurement.

Office or Division:	Procurement Management Service (PMS)
Classification:	Highly Technical
Type of Transaction:	Government-to-Government (G2G) / Government to Business (G2B)
Who may avail:	DSWD Central Office Office/ Bureau/ Service/ Unit (OBSU)
CHECKLIST OF REQUIREMENTS	
<p>All Purchase Request (PR) with DRN number must be submitted in three (3) copies signed by the Head of the OBS indicating complete technical specifications of the goods and services requested with a certified true copy of approved PPMP and other supporting documents per request as follows:</p> <ul style="list-style-type: none"> • Approved Project Proposal • Evaluation Criteria/Rating Factor • Justification on the proposed venue/location • Certification that DSWD facilities are not available <p>Applicability:</p> <ul style="list-style-type: none"> • Procurement covering lease of real property and venue of official use. • It is preferred that government agencies lease publicly-owned real property or venue from other government agencies. • It is preferred that government agencies lease publicly-owned real property or venue from other government agencies. • In the event that the PE would resort to privately-owned real property or venue, the End-User unit shall justify that the same is more efficient and economical to the government. <p>Conditions for Lease of Real Property and Venue:</p>	
WHERE TO SECURE	
<p>End-user Unit (OBSUs) submit to BAC Secretariat located at the 2nd Floor, Mahusay Building, DSWD Central Office</p>	

<ul style="list-style-type: none"> • The End-User shall prepare a Cost-Benefit Analysis indicating leasing privately-owned real property or venue is more efficient and economical <ul style="list-style-type: none"> ➤ The ABC shall be set using the mid point of the range obtained from the results of the market analysis on the prevailing lease rates. ➤ Rental rates should also be within the prevailing market rates • Technical Specifications shall be prepared taking into consideration the Rating Factors under Appendix B of 2016 Revised IRR of RA 9184. <ul style="list-style-type: none"> ➤ The PMS-PPMD shall invite at least three (3) prospective lessors/venues within the vicinity of the selected location to submit sealed price quotations for real-property and open price quotations for venue. ➤ Receipt of <u>at least one (1) quotation is sufficient</u> to proceed with the evaluation. ➤ <u>Lease contracts</u> amounting to <u>more than PhP50,000.00</u> shall be <u>posted in the PhilGEPS website.</u> 	
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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit the PR to PMS Receiving Officer located at PMS – BAC Secretariat	<p>The PMS-BAC Secretariat (BAC Sec) receives, records the approved Purchase Request (PR) with proper signatories – in consonance with the existing guidelines – and with complete supporting documents, and for encoding in the Procurement Monitoring Tool (PMT).</p> <p>BAC Secretariat checks the inclusion of the procurement project in the PPMP/APP and endorse to the PPMD</p>	Not applicable	Three (3) calendar days	End-User Unit/s (OBSUs), PMS-BAC-Secretariat, PMS-PPMD

	<p>receiving officer.</p> <p>PPMD receiving officer endorses the PR to the PPMD-Chief who will then assign a Procurement Officer to handle the project, and then reverts to PPMD receiving officer.</p> <p>The PPMD receiving officer updates PMT, records and endorses the PR to the assigned Procurement Officer in coordination with the PPMD-Chief for thorough review of the technical specifications, which must be according to the approved project proposal/ approved Project Proposal.</p> <p>If found in order, the Procurement Officer affixes his/her initial and endorse the documents back to the PPMD receiving officer. Otherwise, the former shall prepare PR-Action Slip addressed to the End-User Unit (OBSUs) concerned, signed by the PPMD-Chief, for further action and compliance.</p> <p>The PPMD-Chief approves and signs the PR, and forwards to the PPMD receiving officer. The PPMD receiving officer updates PMT, records</p>			
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	and endorses to the PPMD Procurement Officer.			
	<p>Approved PR received</p> <p>The PPMD receiving officer updates, records and endorses to the PPMD Procurement Officer who shall then prepares the Request for Quotation (RFQ)/ Request for Proposal (RFP) and ensures that the specific requirements indicated in the approved PR are consistent with the approved TOR and/or supporting documents. He/She then endorses the RFQ/ RFP and other relevant supporting documents to the PPMD receiving officer for approval and signature of the PPMD-Chief. Once approved and signed, the PPMD receiving officer updates the PMT, and endorse to the PPMD Procurement Officer to facilitate the procurement process.</p> <p>The PPMD Procurement Officer prepares the RFQ/ RFP and requests the prospective suppliers, service providers, contractors and consultant, to submit price quotation/</p>	Not applicable	Three (3) calendar days	PMS-PPMD, BAC Secretariat/ TWG

	<p>proposal that is responsive to the minimum technical specifications set by the end-user unit/s (OBSUs).</p> <p>The PPMD Procurement Officer, thereafter, endorses to the BAC, through its Secretariat, a transmittal memorandum requesting for BAC Resolution recommending the adoption of Lease of Venue and award of contract to the legally, technically and financially capable supplier, service provider or contractor.</p> <p>Upon receipt of the price quotations/proposals, BAC Sec Procurement Officer shall then proceed the creation of Technical Working Group (TWG) from the pool of technical experts of the DSWD-CO who will examine and evaluate the submitted documents, and determine their compliance to the minimum technical specifications set by the end-user unit/s (OBSUs), and recommend to the BAC their findings.</p>			
	Preparation of BAC Resolution and Issuance of Notice of Award (NOA)	Not applicable	Ten (10) calendar days	PMS-PPMD, BAC Secretariat,

	<p>The BAC Sec Procurement Officer then prepares the BAC Resolution recommending adoption of the Negotiated Procurement – Lease of Venue modality and award of contract to the service provider with the Lowest Calculated and Responsive Quotation. The BAC Resolution and the NOA shall be endorsed to the Head of the BAC Secretariat for final review and comments, prior to its routing for approval and signature of the members of the BAC, and eventually approval of the Head of the Procuring Entity (HoPE).</p> <p>Upon receipt of the duly signed NOA, the BAC Sec Procurement Officer serves it at once to the awarded supplier or contractor. The BACSec-in-Charge shall then endorse the approved BAC Resolution (CTC) with complete supporting documents to BAC Sec receiving officer for the updating of PMT and afterwards endorse to PMS-CMD for preparation of Purchase Order (PO)/ Contract.</p>			End-user Unit
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Prepare the OBRs and have the PO signed by the HoPE	Endorsement to End-User Unit (OBSUs) Concerned for preparation Obligation Request and Status (ORS) The PMS-CMD prepares and facilitate the issuance PO/Contract. Upon receipt of the complete documents, e.g. certified true copies of the BAC Resolution, PR, and other relevant documents from BAC Secretariat, the CMD receiving officer updates the PMT and hand it over to the CMD Procurement Officer upon coordination with the CMD Chief to review, prepare executive summary, and endorse to the end-user concerned the entire document for preparation and signing of Obligation Request and Status (ORS).	Not Applicable	Three (3) calendar days	PMS-CMD, End-user Unit
	Receipt of the funded PO/Contract Upon receipt of the duly funded PO/Contract, the CMD Procurement Officer shall facilitate the signing of PO/Contract, notifies and serves immediately to the supplier, or contractor.	Not Applicable	Three (3) calendar days	PMS-CMD, Supplier

Submit Sales Invoice, Billing Statement or Statement of Accounts	Contract Implementation End-User Unit/s (OBSUs) shall monitor the implementation of the project. The issuance of certification of services rendered shall be issued by the end-user unit (OBSUs) which shall be basis for preparation of Disbursement Voucher (DV) for processing of payment.	Not Applicable	Three (3) calendar days	PMS-CMD, AS-PSAMD
Preparation and Signing of Disbursement Vouchers	Preparation of Disbursement Voucher (DV) for Payment Upon receipt of the Inspection Report, Sales Invoice, Billing/Statement of Account, and other supporting documents, the CMD Procurement Officer shall prepare the DV. The DV along with the supporting attachment shall be forwarded to the CMD receiving officer for updating of the PMT. It shall then endorse to the end-user unit/ (OBSUs) concerned for signature of the Head of OBS, Cluster Head concerned for processing and facilitation of payment	Not Applicable	Three (3) calendar days	PMS-CMD, FMS

	to the supplier.			
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7.4. Procurement under Shopping under Section 52.1 (B)

Procurement of Goods based on the requirement needed by the agency to be procured using Shopping under Section 52 of the 2016 Revised IRR of R.A. 9184 as mode of procurement

Office or Division:	Procurement Management Service (PMS)			
Classification:	Highly Technical			
Type of Transaction:	Government-to-Government (G2G) / Government to Business (G2B)			
Who may avail:	DSWD Central Office Office/ Bureau/ Service/ Unit (OBSU)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<p>All Purchase Request (PR) with DRN number must be submitted in three (3) copies signed by the Head of the OBS indicating complete technical specifications of the goods and services requested with a certified true copy of approved PPMP and other supporting documents per request as follows:</p> <ul style="list-style-type: none"> • Approved Terms of Reference • TA Report (BGMD/ICTMS/SMS) <p>Applicability:</p> <ul style="list-style-type: none"> • Goods • Infrastructure Projects <p>Shopping:</p> <p>It is a method where the procuring entity simply requests for the submission of price quotations for readily available off-the-shelf goods or ordinary/regular equipment to be procured directly from suppliers of known qualifications.</p> <ul style="list-style-type: none"> • The phrase "ordinary or regular office supplies" are those supplies, commodities, or materials which are <u>necessary in the transaction of official</u> 		<p>End-user Unit (OBSUs) submit to BAC Secretariat located at the 2nd Floor, Mahusay Building, DSWD Central Office</p>		

<p><u>business, and consumed in the day-to-day operations.</u> This will not include services such as repair and maintenance of equipment and furniture, as well as trucking, hauling and related or analogous services.</p> <p>Conditions for Shopping under Section 52.1 (a):</p> <ul style="list-style-type: none"> • There is an unforeseen contingency requiring immediate purchase • Amount does not exceed the threshold • The RFQ may be sent directly to the supplier of known technical, legal and financial qualifications. Sending of <u>one (1) RFQ</u> will suffice. • Posting of the RFQ may be dispensed with <p>Conditions for Shopping under Section 52.1 (b):</p> <ul style="list-style-type: none"> • Procurement of ordinary or regular office supplies and equipment <u>not available in PS-DBM</u> • The BAC shall send the RFQs to at least three (3) suppliers of known qualifications, and <u>at least three (3) price quotations must be obtained.</u> <ul style="list-style-type: none"> ➤ The deadline for submission <u>may be extended thrice</u>, if none or less than the required number of quotations are received. ➤ In case no supplier responded after the third extension, the BAC shall conduct a mandatory review in accordance with Section IV (K) of Annex H. ➤ Threshold for unforeseen contingencies [Sec. 52.1(a) PhP 200,00.00 ➤ Threshold for unforeseen contingencies [Sec. 52.1(a) PhP 1,000,000.00 	
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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit the PR to PMS Receiving Officer located at PMS – BAC Secretariat	<p>The PMS-BAC Secretariat (BAC Sec) receives, records the approved Purchase Request (PR) with proper signatories – in consonance with the existing guidelines – and with complete supporting documents, and for encoding in the Procurement Monitoring Tool (PMT).</p> <p>BAC Secretariat checks the inclusion of the procurement project in the PPMP/APP and endorse to the PPMD receiving officer.</p> <p>PPMD receiving officer endorses the PR to the PPMD-Chief who will then assign a Procurement Officer to handle the project, and then reverts to PPMD receiving officer.</p> <p>The PPMD receiving officer updates PMT, records and endorses the PR to the assigned Procurement Officer in coordination with the PPMD-Chief for thorough review of the technical specifications, which must be according to</p>	Not applicable	Three (3) calendar days	End-user Unit/s (OBSUs), PMS-BAC-Secretariat, PMS-PPMD

	<p>the approved project proposal/ approved Terms of Reference (TOR) / Technical Assistance.</p> <p>If found in order, the Procurement Officer affixes his/her initial and endorse the documents back to the PPMD receiving officer. Otherwise, the former shall prepare PR-Action Slip addressed to the End-User Unit (OBSUs) concerned, signed by the PPMD-Chief, for further action and compliance.</p> <p>The PPMD-Chief approves and signs the PR, and forwards to the PPMD-receiving officer. The PPMD receiving officer updates PMT, records and endorses to the PPMD Procurement Officer.</p>			
	<p>Approved PR received</p> <p>The PPMD receiving officer updates, logs and endorses to the PPMD Procurement Officer and shall then prepares the Request for Quotation (RFQ) and ensures that the specific requirements indicated in the approved PR are</p>	Not applicable	One (1) calendar day	PMS-PPMD

	<p>consistent with the approved TOR and/or supporting documents. He/She then endorses the relevant supporting documents to the PPMD receiving officer for approval and signature of the PPMD-Chief. Once approved and signed, the PPMD receiving officer updates the PMT, and endorse to the PPMD Procurement Officer to facilitate procurement process.</p> <p>After the PR was reviewed and determined that the documents submitted are complete, the PPMD Procurement Officer, thereafter, endorses to the BAC, through its Secretariat, a transmittal memorandum requesting for BAC to proceed with the posting at the PhilGEPS, DSWD Website and conspicuous places within the premises of the DSWD-CO for those projects/activities with an Approved Budget for the Contract (ABC) above Fifty Thousand Pesos (PhP 50,000.00) but not more than One Million Pesos</p>			
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	(PhP1M) and/or for the BAC to proceed with evaluation for the procurement transactions with and ABC below Fifty Thousand Pesos (PhP 50,000.00).			
	<p>Posting at PhilGEPS and DSWD Website</p> <p>Procurement Request which requires posting shall be posted at the PhilGEPS, DSWD website and at the conspicuous places and the RFQ shall then endorse to PMS-PPMD to secure a quotation within three (3) to seven (7) calendar days or “on or before” the scheduled date of the deadline for submission and receipt of quotations/proposals.</p> <p>Upon receipt of the price quotations, BAC Sec Procurement Officer shall conduct evaluation, reviews and verifies the veracity and completeness of the documents to ensure that the supplier is technically, legally and financially</p>	Not applicable	Three (3) calendar days	BAC Secretariat, End-user Unit/TWG

	<p>capable to deliver the goods and in accordance with the provision of R.A. No. 9184 and its 2016 IRR.</p> <p>However, if the BAC Secretariat Procurement Officer could not proceed to evaluate the submitted price quotations BAC Secretariat Procurement shall then proceed the creation of Technical Working Group (TWG) from the pool of technical experts of the DSWD-CO who will examine and evaluate the submitted documents, and determine their compliance to the minimum technical specifications set by the end-user unit/s (OBSUs), and recommend to the BAC their findings.</p>			
	<p>Preparation of Abstract of Quotation</p> <p>The BAC Secretariat Procurement Officer shall then prepare the AOQ recommending adoption of the Shopping modality and award of contract to the supplier/ service provider/ with Lowest Calculated and Responsive</p>	Not applicable	Seven (7) calendar days	BAC Secretariat , End-user Unit

	<p>Quotation. The AOQ shall be endorsed to the Head of the BAC Secretariat for final review and comments, prior to its routing for approval and signature of the members of the BAC, and eventually approval of the Head of the Procuring Entity (HoPE).</p> <p>The BAC Secretariat Procurement Officer shall then endorse the approved AOQ (CTC) with complete supporting documents to BAC receiving officer for the updating of PMT and afterwards endorse to PMS-CMD for preparation of Purchase Order (PO).</p>			
Prepare the OBRS and have the PO signed by the HoPE	<p>Endorsement to End-User Unit (OBSUs) Concerned for preparation Obligation Request and Status (ORS)</p> <p>The PMS-CMD prepares and facilitate the issuance PO.</p> <p>Upon receipt of the complete documents, e.g. certified true copies of the AOQ, PR, and other relevant documents from BAC Secretariat, the CMD receiving officer updates the PMT and</p>	Not Applicable	Three (3) calendar days	PMS-CMD, End-user Unit

		hand it over to the CMD Procurement Officer upon coordination with the CMD Chief to review, prepare executive summary, and endorse to the end-user concerned the entire document for preparation and signing of Obligation Request and Status (ORS).			
		Receipt of the funded PO Upon receipt of the duly funded PO, the CMD Procurement Officer shall facilitate the signing of PO, notifies and serves immediately to the supplier, or contractor.	Not Applicable	Three (3) calendar days	PMS-CMD, Supplier
Submit Invoice, Statement of Accounts	Sales Billing or of	Supply and Delivery of Goods For the delivery of goods, the CMD Procurement Officer must coordinate with AS-PSAMD on the receiving of the stocks/goods, ensure availability of warehouse space, and prepare the Request for Inspection (RFI) addressed to the Inspection Committee. The Inspection Committee shall inspect and examine	Not Applicable	Three (3) calendar days	PMS-CMD, AS-PSAMD

	compliance to the technical specification the delivered goods according to the technical specifications stipulated in the PO/Contract, and submit Inspection Report to the CMD, which shall be the basis for preparation of Disbursement Voucher (DV) for processing of payment.			
Preparation and of Signing Disbursement Vouchers	<p>Preparation of Disbursement Voucher (DV) for Payment</p> <p>Upon receipt of the Inspection Report, Sales Invoice, Billing/Statement of Account, and other supporting documents, the CMD Procurement Officer shall prepare the DV.</p> <p>The DV along with the supporting attachment shall be forwarded to the CMD receiving officer for updating of the PMT. It shall then endorse to the end-user unit/ (OBSUs) concerned for signature of the Head of OBS, Cluster Head concerned for processing and facilitation of payment to the supplier/consultant.</p>	Not Applicable	Three (3) calendar days	PMS-CMD, FMS

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7.5. Procurement under Scientific, Scholarly or Artistic Work, Exclusive Technology and Media Services

Procurement of Goods or Consulting Services based on the requirement needed by the agency to be procured using Negotiated Procurement - Scientific, Scholarly, or Artistic Work, Exclusive Technology and Media Services under Section 53.6 of the 2016 Revised IRR of R.A. 9184 as mode of procurement.

Office or Division:	Procurement Management Service (PMS)
Classification:	Highly Technical
Type of Transaction:	Government-to-Government (G2G) / Government to Business (G2B)
Who may avail:	DSWD Central Office Office/ Bureau/ Service/ Unit (OBSU)
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>All Purchase Request (PR) with DRN number must be submitted in three (3) copies signed by the Head of the OBS indicating complete technical specifications of the goods and services or consulting services requested with a certified true copy of approved PPMP and other supporting documents per request as follows:</p> <ul style="list-style-type: none"> • Approved Project Proposal • Approved Terms of Reference • Justification • Price Quotation/ Proposal • Market Scanning/ Research <p>Applicability:</p> <ul style="list-style-type: none"> • Work of art; commissioned work or services of an artist for specific artistic skills (e.g., singer, performer, poet, writer, painter, sculptor, etc.) • Scientific, academic, scholarly work or research, or legal services • Highly-specialized life-saving medical equipment, as certified by the Department of Health • Scientific, technical, economic, business, trade or legal journal, magazine, paper, subscription, or other exclusive statistical publications and references; • Scientific, technical, economic, business, trade 	<p>End-user Unit (OBSUs) submit to BAC Secretariat located at the 2nd Floor, Mahusay Building, DSWD Central Office</p>

<p>or legal journal, magazine, paper, subscription, or other exclusive statistical publications and references;</p> <ul style="list-style-type: none"> The construction or installation of an infrastructure facility where the material, equipment, or technology under a proprietary right can only be obtained from the same contractor. <p>Conditions for Scientific, Scholarly, or Artistic Work, Exclusive Technology and Media Services:</p> <ul style="list-style-type: none"> The construction or installation of an infrastructure facility where the material, equipment, or technology under a proprietary right can only be obtained from the same contractor The study should confirm that the supplier, contractor or consultant could undertake the project at more advantageous terms The study should confirm that the supplier, contractor or consultant could undertake the project at more advantageous terms 	
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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit the PR to PMS Receiving Officer located at PMS – BAC Secretariat	The PMS-BAC Secretariat (BAC Sec) receives, records the approved Purchase Request (PR) with proper signatories – in consonance with the existing guidelines – and with complete supporting documents, and for encoding in the Procurement Monitoring Tool (PMT).	Not applicable	Three (3) Calendar days	End-user Unit/s (OBSUs), PMS-BAC-Secretariat, PMS-PPMD

	<p>BAC Secretariat checks the inclusion of the procurement project in the PPMP/APP and endorse to the PPMD receiving officer.</p> <p>PPMD receiving officer endorses the PR to the PPMD-Chief who will then assign a Procurement Officer to handle the project, and then reverts to PPMD receiving officer.</p> <p>The PPMD receiving officer updates PMT, records and endorses the PR to the assigned Procurement Officer in coordination with the PPMD-Chief for thorough review of the technical specifications, which must be according to the approved project proposal/ approved Terms of Reference (TOR) / Technical Assistance.</p> <p>If found in order,</p>			
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	<p>the Procurement Officer affixes his/her initial and endorse the documents back to the PPMD receiving officer. Otherwise, the former shall prepare PR-Action Slip addressed to the End-User Unit (OBSUs) concerned, signed by the PPMD-Chief, for further action and compliance.</p> <p>The PPMD-Chief approves and signs the PR, and forwards to the PPMD receiving officer. The PPMD receiving officer updates PMT, records and endorses to the PPMD Procurement Officer.</p>			
	<p>Approved PR received</p> <p>The PPMD receiving officer records, updates the PMT and endorses to the PPMD Procurement Officer who will facilitate the review of the submitted</p>	Not applicable	One (1) Calendar day	PMS-PPMD

	<p>documents.</p> <p>The PPMD Procurement Officer, thereafter, endorses to the BAC, through its Secretariat, a transmittal memorandum requesting for BAC Resolution recommending the adoption of Negotiated Procurement: Scientific, Scholar, or Artistic Work, Exclusive Technology and Media Services as the mode of procurement and award of contract to the identified supplier.</p>			
	<p>Preparation of BAC Resolution and Issuance of Notice of Award (NOA)</p> <p>Upon receipt of the documents, BAC Sec Procurement Officer reviews and verifies the veracity and completeness of the documents – e.g. justification, market scanning/ research, cost-</p>	Not applicable	Ten (10) Calendar days	BAC Secretariat, End-user Unit

	<p>benefit, analysis, price quotations/ proposals – to ensure that the servicing agency, supplier, service provider, contractor and consultants is technically, legally and financially capable to deliver the goods and in accordance with the provision of R.A. No. 9184 and its 2016 IRR.</p> <p>The BAC Sec Procurement Officer shall then proceed the creation of Technical Working Group (TWG) from the pool of technical experts of the DSWD-CO who will examine and evaluate the submitted documents, and determine their compliance to the minimum technical specifications set by the end-user unit/s (OBSUs), and recommend to the BAC their findings and recommendations.</p>			
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	<p>Prior to its award, the End-user Unit/s (OBSUs) to conduct negotiation meeting with the servicing agency, supplier, service provider, contractor and consultants to discuss the terms and conditions of the contract.</p> <p>The BAC Sec Procurement Officer shall then prepare the BAC Resolution recommending adoption of Scientific, Scholarly or Artistic Work, Exclusive Technology and Media Services modality and award of contract to the previously awarded servicing agency, supplier, service provider, contractor and consultant. The Notice of Award (NOA) is also prepared. The BAC Resolution and the NOA shall be endorsed to the Head of the</p>			
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	<p>BAC Secretariat for final review and comments, prior to its routing for approval and signature of the members of the BAC, and eventually approval of the Head of the Procuring Entity (HoPE).</p> <p>Upon receipt of the duly signed NOA, the BAC Sec Procurement Officer serves it at once to the awarded supplier or contractor. The BACSec-in-Charge shall then endorse the approved BAC Resolution (CTC) with complete supporting documents to BACSec Receiving Officer for the updating of PMT and afterwards endorse to PMS-CMD for preparation of Purchase Order (PO)/ Contract.</p>			
Prepare the OBRs and have the PO signed by the HoPE	Endorsement to End-User Unit (OBSUs) Concerned for preparation Obligation	Not applicable	Three (3) calendar day	PMS-CMD, End-user Unit

	<p>Request and Status (ORS)</p> <p>The PMS-CMD prepares and facilitate the issuance PO/Contract.</p> <p>Upon receipt of the complete documents, e.g. certified true copies of the BAC Resolution, PR, and other relevant documents from BAC Secretariat, the CMD receiving officer updates the PMT and hand it over to the CMD Procurement Officer upon coordination with the CMD Chief to review, prepare executive summary, and endorse to the end-user concerned the entire document for preparation and signing of Obligation Request and Status (ORS).</p>			
	<p>Receipt of the funded PO/Contract</p> <p>Upon receipt of the duly funded PO/Contract, the CMD</p>	Not Applicable	Three (3) calendar days	PMS-CMD, Supplier

	Procurement Officer shall facilitate the signing of PO/Contract, notifies and serves immediately to the supplier, or contractor.			
Submit Sales Invoice, Billing Statement or Statement of Accounts Preparation and Signing of Disbursement Vouchers	Preparation of Disbursement Voucher (DV) for Payment Upon receipt of the Inspection Report, Sales Invoice, Billing/Statement of Account, and other supporting documents, the CMD Procurement Officer shall prepare the DV. The DV along with the supporting attachment shall be forwarded to the CMD receiving officer for updating of the PMT. It shall then endorse to the end-user unit/ (OBSUs) concerned for signature of the Head of OBS, Cluster Head concerned for processing and facilitation of payment to the supplier.	Not Applicable	Three (3) calendar days	PMS-CMD, FMS

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7.6. Procurement under Highly Technical Consultant

Procurement of Consulting Services based on the requirement needed by the agency to be procured using Negotiated Procurement – Highly Technical Consultant under Section 53.7 of the 2016 Revised IRR of R.A. 9184 as mode of procurement.

Office or Division:	Procurement Management Service (PMS)
Classification:	Highly Technical
Type of Transaction:	Government-to-Government (G2G) / Government to Business (G2B)
Who may avail:	DSWD Central Office Office/ Bureau/ Service/ Unit (OBSU)
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>All Purchase Request (PR) with DRN number must be submitted in three (3) copies signed by the Head of the OBS indicating complete technical specifications of the goods and services or consulting services requested with a certified true copy of approved PPMP and other supporting documents per request as follows:</p> <ul style="list-style-type: none"> • Approved Project Proposal • Approved Terms of Reference • Justification • Curriculum Vitae <p>Applicability:</p> <ul style="list-style-type: none"> • Consultancy Services <p>Conditions for Highly Technical Consultant:</p> <ul style="list-style-type: none"> • Work involves: <ul style="list-style-type: none"> ➢ Highly technical or proprietary ➢ Primarily confidential or policy determining, where trust and confidence are the primary consideration • Term is, at most, 1 year, renewable at the option of the appointing HOPE, but 	<p>End-user Unit (OBSUs) submit to BAC Secretariat located at the 2nd Floor, Mahusay Building, DSWD Central Office</p>

in no case to exceed the term of the latter				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit the PR to PMS Receiving Officer located at PMS – BAC Secretariat	<p>The PMS-BAC Secretariat (BAC Sec) receives, records the approved Purchase Request (PR) with proper signatories – in consonance with the existing guidelines – and with complete supporting documents, and for encoding in the Procurement Monitoring Tool (PMT).</p> <p>BAC Secretariat checks the inclusion of the procurement project in the PPMP/APP and endorse to the PPMD receiving officer.</p> <p>PPMD receiving officer endorses the PR to the PPMD-Chief who will then assign a Procurement Officer to handle the project, and then reverts to PPMD receiving officer.</p> <p>The PPMD receiving officer updates PMT, records and</p>	Not applicable	Three (3) Calendar days	End-user Unit/s (OBSUs), PMS-BAC-Secretariat, PMS-PPMD

	<p>endorses the PR to the assigned Procurement Officer in coordination with the PPMD-Chief for thorough review of the technical specifications, which must be according to the approved project proposal/ approved Terms of Reference (TOR) / Technical Assistance.</p> <p>If found in order, the Procurement Officer affixes his/her initial and endorse the documents back to the PPMD receiving officer. Otherwise, the former shall prepare PR-Action Slip addressed to the End-User Unit (OBSUs) concerned, signed by the PPMD-Chief, for further action and compliance.</p> <p>The PPMD-Chief approves and signs the PR, and forwards to the PPMD receiving officer. The PPMD receiving officer updates PMT, records and endorses to the PPMD Procurement Officer.</p>			
	Approved PR received	Not applicable	One (1) Calendar day	PMS-PPMD

	<p>The PPMD receiving officer records, updates the PMT and endorses to the PPMD Procurement Officer who will facilitate the review of the submitted documents.</p> <p>The PPMD Procurement Officer, thereafter, endorses to the BAC, through its Secretariat, a transmittal memorandum requesting for BAC Resolution recommending the adoption of Negotiated Procurement: Highly Technical Consultant as the mode of procurement and award of contract to the identified supplier.</p>			
	<p>Preparation of BAC Resolution and Issuance of Notice of Award (NOA)</p> <p>Upon receipt of the documents, BAC Sec Procurement Officer reviews and verifies the veracity and completeness of the documents – e.g. justification, market scanning/ research, cost-benefit, analysis, price quotations/ proposals – to</p>	Not applicable	Ten (10) Calendar days	BAC Secretariat, End-user Unit, TWG

	<p>ensure that the servicing agency, supplier, service provider, contractor and consultants is technically, legally and financially capable to deliver the goods and in accordance with the provision of R.A. No. 9184 and its 2016 IRR.</p> <p>The BAC Sec Procurement Officer shall then proceed the creation of Technical Working Group (TWG) from the pool of technical experts of the DSWD-CO who will examine and evaluate the submitted documents, and determine their compliance to the minimum technical specifications set by the end-user unit/s (OBSUs), and recommend to the BAC their findings and recommendations.</p> <p>Prior to its award, the End-user Unit/s (OBSUs) to conduct negotiation meeting with the servicing agency, supplier, service provider, contractor and consultants to discuss the terms and conditions of the contract.</p>			
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	<p>The BAC Sec Procurement Officer shall then prepare the BAC Resolution recommending adoption of Highly Technical Consultant modality and award of contract to consultant. The Notice of Award (NOA) is also prepared. The BAC Resolution and the NOA shall be endorsed to the Head of the BAC Secretariat for final review and comments, prior to its routing for approval and signature of the members of the BAC, and eventually approval of the Head of the Procuring Entity (HoPE).</p> <p>Upon receipt of the duly signed NOA, the BAC Sec Procurement Officer serves it at once to the awarded supplier or contractor. The BACSec-in-Charge shall then endorse the approved BAC Resolution (CTC) with complete supporting documents to BACSec Receiving Officer for the</p>			
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	updating of PMT and afterwards endorse to PMS-CMD for preparation of Purchase Order (PO)/ Contract.			
Prepare the OBRS and have the PO signed by the HoPE	<p>Endorsement to End-User Unit (OBSUs) Concerned for preparation Obligation Request and Status (ORS)</p> <p>The PMS-CMD prepares and facilitate the issuance PO/ Contract.</p> <p>Upon receipt of the complete documents, e.g. certified true copies of the BAC Resolution, PR, and other relevant documents from BAC Secretariat, the CMD receiving officer updates the PMT and hand it over to the CMD Procurement Officer upon coordination with the CMD Chief to review, prepare executive summary, and endorse to the end-user concerned the entire document for preparation and signing of Obligation Request and Status (ORS).</p>	Not applicable	Three (3) calendar day	PMS-CMD, End-user Unit

	Receipt of the funded PO/Contract Upon receipt of the duly funded PO/Contract, the CMD Procurement Officer shall facilitate the signing of PO/Contract, notifies and serves immediately to the supplier, or contractor.	Not Applicable	Three (3) calendar days	PMS-CMD, Supplier
Submit Sales Invoice, Billing Statement or Statement of Accounts Preparation and Signing of Disbursement Vouchers	Preparation of Disbursement Voucher (DV) for Payment Upon receipt of the Inspection Report, Sales Invoice, Billing/Statement of Account, and other supporting documents, the CMD Procurement Officer shall prepare the DV. The DV along with the supporting attachment shall be forwarded to the CMD receiving officer for updating of the PMT. It shall then endorse to the end-user unit/ (OBSUs) concerned for signature of the Head of OBS, Cluster Head concerned for processing and facilitation of payment to the	Not Applicable	Three (3) calendar days	PMS-CMD, FMS

	supplier.			
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7.7. Procurement under Agency to Agency

Procurement of Goods, Infrastructure Projects or Consulting Services based on the requirement needed by the agency to be procured using Negotiated Procurement – Agency to Agency under Section 53.5 of the 2016 Revised IRR of R.A. 9184 as mode of procurement.

Office or Division:	Procurement Management Service (PMS)
Classification:	Highly Technical
Type of Transaction:	Government-to-Government (G2G) / Government to Business (G2B)
Who may avail:	DSWD Central Office Office/ Bureau/ Service/ Unit (OBSU)
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>All Purchase Request (PR) with DRN number must be submitted in three (3) copies signed by the Head of the OBS indicating complete technical specifications of the goods and services or consulting services requested with a certified true copy of approved PPMP and other supporting documents per request as follows:</p> <ul style="list-style-type: none"> • Approved Project Proposal • Approved Terms of Reference • Justification • Price Quotation/ Proposal • Market Scanning/ Research, if applicable <p>Applicability:</p> <ul style="list-style-type: none"> • Goods • Infrastructure Projects • Consulting Services <p>Conditions for Agency to Agency:</p> <ul style="list-style-type: none"> • Procurement from another agency of the government (Servicing Agency) that has the mandate to deliver goods or services or to undertake infrastructure project or consultancy service as required by the PE • The PE shall justify that entering into A-to-A with 	<p>End-user Unit (OBSUs) submit to BAC Secretariat located at the 2nd Floor, Mahusay Building, DSWD Central Office</p>

<p>the Servicing Agency is more efficient and economical to the government</p> <ul style="list-style-type: none"> • The Servicing Agency has the mandate to deliver the goods and services required to be procured or to undertake the infrastructure project or consultancy required by the Procuring Entity • Servicing Agency has the absorptive capacity to undertake the project • Servicing Agency owns or has access to the necessary tools and equipment required for the project • Sub-contracting is not allowed. However, the servicing agency may implement the infrastructure projects in-house, by job-order, or through the pakyaw contracting system • For procurement of infrastructure project, the Servicing Agency must have a track record of having completed, or supervised a project, by administration or by contract, similar to and with a cost at least fifty percent (50%) of the project at hand 	
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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit the PR to PMS Receiving Officer located at PMS – BAC Secretariat	<p>The PMS-BAC Secretariat (BAC Sec) receives, records the approved Purchase Request (PR) with proper signatories – in consonance with the existing guidelines – and with complete supporting documents, and for encoding in the Procurement Monitoring Tool (PMT).</p> <p>BAC Secretariat checks the inclusion of the procurement project in the PPMP/APP and endorse to the PPMD receiving officer.</p> <p>PPMD receiving officer</p>	Not applicable	Three (3) calendar days	End-user Unit/s (OBSUs), PMS-BAC-Secretariat, PMS-PPMD

	<p>endorses the PR to the PPMD-Chief who will then assign a Procurement Officer to handle the project, and then reverts to PPMD receiving officer.</p> <p>The PPMD receiving officer updates PMT, records and endorses the PR to the assigned Procurement Officer in coordination with the PPMD-Chief for thorough review of the technical specifications, which must be according to the approved project proposal/ approved Terms of Reference (TOR) / Technical Assistance.</p> <p>If found in order, the Procurement Officer affixes his/her initial and endorse the documents back to the PPMD receiving officer. Otherwise, the former shall prepare PR-Action Slip addressed to the End-User Unit (OBSUs) concerned, signed by the PPMD-Chief, for further action and compliance.</p> <p>The PPMD-Chief approves and signs the PR, and forwards to the PPMD receiving officer. The PPMD receiving officer updates PMT, records and endorses to the PPMD Procurement Officer.</p>			
	Approved PR received	Not applicable	One (1) calendar day	PMS-PPMD

	<p>The PPMD receiving officer records, updates the PMT and endorses to the PPMD Procurement Officer who will facilitate the review of the submitted documents.</p> <p>The PPMD Procurement Officer, thereafter, endorses to the BAC, through its Secretariat, a transmittal memorandum requesting for BAC Resolution recommending the adoption of Negotiated Procurement: Agency to Agency as the mode of procurement and award of contract to the identified supplier.</p>			
	<p>Preparation of BAC Resolution and Issuance of Notice of Award (NOA)</p> <p>Upon receipt of the documents, BAC Sec Procurement Officer reviews and verifies the veracity and completeness of the documents – e.g. justification, market scanning/ research, cost-benefit, analysis, price quotations/ proposals – to ensure that the servicing agency, supplier, service provider, contractor and consultants is technically, legally and financially capable to deliver the goods and in accordance with the provision of R.A. No. 9184 and its 2016 IRR.</p> <p>The BAC Sec</p>	Not applicable	Ten (10) calendar days	BAC Secretariat, End-user Unit

	<p>Procurement Officer shall then proceed the creation of Technical Working Group (TWG) from the pool of technical experts of the DSWD-CO who will examine and evaluate the submitted documents, and determine their compliance to the minimum technical specifications set by the end-user unit/s (OBSUs), and recommend to the BAC their findings and recommendations.</p> <p>Prior to its award, the End-user Unit/s (OBSUs) to conduct negotiation meeting with the servicing agency, supplier, service provider, contractor and consultants to discuss the terms and conditions of the contract.</p> <p>The BAC Sec Procurement Officer shall then prepare the BAC Resolution recommending adoption of Agency to Agency modality and award of contract to the previously awarded servicing agency, supplier, service provider, contractor and consultant. The BAC Resolution shall be endorsed to the Head of the BAC Secretariat for final review and comments, prior to its routing for approval and signature of the members of the BAC, and eventually approval of the Head of the Procuring Entity (HoPE).</p>			
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	<p>The BACSec Procurement Officer shall then endorse the approved BAC Resolution (CTC) with complete supporting documents to BACSec Receiving Officer for the updating of PMT and afterwards endorse to PMS-CMD for preparation of Memorandum of Understanding (MOU).</p>			
<p>Prepare the OBRs and have the PO signed by the HoPE</p>	<p>End-User Unit (OBSUs) Concerned for preparation Obligation Request and Status (ORS)</p> <p>The PMS-CMD prepares and facilitate the issuance of MOU.</p> <p>Upon receipt of the complete documents, e.g. certified true copies of the BAC Resolution, PR, and other relevant documents from BAC Secretariat, the CMD receiving officer updates the PMT and hand it over to the CMD Procurement Officer upon coordination with the CMD Chief to review, prepare executive summary, and endorse to the end-user concerned the entire document for preparation and signing of Obligation Request and Status (ORS).</p>	<p>Not applicable</p>	<p>Three (3) calendar days</p>	<p>PMS-CMD, End-user Unit</p>
	<p>Receipt of the funded PO/Contract</p> <p>Upon receipt of the duly funded PO/Contract, the CMD Procurement Officer</p>	<p>Not Applicable</p>	<p>Three (3) calendar days</p>	<p>PMS-CMD, Supplier</p>

		shall facilitate the signing of PO/Contract, notifies and serves immediately to the supplier, or contractor.			
Submit Invoice, Statement of Accounts	Sales Billing or of	Preparation of Disbursement Voucher (DV) for Payment Upon receipt of the Inspection Report, Sales Invoice, Billing/Statement of Account, and other supporting documents, the CMD Procurement Officer shall prepare the DV. The DV along with the supporting attachment shall be forwarded to the CMD receiving officer for updating of the PMT. It shall then endorse to the end-user unit/ (OBSUs) concerned for signature of the Head of OBS, Cluster Head concerned for processing and facilitation of payment to the supplier.	Not Applicable	Three (3) calendar days	PMS-CMD, FMS
Preparation and Signing of Disbursement Vouchers	and of				

7.8. Procurement under Direct Contracting

Procurement of Goods based on the requirement needed by the agency to be procured using Direct Contracting under Section 50 of the 2016 Revised IRR of R.A. 9184 as mode of procurement.

Office or Division:	Procurement Management Service (PMS)
Classification:	Highly Technical
Type of Transaction:	Government-to-Government (G2G) / Government to Business (G2B)
Who may avail:	DSWD Central Office Office/ Bureau/ Service/ Unit (OBSU)
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	

All Purchase Request (PR) with DRN number must be submitted in three (3) copies signed by the Head of the OBS indicating complete technical specifications of the goods and services requested with a **certified true copy of approved PPMP** and other supporting documents per request as follows:

- Pre-repair Inspection Report
- Service Provider Diagnostic Report
- Certificate of Exclusive/Sole Distributorship
- Market Survey/Market Research, if applicable
- Property Accountability Report (PAR), if applicable
- Price Quotation

Conditions for Direct Contracting:

- Single source procurement that does not require elaborate Bidding Documents
- End-user to conduct survey of the industry and determine the supply source. End-user should justify the necessity for the item that may be only procured through Direct Contracting and prove that there is no suitable substitute in the market
- Items of proprietary nature from proprietary source, i.e patents, trade secret, and copyrights
- Critical components from a specific supplier to hold a contractor to guarantee its project performance
- Items sold by an exclusive manufacturer or dealer, subject to the following conditions:
 - No other suppliers selling it at lower prices; and
 - No suitable substitute can be obtained at more advantageous terms to the Government

End-user Unit (OBSUs) submit to BAC Secretariat located at the 2nd Floor, Mahusay Building, DSWD Central Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit the PR to PMS Receiving Officer located at PMS – BAC Secretariat	The PMS-BAC Secretariat (BACSec) receives, records the approved Purchase Request (PR) with proper signatories – in consonance with the existing guidelines –	Not applicable	Three (3) calendar days	End-user Unit/s (OBSUs), PMS-BAC-Secretariat, PMS-PPMD

	<p>and with complete supporting documents, and for encoding in the Procurement Monitoring Tool (PMT).</p> <p>BAC Secretariat checks the inclusion of the procurement project in the PPMP/APP and endorse to the PPMD receiving officer.</p> <p>PPMD receiving officer endorses the PR to the PPMD-Chief who will then assign a Procurement Officer to handle the project, and then reverts to PPMD receiving officer.</p> <p>The PPMD receiving officer updates PMT, records and endorses the PR to the assigned Procurement Officer in coordination with the PPMD-Chief for thorough review of the technical specifications, which must be according to the approved project proposal/ approved Terms of Reference (TOR) / Technical Assistance.</p> <p>If found in order, the Procurement Officer affixes his/her initial and endorse the documents back to the PPMD receiving officer. Otherwise, the former shall prepare PR-Action Slip addressed to the End-User Unit (OBSUs) concerned, signed by the PPMD-Chief, for</p>			
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	<p>further action and compliance.</p> <p>The PPMD-Chief approves and signs the PR, and forwards to the PPMD receiving officer. The PPMD receiving officer updates PMT, records and endorses to the PPMD Procurement Officer.</p>			
	<p>Approved PR received</p> <p>The PPMD receiving officer updates, records and endorses to the PPMD Procurement Officer who shall then prepares the Request for Quotation (RFQ) and ensures that the specific requirements indicated in the approved PR are consistent with the approved TOR and/or supporting documents. He/She then endorses the RFQ and other relevant supporting documents to the PPMD receiving officer for approval and signature of the PPMD-Chief. Once approved and signed, the PPMD receiving officer updates the PMT, and endorse to the PPMD Procurement Officer to facilitate the procurement process.</p> <p>The PPMD Procurement Officer prepares the RFQ and requests the direct contractor, manufacturer, supplier</p>	Not applicable	Three (3) calendar days	PMS-PPMD, SUPPLIER

	<p>identified by the End-User Unit concerned in its market survey (if applicable), to submit price quotation including the terms and conditions of sale, and certifications that proves exclusive dealership.</p> <p>The PPMD Procurement Officer, thereafter, endorses to the BAC, through its Secretariat, a transmittal memorandum requesting for BAC Resolution recommending the adoption of direct contracting as the mode of procurement and award of contract to the identified supplier.</p>			
	<p>Preparation of BAC Resolution and Issuance of Notice of Award (NOA)</p> <p>Upon receipt of the documents, BACSec Procurement Officer reviews and verifies the veracity and completeness of the documents to ensure that the supplier is technically, legally and financially capable to deliver the goods.</p> <p>The BACSec Procurement Officer then prepares the BAC Resolution recommending adoption of the Direct Contracting modality</p>	Not applicable	Ten (10) calendar days	BAC Secretariat

	<p>and award of contract to the supplier. Likewise, the Notice of Award (NOA) is also prepared. The BAC Resolution and the NOA shall be endorsed to the Head of the BAC Secretariat for final review and comments, prior to its routing for approval and signature of the members of the BAC, and eventually approval of the Head of the Procuring Entity (HoPE).</p> <p>Upon receipt of the duly signed NOA, the BACSec Procurement Officer serves it at once to the awarded supplier or contractor. The BACSec Procurement Officer shall then endorse the approved BAC Resolution (CTC) with complete supporting documents to BACSec receiving officer for the updating of PMT and afterwards endorse to PMS-CMD for preparation of Purchase Order (PO)/ Contract.</p>			
Prepare the OBRs and have the PO signed by the HoPE	<p>Endorsement to End-User Unit (OBSUs) Concerned for preparation Obligation Request and Status (ORS)</p> <p>The PMS-CMD prepares and facilitate the issuance PO/ Contract.</p> <p>Upon receipt of the</p>	Not Applicable	Three (3) calendar days	PMS-CMD, End-user Unit

	complete documents, e.g. certified true copies of the BAC Resolution, PR, and other relevant documents from BAC Secretariat, the CMD receiving officer updates the PMT and hand it over to the CMD Procurement Officer upon coordination with the CMD Chief to review, prepare executive summary, and endorse to the end-user concerned the entire document for preparation and signing of Obligation Request and Status (ORS).			
	Receipt of the funded PO/Contract Upon receipt of the duly funded PO/Contract, the CMD Procurement Officer shall facilitate the signing of PO/Contract, notifies and serves immediately to the supplier, or contractor.	Not Applicable	Three (3) calendar days	PMS-CMD, Supplier
Submit Sales Invoice, Billing Statement or Statement of Accounts	Supply and Delivery of Goods For the delivery of goods, the CMD Procurement Officer must coordinate with AS-PSAMD on the receiving of the stocks/goods, ensure availability of warehouse space, and prepare the Request for Inspection (RFI) addressed to the Inspection Committee.	Not Applicable	Three (3) calendar days	PMS-CMD, AS-PSAMD

		<p>The Inspection Committee shall inspect and examine compliance to the technical specification the delivered goods according to the technical specifications stipulated in the PO/Contract, and submit Inspection Report to the CMD, which shall be the basis for preparation of Disbursement Voucher (DV) for processing of payment.</p>			
Preparation and of Signing Disbursement Vouchers		<p>Preparation of Disbursement Voucher (DV) for Payment</p> <p>Upon receipt of the Inspection Report, Sales Invoice, Billing/Statement of Account, and other supporting documents, the CMD Procurement Officer shall prepare the DV.</p> <p>The DV along with the supporting attachment shall be forwarded to the CMD receiving officer for updating of the PMT. It shall then endorse to the end-user unit/ (OBSUs) concerned for signature of the Head of OBS, Cluster Head concerned for processing and facilitation of payment to the supplier.</p>	Not Applicable	Three (3) calendar days	PMS-CMD, FMS

7.9. Procurement under Repeat Order

Procurement of Goods or Consulting Services based on the requirement needed by the agency to be procured using Repeat Order under Section 51 of the 2016 Revised IRR of R.A. 9184 as mode of procurement.

Office or Division:	Procurement Management Service (PMS)
Classification:	Highly Technical
Type of Transaction:	Government-to-Government (G2G) / Government to Business (G2B)
Who may avail:	DSWD Central Office Office/ Bureau/ Service/ Unit (OBSU)
CHECKLIST OF REQUIREMENTS	
<p>All Purchase Request (PR) with DRN number must be submitted in three (3) copies signed by the Head of the OBS indicating complete technical specifications of the goods and services requested with a certified true copy of approved PPMP and other supporting documents per request as follows:</p> <ul style="list-style-type: none"> • Justification • Market Survey/Market Research • Previously Awarded Contract, BAC Resolution, Notice of Award, Notice to Proceed • Inspection and Acceptance Certificate • Price Quotation <p>Applicability:</p> <ul style="list-style-type: none"> • Goods • Infrastructure Projects • Consulting Services <p>Conditions for Repeat Order:</p> <ul style="list-style-type: none"> • Same or lower unit prices than those in the original contract, provided that such prices are still the most advantageous to the GOP after price verification • No splitting of contracts, requisition and Purchase Orders • Avail of within 6 months from the date of the NTP arising from the original contract, provided that there has been a partial delivery, inspection and acceptance of the goods within the same 	
WHERE TO SECURE	
<p>End-user Unit (OBSUs) submit to BAC Secretariat located at the 2nd Floor, Mahusay Building, DSWD Central Office</p>	

period <ul style="list-style-type: none"> • Not to exceed 25% of the quantity of each item in the original contract • Original contract awarded through competitive bidding • The goods under the original contract must be quantifiable, divisible and consisting of at least four (4) units per item 	
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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit the PR to PMS Receiving Officer located at PMS – BAC Secretariat	<p>The PMS-BAC Secretariat (BAC Sec) receives, records the approved Purchase Request (PR) with proper signatories – in consonance with the existing guidelines – and with complete supporting documents, and for encoding in the Procurement Monitoring Tool (PMT).</p> <p>BAC Secretariat checks the inclusion of the procurement project in the PPMP/APP and endorse to the PPMD receiving officer.</p> <p>PPMD receiving officer endorses the PR to the PPMD-Chief who will then assign a Procurement Officer to handle the project, and then reverts to PPMD receiving officer.</p> <p>The PPMD receiving officer updates PMT, records and endorses the PR to the assigned Procurement Officer in coordination with the PPMD-Chief for</p>	Not applicable	Three (3) calendar days	End-user Unit/s (OBSUs), PMS-BAC-Secretariat, PMS-PPMD

	<p>thorough review of the technical specifications, which must be according to the approved project proposal/ approved Terms of Reference (TOR) / Technical Assistance.</p> <p>If found in order, the Procurement Officer affixes his/her initial and endorse the documents back to the PPMD receiving officer. Otherwise, the former shall prepare PR-Action Slip addressed to the End-User Unit (OBSUs) concerned, signed by the PPMD-Chief, for further action and compliance.</p> <p>The PPMD-Chief approves and signs the PR, and forwards to the PPMD receiving officer. The PPMD receiving officer updates PMT, records and endorses to the PPMD Procurement Officer.</p>			
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	<p>Approved PR received</p> <p>The PPMD receiving officer records, updates the PMT and endorses to the PPMD Procurement Officer who will facilitate the review of the submitted documents.</p> <p>The PPMD Procurement Officer, thereafter, endorses to the BAC, through its Secretariat, a transmittal memorandum requesting for BAC Resolution recommending the adoption of Repeat Order as the mode of procurement and award of contract to the previously awarded supplier and/or service provider.</p>	Not applicable	Three (3) calendar days	PMS-PPMD
	<p>Preparation of BAC Resolution and Issuance of Notice of Award (NOA)</p> <p>Upon receipt of the documents, BACSec Procurement Officer reviews and verifies the veracity and completeness of the documents – e.g. justification, market scanning/ research, cost-benefit, analysis, previously awarded contract, NTP, Delivery Receipts etc. – to ensure that the supplier is technically, legally and financially capable to deliver the goods and</p>	Not applicable	Ten (10) calendar days	BAC Secretariat

	<p>in accordance with the provision of R.A. No. 9184 and its 2016 Revised IRR.</p> <p>The BACSec Procurement Officer shall then prepare the BAC Resolution recommending adoption of the Repeat Order modality and award of contract to the previously awarded supplier/ service provider/ contractor and consultant. Likewise, the Notice of Award (NOA) is also prepared. The BAC Resolution and the NOA shall be endorsed to the Head of the BAC Secretariat for final review and comments, prior to its routing for approval and signature of the members of the BAC, and eventually approval of the Head of the Procuring Entity (HoPE).</p> <p>Upon receipt of the duly signed NOA, the BACSec Procurement Officer serves it at once to the awarded supplier or contractor. The BACSec Procurement Officer shall then endorse the approved BAC Resolution (CTC) with complete supporting documents to BACSec receiving officer for the updating of PMT and afterwards endorse to PMS-CMD for preparation of Purchase Order (PO)/</p>			
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	Contract.			
Prepare the OBRs and have the PO signed by the HoPE	<p>Endorsement to End-User Unit (OBSUs) Concerned for preparation Obligation Request and Status (ORS)</p> <p>The PMS-CMD prepares and facilitate the issuance PO/Contract.</p> <p>Upon receipt of the complete documents, e.g. certified true copies of the BAC Resolution, PR, and other relevant documents from BAC Secretariat, the CMD receiving officer updates the PMT and hand it over to the CMD Procurement Officer upon coordination with the CMD Chief to review, prepare executive summary, and endorse to the end-user concerned the entire document for preparation and signing of Obligation Request and Status (ORS).</p>	Not Applicable	Three (3) calendar days	PMS-CMD, End-user Unit
	<p>Receipt of the funded PO/Contract</p> <p>Upon receipt of the duly funded PO/Contract, the CMD Procurement Officer shall facilitate the signing of PO/Contract, notifies and serves immediately to the supplier, or contractor.</p>	Not Applicable	Three (3) calendar days	PMS-CMD, Supplier

Submit Invoice, Statement of Accounts	Sales Billing or of	Supply and Delivery of Goods For the delivery of goods, the CMD Procurement Officer must coordinate with AS-PSAMD on the receiving of the stocks/goods, ensure availability of warehouse space, and prepare the Request for Inspection (RFI) addressed to the Inspection Committee. The Inspection Committee shall inspect and examine compliance to the technical specification the delivered goods according to the technical specifications stipulated in the PO/Contract, and submit Inspection Report to the CMD, which shall be the basis for preparation of Disbursement Voucher (DV) for processing of payment.	Not Applicable	Three (3) calendar days	PMS-CMD, AS-PSAMD
Preparation and Signing of Disbursement Vouchers	and of	Facilitation of Disbursement Voucher (DV) for Payment Upon receipt of the Inspection Report, Sales Invoice, Billing/Statement of Account, and other supporting documents, the CMD Procurement Officer shall prepare the DV.	Not Applicable	Three (3) calendar days	PMS-CMD, FMS

	The DV along with the supporting attachment shall be forwarded to the CMD receiving officer for updating of the PMT. It shall then endorse to the end-user unit/ (OBSUs) concerned for signature of the Head of OBS, Cluster Head concerned for processing and facilitation of payment to the supplier.			
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7.10. Procurement under Two (2) Failed Biddings

Procurement of Goods or Consulting Services based on the requirement needed by the agency to be procured using Negotiated Procurement - Small Value Procurement under Section 53.1 of the 2016 Revised IRR of R.A. 9184 as mode of procurement.

Office or Division:	Procurement Management Service (PMS)		
Classification:	Highly Technical		
Type of Transaction:	Government-to-Government (G2G) / Government to Business (G2B)		
Who may avail:	DSWD Central Office Office/ Bureau/ Service/ Unit (OBSU)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
All Purchase Request (PR) with DRN number must be submitted in three (3) copies signed by the Head of the OBS indicating complete technical specifications of the goods and services requested with a certified true copy of approved PPMP and other supporting documents per request as follows: <ul style="list-style-type: none"> • Approved Terms of Reference • Approved Terms of Reference • Approved Project Proposal Applicability: <ul style="list-style-type: none"> • Goods • Infrastructure Projects • Consulting Services 		End-user Unit (OBSUs) submit to BAC Secretariat located at the 2 nd Floor, Mahusay Building, DSWD Central Office	

Documentary Requirements:

- Approved Terms of Reference
- Approved Terms of Reference
- Approved Project Proposal
- BAC Resolution Declaring 2nd Failure of Bidding

Conditions:

- Failed competitive bidding for the second time under Sec. 35; and
- Mandatory review of the Terms, conditions and specifications, and ABC, which may be adjusted up to 20% of ABC for the last failed bidding
- End-User Unit/s (OBSUs) to conduct mandatory review of the terms, conditions, specifications, and cost estimates, as prescribed in Section 35 of the IRR, the BAC, based on its findings, as assisted by its Secretariat, TWG and End-User Unit/s (OBSUs) may revise and agree on the technical specifications or terms of reference, and if necessary, adjust the ABC, subject to the required approvals. However, the ABC cannot be increased by more than twenty percent (20%) of the ABC for the last failed bidding.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit the PR to PMS Receiving Officer located at PMS – BAC Secretariat	The PMS-BAC Secretariat (BAC Sec) receives, records the approved Purchase Request (PR) with proper signatories – in consonance with the existing guidelines – and with complete supporting documents, and for encoding in the Procurement Monitoring Tool	Not applicable	Three (3) calendar days	End-user Unit/s (OBSUs), PMS-BAC-Secretariat, PMS-PPMD

	<p>(PMT).</p> <p>BAC Secretariat checks the inclusion of the procurement project in the PPMP/APP and endorse to the PPMD receiving officer.</p> <p>PPMD receiving officer endorses the PR to the PPMD-Chief who will then assign a Procurement Officer to handle the project, and then reverts to PPMD receiving officer.</p> <p>The PPMD receiving officer updates PMT, records and endorses the PR to the assigned Procurement Officer in coordination with the PPMD-Chief for thorough review of the technical specifications, which must be according to the approved project proposal/ approved Terms of Reference (TOR) / Technical Assistance.</p> <p>If found in order, the Procurement Officer affixes his/her initial and endorse the documents back to the PPMD receiving officer. Otherwise, the former shall prepare PR-Action Slip addressed to the End-User Unit (OBSUs) concerned,</p>			
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	<p>signed by the PPMD-Chief, for further action and compliance.</p> <p>The PPMD-Chief approves and signs the PR, and forwards to the PPMD-receiving officer. The PPMD receiving officer updates PMT, records and endorses to the PPMD Procurement Officer.</p>			
	<p>Approved PR received</p> <p>The PPMD receiving officer updates, logs and endorses to the PPMD Procurement Officer and shall then prepares the Request for Quotation Request for Proposal (RFP) and ensures that the specific requirements indicated in the approved PR are consistent with the approved TOR and/or supporting documents. He/She then endorses the relevant supporting documents to the PPMD receiving officer for approval and signature of the PPMD-Chief. Once approved and signed, the PPMD receiving officer updates the PMT, and endorse to the PPMD Procurement Officer to facilitate</p>	Not applicable	One (1) calendar day	PMS-PPMD

	<p>procurement process.</p> <p>After the PR was reviewed and determined that the documents submitted are complete, the PPMD Procurement Officer, thereafter, endorses to the BAC, through its Secretariat, a transmittal memorandum requesting for BAC to proceed with the posting at the PhilGEPS, DSWD Website and conspicuous places within the premises of the DSWD-CO.</p>			
	<p>Posting at PhilGEPS and DSWD Website, Conduct of Negotiation and Submission of Best and Final Offer, Conduct of Post-Qualification</p> <p>Procurement Request shall be posted at the PhilGEPS, DSWD website and at the conspicuous places.</p>	Not applicable	Three (3) calendar days	BAC Secretariat, End-user Unit/TWG

	<p>The PPMD Procurement Officer shall then invite at least three (3) suppliers, contractors or consultants, including those disqualified in previous biddings for the project, for negotiations to ensure effective competition. This, notwithstanding, those who responded through any of the required postings shall be allowed to participate. Even if only one (1) bidder should respond to such invitation or posting, the BAC shall proceed with the negotiation subject to the rules prescribed.</p> <p>Any requirements, guidelines, documents, clarifications, or other information relative to the negotiations that are communicated by the BAC to a supplier, contractor, or consultant shall be communicated on an equal basis to all other suppliers, contractors, or consultants engaging in negotiations with the BAC relative to the procurement. The prospective bidders shall be given equal time and opportunity to negotiate and discuss the technical and financial requirements of the project to be able to submit a responsive quotation or</p>			
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	<p>proposal.</p> <p>Following completion of the negotiations, the BAC shall request all suppliers, contractors, or consultants in the proceedings to submit, on a specified date, a best offer based on the final technical and financial requirements together with their post-qualification documents.</p> <p>Upon receipt of the best and final offer together with their post-qualification documents, the BAC Sec Procurement Officer shall conduct evaluation, reviews and verifies the veracity and completeness of the documents to ensure that the supplier is technically, legally and financially capable to deliver the goods and in accordance with the provision of R.A. No. 9184 and its 2016 IRR.</p> <p>BAC Secretariat Procurement Officer shall then proceed the creation of Technical Working Group (TWG) from the pool of technical experts of the DSWD-CO who will examine and evaluate the submitted documents (best and final offer</p>			
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	and post-qualification documents, and determine their compliance to the minimum technical specifications set by the end-user unit/s (OBSUs), and recommend to the BAC their findings.			
	<p>Preparation BAC Resolution and Issuance of Notice of Award (NOA)</p> <p>The BAC Secretariat Procurement Officer shall then prepare the BAC Resolution recommending adoption of the Negotiated Procurement –Two Failed Bidding and award of contract to the supplier/ service provider/ contractor and consultant with Lowest Calculated and Responsive Quotation/ Highest Rated Responsive Bidder. Likewise, the Notice of Award (NOA) is also prepared in cases of infrastructure projects/ consulting services. The BAC Resolution and the NOA shall be endorsed to the Head of the BAC Secretariat for final review and comments, prior to its routing for approval and signature of the members of the BAC, and eventually approval of the Head</p>	Not applicable	Seven (7) calendar days	BAC Secretariat, Consultant, End-user Unit

	<p>of the Procuring Entity (HoPE).</p> <p>Upon receipt of the duly signed NOA, the BAC Sec Procurement Officer serves it at once to the awarded supplier, service provider, contractor and consultant. The BAC Secretariat Procurement Officer shall then endorse the approved BAC Resolution (CTC) with complete supporting documents to BAC receiving officer for the updating of PMT and afterwards endorse to PMS-CMD for preparation of Purchase Order (PO)/ Contract.</p>			
<p>Prepare the OBRs and have the PO signed by the HoPE</p>	<p>Endorsement to End-User Unit (OBSUs) Concerned for preparation Obligation Request and Status (ORS)</p> <p>The PMS-CMD prepares and facilitate the issuance PO/ Contract.</p> <p>Upon receipt of the complete documents, e.g. certified true copies of the BAC Resolution, PR, and other relevant documents from BAC Secretariat, the CMD receiving officer updates the PMT and hand it over to the</p>	<p>Not Applicable</p>	<p>Three (3) calendar days</p>	<p>PMS-CMD, End-user Unit</p>

	CMD Procurement Officer upon coordination with the CMD Chief to review, prepare executive summary, and endorse to the end-user concerned the entire document for preparation and signing of Obligation Request and Status (ORS).			
	Receipt of the funded PO/Contract Upon receipt of the duly funded PO/Contract, the CMD Procurement Officer shall facilitate the signing of PO/Contract, notifies and serves immediately to the supplier, or contractor.	Not Applicable	Three (3) calendar days	PMS-CMD, Supplier/Consultant
	Supply and Delivery of Goods For the delivery of goods, the CMD Procurement Officer must coordinate with AS-PSAMD on the receiving of the stocks/goods, ensure availability of warehouse space, and prepare the Request for Inspection (RFI) addressed to the Inspection Committee. The Inspection Committee shall	Not Applicable	Three (3) calendar days	PMS-CMD, AS-PSAMD

	inspect and examine compliance to the technical specification the delivered goods according to the technical specifications stipulated in the PO/Contract, and submit Inspection Report to the CMD, which shall be the basis for preparation of Disbursement Voucher (DV) for processing of payment.			
Submit Sales Invoice, Billing Statement or Statement of Accounts	Contract Implementation - End-User Unit/s (OBSUs) shall monitor the implementation of the project. The issuance of certification of services rendered shall be issued by the end-user unit (OBSUs) in accordance with the approved TOR in reference with the schedule of payment which shall be basis for preparation of Disbursement Voucher (DV) for processing of payment.	Not Applicable	As indicated in the approved TOR	End-user Unit
Preparation and of Signing Disbursement Vouchers	Preparation of Disbursement Voucher (DV) for Payment Upon receipt of the Inspection Report,	Not Applicable	Three (3) calendar days	PMS-CMD, FMS

	<p>Sales Invoice, Billing/Statement of Account, and other supporting documents, the CMD Procurement Officer shall prepare the DV.</p> <p>The DV along with the supporting attachment shall be forwarded to the CMD receiving officer for updating of the PMT. It shall then endorse to the end-user unit/ (OBSUs) concerned for signature of the Head of OBS, Cluster Head concerned for processing and facilitation of payment to the supplier/consultant.</p>			
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7.11. Procurement under Emergency Cases

Procurement of Goods/ Services, Infrastructure Project, and Consulting Services based on the requirement needed by the agency to be procured using Negotiated Procurement - Emergency Cases under Section 53.2 of the 2016 Revised IRR of R.A. 9184 as mode of procurement.

Office or Division:	Procurement Management Service (PMS)		
Classification:	Highly Technical		
Type of Transaction:	Government-to-Government (G2G) / Government to Business (G2B)		
Who may avail:	DSWD Central Office Office/ Bureau/ Service/ Unit (OBSU)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
All Purchase Request (PR) with DRN number must be submitted in three (3) copies signed by the Head of the OBS indicating complete technical specifications of the goods and services requested with a certified true copy of approved PPMP and other supporting documents per request as follows:		End-user Unit (OBSUs) submit to BAC Secretariat located at the 2 nd Floor, Mahusay Building, DSWD Central Office	

<ul style="list-style-type: none"> • Approved Project Proposal • Approved Terms of Reference (TOR) • Justification Letter • Market Survey/Market Research <p>Applicability:</p> <ul style="list-style-type: none"> • Goods • Infrastructure Project • Consulting Services <p>Conditions for Emergency Cases:</p> <ul style="list-style-type: none"> • In case of imminent danger to life or property during a state of calamity • When time is of the essence arising from natural or man-made calamities • Other causes where immediate action is necessary: <ul style="list-style-type: none"> ➢ To prevent damage to or loss of life or property ➢ To restore vital public services, infrastructure facilities and other public utilities • In all instances, the HoPE shall confirm in writing the existence and veracity of the ground/s relied upon before approving the contract • Considering that the underlying reason of this modality relates to “time element”, the PE should consider the appropriate timing or the proximity of time between the actual procurement activity to be conducted and the emergency sought to be addressed • When the reason or cause for the emergency has already been abated, adoption of competitive bidding shall be considered • When the ground is based on imminent danger to life during a state of calamity, there must be a declaration by a competent authority of a state of calamity before any procurement activity may be undertaken 				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit the PR to PMS Receiving Officer located at	The PMS-BAC Secretariat (BAC Sec) receives,	Not applicable	Three (3) Calendar days	End-user Unit/s (OBSUs),

<p>PMS – BAC Secretariat</p>	<p>records the approved Purchase Request (PR) with proper signatories – in consonance with the existing guidelines – and with complete supporting documents, and for encoding in the Procurement Monitoring Tool (PMT).</p> <p>BAC Secretariat checks the inclusion of the procurement project in the PPMP/APP and endorse to the PPMD receiving officer.</p> <p>PPMD receiving officer endorses the PR to the PPMD-Chief who will then assign a Procurement Officer to handle the project, and then reverts to PPMD receiving officer.</p> <p>The PPMD receiving officer updates PMT, records and endorses the PR to the assigned Procurement Officer in coordination with the PPMD-Chief for thorough review of the technical specifications, which must be according to the approved project proposal/ approved Terms of Reference (TOR) /</p>			<p>PMS-BAC-Secretariat, PMS-PPMD</p>
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	<p>Technical Assistance.</p> <p>If found in order, the Procurement Officer affixes his/her initial and endorse the documents back to the PPMD receiving officer. Otherwise, the former shall prepare PR-Action Slip addressed to the End-User Unit (OBSUs) concerned, signed by the PPMD-Chief, for further action and compliance.</p> <p>The PPMD-Chief approves and signs the PR, and forwards to the PPMD receiving officer. The PPMD receiving officer updates PMT, records and endorses to the PPMD Procurement Officer.</p>			
	<p>Approved PR received</p> <p>The PPMD receiving officer updates, records and endorses to the PPMD Procurement Officer who shall then prepares the Request for Quotation (RFQ)/ Request for Proposal (RFP) and ensures that the specific requirements indicated in the</p>	Not applicable	Three (3) calendar days	PMS-PPMD, SUPPLIER, BAC Secretariat, TWG

	<p>approved PR are consistent with the approved TOR and/or supporting documents. He/She then endorses the RFQ/ RFP and other relevant supporting documents to the PPMD receiving officer for approval and signature of the PPMD-Chief. Once approved and signed, the PPMD receiving officer updates the PMT, and endorse to the PPMD Procurement Officer to facilitate the procurement process.</p> <p>The PPMD Procurement Officer prepares the RFQ/ RFP and requests the prospective suppliers, service providers, contractors and consultant, to submit price quotation/ proposal that is responsive to the minimum technical specifications set by the end-user unit/s (OBSUs).</p> <p>The PPMD Procurement Officer, thereafter, endorses to the BAC, through its Secretariat, a transmittal memorandum requesting for BAC Resolution recommending the adoption of</p>			
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	<p>emergency cases and award of contract to the legally, technically and financially capable supplier, service provider, contractor and consultant.</p> <p>Upon receipt of the price quotations/proposals, BAC Sec Procurement Officer shall then proceed the creation of Technical Working Group (TWG) from the pool of technical experts of the DSWD-CO who will examine and evaluate the submitted documents, and determine their compliance to the minimum technical specifications set by the end-user unit/s (OBSUs), and recommend to the BAC their findings.</p>			
	<p>Preparation of BAC Resolution and Issuance of Notice of Award (NOA)</p> <p>Upon receipt of the documents, BAC Sec Procurement Officer reviews and verifies the veracity and completeness of the documents to ensure that the supplier is technically, legally and financially capable to deliver</p>	Not applicable	Ten (10) calendar days	PMS-PPMD, BAC Secretariat, End-user Unit

	<p>the goods.</p> <p>The BAC Sec Procurement Officer then prepares the BAC Resolution recommending adoption of the Emergency Cases modality and award of contract to the legally, technically and financially capable supplier, service provider, contractor and consultant. Likewise, the Notice of Award (NOA) for infrastructures projects and consulting services are also prepared. The BAC Resolution and the NOA shall be endorsed to the Head of the BAC Secretariat for final review and comments, prior to its routing for approval and signature of the members of the BAC, and eventually approval of the Head of the Procuring Entity (HoPE).</p> <p>Upon receipt of the duly signed NOA, the BAC Sec Procurement Officer serves it at once to the awarded supplier, service provider, contractor and consultant. The BACSec-in-Charge shall then endorse</p>			
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	the approved BAC Resolution (CTC) with complete supporting documents to BAC Sec receiving officer for the updating of PMT and afterwards endorse to PMS-CMD for preparation of Purchase Order (PO)/ Contract.			
Prepare the OBRS and have the PO signed by the HoPE	<p>Endorsement to End-User Unit (OBSUs) Concerned for preparation Obligation Request and Status (ORS)</p> <p>The PMS-CMD prepares and facilitate the issuance PO/ Contract.</p> <p>Upon receipt of the complete documents, e.g. certified true copies of the BAC Resolution, PR, and other relevant documents from BAC Secretariat, the CMD receiving officer updates the PMT and hand it over to the CMD Procurement Officer upon coordination with the CMD Chief to review, prepare executive summary, and endorse to the end-user concerned the entire document for preparation and signing of Obligation Request and Status</p>	Not Applicable	Three (3) calendar days	PMS-CMD, End-user Unit

		(ORS).			
		Receipt of the funded PO/Contract Upon receipt of the duly funded PO/Contract, the CMD Procurement Officer shall facilitate the signing of PO/Contract, notifies and serves immediately to the supplier, or contractor. In the same manner, in case of infrastructure projects and consulting services a corresponding Notice to Proceed (NTP) shall also prepared and issued to the awarded contractor/ consultant.	Not Applicable	Three (3) calendar days	PMS-CMD, Supplier
Submit Invoice, Statement of Accounts	Sales Billing or of	Supply and Delivery of Goods For the delivery of goods, the CMD Procurement Officer must coordinate with AS-PSAMD on the receiving of the stocks/goods, ensure availability of warehouse space, and prepare the Request for Inspection (RFI) addressed to the Inspection Committee.	Not Applicable	Three (3) calendar days	PMS-CMD, AS-PSAMD

	<p>The Inspection Committee shall inspect and examine compliance to the technical specification the delivered goods according to the technical specifications stipulated in the PO/Contract, and submit Inspection Report to the CMD, which shall be the basis for preparation of Disbursement Voucher (DV) for processing of payment.</p>			
Preparation and of Signing Disbursement Vouchers	<p>Preparation of Disbursement Voucher (DV) for Payment</p> <p>Upon receipt of the Inspection Report, Sales Invoice, Billing/Statement of Account, and other supporting documents, the CMD Procurement Officer shall prepare the DV.</p> <p>The DV along with the supporting attachment shall be forwarded to the CMD receiving officer for updating of the PMT. It shall then endorse to the end-user unit/ (OBSUs) concerned for signature of the Head of OBS, Cluster Head concerned for</p>	Not Applicable	Three (3) calendar days	PMS-CMD, FMS

	processing and facilitation of payment to the supplier.			
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7.12. Procurement under Direct Retail Purchase of Petroleum Fuel, Oil, and Lubricant (POL) Products and Airline Tickets

Procurement of Goods based on the requirement needed by the agency to be procured using Direct Retail Purchase of Petroleum Fuel, Oil and Lubricant (POL) Products and Airline Tickets under Section 53.14 of the 2016 Revised IRR of R.A. 9184 as mode of procurement.

Office or Division:	Procurement Management Service (PMS)		
Classification:	Highly Technical		
Type of Transaction:	Government-to-Government (G2G) / Government to Business (G2B)		
Who may avail:	DSWD Central Office Office/ Bureau/ Service/ Unit (OBSU)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
<p>All Purchase Request (PR) with DRN number must be submitted in three (3) copies signed by the Head of the OBS indicating complete technical specifications of the goods and services requested with a certified true copy of approved PPMP and other supporting documents per request as follows:</p> <ul style="list-style-type: none"> • Approved Project Proposal • Approved Terms of Reference • Justification Letter • Market Survey / Market Research • Price Quotation/ Proposal <p>Conditions for Direct Purchase of Petroleum Fuel, Oil and Lubricant (POL) Products and Airline Tickets</p> <p>The procurement of POL products and airline tickets can be contracted by the end-user to identified direct suppliers or service providers under the following conditions:</p> <ul style="list-style-type: none"> • For petroleum fuel (gasoline, diesel, and kerosene), oil and lubricants: 		<p>End-user Unit (OBSUs) submit to BAC Secretariat located at the 2nd Floor, Mahusay Building, DSWD Central Office</p>	

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	ACTIONS	BE PAID	G TIME	RESPON SIBLE
Submit the PR to PMS Receiving Officer located at PMS – BAC Secretariat	<p>The PMS-BAC Secretariat (BAC Sec) receives, records the approved Purchase Request (PR) with proper signatories – in consonance with the existing guidelines – and with complete supporting documents, and for encoding in the Procurement Monitoring Tool (PMT).</p> <p>BAC Secretariat checks the inclusion of the procurement project in the PPMP/APP and endorse to the PPMD receiving officer.</p> <p>PPMD receiving officer endorses the PR to the PPMD-Chief who will then assign a Procurement Officer to handle the project, and then reverts to PPMD receiving officer.</p> <p>The PPMD receiving officer updates PMT, records and endorses the PR to the assigned Procurement Officer in coordination with</p>	Not applicable	Three (3) calendar days	End-user Unit/s (OBSUs), PMS-BAC-Secretariat, PMS-PPMD

	<p>the PPMD-Chief for thorough review of the technical specifications, which must be according to the approved project proposal/ approved Terms of Reference (TOR) / Technical Assistance.</p> <p>If found in order, the Procurement Officer affixes his/her initial and endorse the documents back to the PPMD receiving officer. Otherwise, the former shall prepare PR-Action Slip addressed to the End-User Unit (OBSUs) concerned, signed by the PPMD-Chief, for further action and compliance.</p> <p>The PPMD-Chief approves and signs the PR, and forwards to the PPMD receiving officer. The PPMD receiving officer updates PMT, records and endorses to the PPMD Procurement Officer.</p>			
	<p>Approved PR received</p> <p>The PPMD receiving officer records, updates the PMT and endorses to the</p>	Not applicable	One (1) calendar day	PMS-PPMD

	<p>PPMD Procurement Officer who will facilitate the review of the submitted documents.</p> <p>The PPMD Procurement Officer, thereafter, endorses to the BAC, through its Secretariat, a transmittal memorandum requesting for BAC Resolution recommending the adoption of direct purchase of POL products and airline tickets as the mode of procurement and award of contract to the identified supplier and/or service provider.</p>			
	<p>Preparation of BAC Resolution and Issuance of Notice of Award (NOA)</p> <p>Upon receipt of the documents, BAC Sec Procurement Officer reviews and verifies the veracity and completeness of the documents to ensure that the supplier is technically, legally and financially capable to deliver the goods.</p> <p>The BAC Sec Procurement Officer then prepares the BAC</p>	Not applicable	Ten (10) calendar days	BAC Secretariat, PMS-CMD

	<p>Resolution with the following recommendation:</p> <ul style="list-style-type: none"> • The end-user delegated to directly purchase POL products and airline tickets in accordance with Part IV (J) of this Guidelines shall determine the supplier or service provider capable of delivering the required POL products and airline tickets at retail pump price or at the most reasonable retail price, as the case may. • Taking into account the usual trade and business practices being observed in the industry and the requirements and other reasonable considerations identified by the end-user, direct retail purchase of the required POL products or airline tickets shall be carried out in 			
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	<p>accordance with pertinent accounting principles and practices as well as of sound management and fiscal administration provided that they do not contravene existing laws and regulations applicable to financial transactions.</p> <p>The Notice of Award (NOA) is also prepared. The BAC Resolution and the NOA shall be endorsed to the Head of the BAC Secretariat for final review and comments, prior to its routing for approval and signature of the members of the BAC, and eventually approval of the Head of the Procuring Entity (HoPE).</p> <p>Upon receipt of the duly signed NOA, the BAC Sec Procurement Officer serves it at once to the awarded supplier and/or service provider. The BACSec Procurement</p>			
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	Officer shall then endorse the approved BAC Resolution (CTC) with complete supporting documents to BAC Sec receiving officer for the updating of PMT and afterwards endorse to PMS-CMD for preparation of Memorandum of Understanding/ Agreement (MOU/A).			
Prepare the OBRs and have the PO signed by the HoPE	End-User Unit (OBSUs) Concerned for preparation Obligation Request and Status (ORS) The End-user Unit/s (OBSUs) facilitate the issuance Memorandum of Understanding/ Agreement (MOU/A) and the preparation, signing of Obligation Request and Status (ORS).	Not Applicable	Three (3) calendar days	End-user Unit
	Receipt of the funded Memorandum of Understanding/ Agreement (MOU/A) Upon receipt of the duly funded MOU/A, the End-	Not Applicable	Three (3) calendar days	End-user Unit

	user Unit/s (OBSUs) shall facilitate the signing of MOU/A, notifies and serves immediately to the supplier and/or service provider.			
Submit Sales Invoice, Billing Statement or Statement of Accounts	Contract Implementation End-user Unit/s (OBSUs) shall monitor the implementation of the project. The issuance of certification of services rendered shall be issued by the end-user unit (OBSUs) in accordance with the approved TOR which shall be basis for preparation of Disbursement Voucher (DV) for processing of payment.	Not Applicable	As indicated in the approved TOR	End-user Unit
Preparation and of Signing Disbursement Vouchers	Preparation of Disbursement Voucher (DV) for Payment Upon receipt of the Billing/ Statement of Account, and other supporting documents, the end-user unit shall prepare the DV. It shall then endorse to Head of OBS, Cluster Head concerned for	Not Applicable	Three (3) calendar days	End-user Unit, FMS

	signature and for processing and facilitation of payment to the supplier.			
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FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<p>Kindly accomplish the Customer Feedback Form (PMS-GF-07) and place at the drop box located in front of the Procurement Section.</p> <p>Telephone: (053)321-3322 E-mail: procurement.fo8@dswd.gov.ph</p>
How feedbacks are processed	<p>Every end of the month, your feedbacks are consolidated and summarized by the PMS ISO Technical Secretariat.</p> <p>Feedbacks requiring answers/clarifications are forwarded to appropriate Office for immediate response within 3 working days</p> <p>For the status of your query/clarification, you may contact us thru:</p> <p>Telephone: (02) 8931-81-01 to 07 loc. 10095 E-mail: procurement@dswd.gov.ph</p>
How to file a complaint	<p>Kindly accomplish the Motion for Reconsideration (MR) Form as approved by the GPPB-TSO.</p> <p>You may also file your complaint through telephone with the following details:</p> <ul style="list-style-type: none"> - Your Name and contact details - Transaction with PMS - Name of Person complained of - Reason for complaint - Evidence/s, if any <p>For the status of your complaint/s, you may contact us thru:</p> <p>Telephone: (053) 321-3322 E-mail: procurement.fo8@dswd.gov.ph</p>
How complaints are processed	<p>Upon receipt of MR, the secretariat will convene the BAC members to settle the complaint. A resolution will be drafted and a</p>

	reply on the complaints will be sent through a letter within seven (7) days.
Contact Information of CCB, PCC, ARTA	ARTA : complaints@arta.gov.ph PCC: 8888 CCB: 0908 -881-6565 (SMS)

8. General Services Section

8.1. Request for Air Transport

The Administrative Division - General Services Section (AD – GSS) provides air transport services, through the service provider's 24/7 online Portal System, to all officials and employees who are authorized to travel on official business.

Office of Division:	ADMINISTRATIVE DIVISION –GENERAL SERVICES SECTION			
Classification:	Simple			
Type of Transaction:	G2G Government-to-Government			
Brief description about this type of transaction:	This is to provide air transportation services to DSWD employees and officials			
Who may avail:	EXECOM, MANCOM, RMDC, FOCALS, CENTER HEADS, STAFF AND EMPLOYEES			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Submit the following documents to the Administrative Division - General Services Section (AD-GSS) Air Ticketing Focal:				
Vehicle Request Form			General Services Section (GSS)	
Air Transport Order (ATO)			GSS	
Written Justification			Requesting Party(DSWD Employees)	
Total No. of Steps:	6 steps			
Total Processing Time:	1 hour and 31 minutes			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the Authority to Travel and the Air Transport Order	1. Receives and stamps “Received” in the receiving	None	1-2 minutes	Requesting Party DATS Controller

(ATO) with the following details: Name of employee Scheduled flights Place of destination	copy.			
2. Keeps the receiving copy of the ATO and the Authority to Travel.	2. Reviews/validates the ATO and Authority to Travel.	None	6-10(dependi ng on the number of officials listed on the ATO)	Administrative Assistant
Note: Please proceed to Step 4 if payments are updated, otherwise, proceed to Step 3. 3. OBS to process the overdue accounts to update payments.	3. Checks and validates if concerned OBS is updated with their respective payments through the online Portal System; Note: If the payment is updated proceed to Step 3.2. Otherwise, proceed to Step 3.1. 3.1. If concerned OBS has been found to have long overdue accounts, access to the Portal System shall not be opened; inform the concerned OBS to update the overdue accounts prior to opening the access to the system.	None	25 minutes	Admin. Officer (System Administrator)
4. Receives an e-mail to proceed with the conduct of the booking of scheduled flight/s.	3.2. If concerned OBS has been found to be updated with their payments, access to portal system of	None	6-10 minutes (depending on the number of officials	Admin. Officer (System Administrator)

	the concerned OBS shall be opened; 4. Prepares an e-mail addressed to the concerned OBS informing the Air Transport Reservation Officer (ATRO) that they can now proceed to the booking of scheduled flights through the online Portal System.		listed on the ATO)	
5. Designated ATRO of the OBS conducts the booking of flights through the online Portal System.	5. Validates the booked flight details through the online Portal System.	None	5-9 minutes	Administrative Assistant
6. Prepares the Summary of Air Transport Services Processed (SATSP), ORS, DV and other supporting documents to facilitate the payment of the airline tickets.	6. Facilitates and monitors the processing of payments of the booked flights.	None	6-10 minutes	Admin. Officer (System Administrator)
TOTAL PROCESSING TIME:			1 hour and 6 minutes	

8.2. Request for Use and Monitoring of Vehicle

To provide a systematic procedure in response to the official requests for the vehicle of the Department's Executive Officials and other employees.

Offices:	Administrative Division-General Services Section(AD-GSS)Transport Management
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Classification:	Complex			
Type of Transaction:	G2G Government-to-Government			
Who may avail:	All DSWD personnel regardless of nature of employment or rank			
CHECKLIST OF REQUIREMENTS		WHRE TO SECURE		
Submit the following documents to the Administrative Division-General Services Section (AD-GSS): 1. Accomplished one (1) copy of Request for Use of Service Vehicle Form (AS-TMS-01) to be received by the AS-GSD. Note: a. Original Copy for GSD b. 1 receiving copy for the OBS concerned (photocopy) 2. General Services Electronic Ticketing System (GSETS) /DTS for FO		AD-GSS General Services Electronic- Ticketing System (GSETS)/FO DTS To be accomplished and submitted by the requesting party to the AD-GSS		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the filled-up Request Form (AS-TMS-01) together with the receiving copy to the AS-GSD and/or request thru General Services Electronic Ticketing System (GSETS)DTS for FO	1.1 Receives and stamps "Received" in the receiving copy. 1.2 Reviews/ validates the received request if properly accomplished; special directives or emergencies, request may be received through the accomplishment of the Vehicle	None	1-2 minutes 3-5 minutes	Requesting Party Administrative Clerk
Note: Submission of request must be at				

least 2 days prior to the actual travel.	Request Form.			
2. Coordinates/follow s-up with the MVD regarding their request. Note: If vehicle is not available, please proceed to Step 3. Otherwise, proceed to Step 4.	<p>2.1 Request shall be forwarded within the same day to the MVD / Admin Clerk for evaluation of the request.</p> <p>2.2 Review the current schedule of availability of vehicle;</p> <p>Note: If vehicle is available, please proceed to Step 3.1. Otherwise, proceed to Step 4.1.</p>	None	<p>3-5 minutes</p> <p>3-5 minutes</p> <p>6-10 minutes</p>	<p>Motorpool Vehicle Dispatcher (MVD)</p> <p>MVD</p> <p>MVD</p>
3. Receives the Certification of non-availability of vehicle. (end of transaction if vehicle is not available)	<p>3.1. If the vehicle is not available, inform the end-user thru phone call or email. The MVD prepares certification of non-availability of vehicle;</p> <p>3.1.1 The GSD Chief reviews and signs the certification;</p> <p>3.1.2 Issue the certification to support the reimbursement claims for use of public transport of the end-user.</p>	None	<p>1-2 minutes</p> <p>1-2 minutes</p> <p>1-2 minutes</p>	<p>MVD</p> <p>GSS Section Head</p> <p>MVD</p>
4. Receives the confirmation of travel details from the AS-GSD personnel.	4.1. If vehicle is available, the MVD identifies the appropriate vehicle to accommodate	None	10-15 minutes	MVD

	<p>the request through number of passengers and destination;</p> <p>4.2 Motorpool Vehicle Dispatcher (MVD) prepares Trip ticket for trips within Metro Manila</p> <p>4.3 MVD prepares Travel Order and Trip ticket in case of out-of town trip;</p> <p>4.4 The GSD Chief reviews and signs the Trip Ticket and the Travel Order shall be signed by the Administrative Service Director;</p> <p>4.5 Upon approval of the Trip Ticket and/or Travel Order, the MVD shall immediately coordinate with requesting party/end-user for the confirmation of the travel details thru phone call and issue to the driver the Trip Ticket and/or Travel Order.</p>		<p>1-2 minutes</p> <p>5-10 minutes</p>	<p>GSD Chief Director of Administrative Service</p> <p>MVD</p>
5. Use of DSWD vehicle	5. At the scheduled date of the trip, the driver shall wait at the designated area identified by the requesting party/end-user.	None	As needed	Driver

<p>6. End of travel and/or back to work station</p> <p>Note: Passenger to fill-up "Client Satisfaction Measurement Survey Report" (CSMSR) thru online or drop the CSMSR thru the drop boxes available in the GSD.</p>	<p>6. Driver must travel back to work station or park the vehicle at the designated DSWD garage.</p> <p>6.1 The driver and Security Guard shall briefly assess the condition of the vehicle and check if there are major damage/s.</p> <p>6.2 The Security Guard shall record the vehicle's condition on the Guard's Report / Security Guard Logbook.</p> <p>Note: The driver shall surrender the vehicle keys to the Security Guard. All vehicles must be stationed at the DSWD Central Office/Field Office, or at any DSWD Satellite Office/facility at the end of each official trip.</p> <p>6.3 All relevant documents such as Trip Ticket, Fuel Consumption and Monitoring Form, Receipts of Toll Fees, and Travel Order shall be filed accordingly.</p>	None	<p>As needed</p> <p>5-10 minutes</p> <p>3-5 minutes</p> <p>3-5 minutes</p>	<p>Driver</p> <p>Driver/security Guard</p> <p>Security Guard</p> <p>Driver/GSS Personnel</p>

TOTAL PROCESSING TIME:			1 hour and 20 minutes	

FEEDBACK AND COMPLAINT MECHANISM	
How to send feedback	At the end of the activity, DSWD personnel are requested to accomplish the Customer Feedback Form (AS-GF-0007) to be given by the Dormitory manager/ Staff in charge
How feedbacks are processed	Accomplished customer survey form is consolidated in quarterly basis. AD-GSS will the data gathered through report, root cause analysis, and identify plans and actions that must recommended for execution.
How to file a complaint	DSWD personnel may submit complaint letter address to Officer-In-Charge of Administrative Division ORVILLE C. BERINO, DSWD Field Office VIII, Magsaysay Blvd. Tacloban City.
How complaints are processed	Complaint letter shall be forwarded to the concerned Division Chief to address the concern. Reply letter shall be sent to the complainant
Contact Information	FEDERICO P. PAGAYANAN Head, General Services Section
Contact Information of CCB, PCC, ARTA	ARTA : complaints@arta.gov.ph PCC: 8888 CCB: 0908 -881-6565 (SMS)

LIST OF OFFICES

OFFICE	ADDRESS	CONTACT INFORMATION
Regional Office	Magsaysay Boulevard, Brgy. 1 & 4 (Libertad), Tacloban City 6500	Telephone Number: (053) 560-2724
Candahug Office	Government Center, Candahug, Palo, Leyte 6501	E-mail address: fo8@dswd.gov.ph