



DEPARTMENT OF SOCIAL WELFARE AND DEVELOPMENT

CITIZEN'S CHARTER
2024 (8th Edition)



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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. Crisis Intervention Section

1.1. Implementation of the Assistance to Individuals in Crisis Situation Program for Individual Clients transacting within the DSWD Offices (*Pag-implementar han Programa hin Pag-ayuda ha mga Indibidwal nga Nag-aagi hin Krisis para han Indibidwal nga mga Kliyente nga nakikigtransaksyon ha sakob han mga Opisina han DSWD*)

AICS serves as a social safety net or stop-gap measure to support the recovery of individuals and families identified to be suffering from any adversity or crisis through the provision of financial assistance, psychosocial intervention, and referral services that will enable the clients to meet their basic needs in the form of food, transportation, medical, educational, material, funeral, and cash assistance for other support services, among others.

(Naserbi komo usa nga ayuda pantalwas han nalulumos ha kakurian (social safety net) o solusyon ha pagkayana (stop-gap measure) an AICS kun diin panuyo hini an pagsuporta han pagbalik pagpaupay han mga indibidwal ngan han mga pamilya nga nahakikilala nga nag-aantos hin bisan ano man nga kakurian o krisis pinaagi hin paghatag ha ira hin ayuda-pinansyal, pagtabang pan-sayskososyal, ngan mga referral service nga makakapahatag hin kapas ha mga kliyente nga makatara han ira panguna nga mga panginahanglan sugad pananglitan han pagkaon, transportasyon, ayuda-medikal, pan-edukasyon, materyal, pagpalubong, ngan ayuda nga kwarta para han iba pa nga mga serbisyo pan-suporta, labot la han iba pa.)

The provision of psychosocial support, including psychological first aid, and counseling, as well as financial assistance to disadvantaged and marginalized sectors, are part of the social protection services of the Department. These protective services aim to help individuals and families to cope with the present difficult situation they are experiencing, such as illness, death, loss of job, or source of income. In order to effectively and efficiently respond to existing and emerging crisis situations among vulnerable sectors, a Citizens Charter was crafted to provide a comprehensive guide on the provision of the aforementioned assistance.

(Kaparte han mga serbisyo ha pagprotekta pankatilingban o social protection services han Departamento an paghatag hin pagtabang pan-saykososyal, lakip na an panguna nga pagtambal saykolohikal o psychological first aid, ngan counseling, lakip na gihapon an ayuda-pinansyal ngadto han nadidisbentaha ngan nahaiipit o marginalized nga mga sektor. Ginpapanuyo hini nga mga

serbisyo panprotekta an pagbulig ha mga indibidwal ug mga pamilya nga makaakos han ira gin-aagian nga mga kakurian, sugad pananglitan hiton pagkaada balatian, pagkamatay, kawara han trabaho o kinukuhaan hin pakabuhi. Agud epektibo ngan matatapuran nga makabaton han aada ug han tigirimaw pa la nga mga krisis ha mga sektor nga harani ha peligro ug adton may kaluyahan, usa nga Han-ay han Lalaoman nga Pagserbisyo o **Citizen's Charter** an gintuha basi makahatag hin detalyado ug pankabug-osan nga giya hiunong han paghatag han mga nasabi nga mga ayuda.)

Office or Division: Opisina o Division:	Crisis Intervention Section (Seksiyon nga Nanginginano han Paghugpoy hin Krisis) Protective Services Division DSWD Field Office VIII
Classification: Klasipikasyon:	Simple (Simplē/Yano)
Type of Transaction: Klase hin Transaksiyon:	G2C- Government to Citizen (Gobyerno ngada ha Molupyo)
Who may avail: Hin-o an makakapahimulos:	Indigent, marginalized, and vulnerable/disadvantaged individuals and families or are otherwise in crisis situation based on the assessment of the Social Worker (Mga kablas/indigent, mga nahaiipit hin kahimtang ha komunidad/marginalized, ngan adton mga nahihirani ha peligro o disbentaha nga mga indibidwal ug mga pamilya o kun diri man, adton mga aada ha krisis sumala han pagsusi ngan panginsayod han Social Worker)
CHECKLIST OF REQUIREMENTS (LISTA HAN MGA GINKIKINAHANGLAN)	WHERE TO SECURE (NGAIN MAKAKAKUHA)
One (1) valid identification card of the client/ person to be interviewed; (Usa (1) nga valid identification card han kliyente/tawo)	Preferably issued by any government agencies such as but not limited to: (Mas maupay kun tikang ini ha bisan ano nga ahensiya han gobyerno sugad pananglitan, pero diri limitado, hit mga aadi ha ubos:) ● Philippine Statistics Authority (PhilSys ID)

<p><i>nga iinterbyuhon;)</i></p>	<ul style="list-style-type: none"> • Social Security System/Government Service Insurance System (UMID ID, SSS/GSIS ID) • Philhealth (Philhealth ID) • Land Transportation Office (Driver's License) • Professional Regulation Commission (PRC ID) • Overseas Workers Welfare Administration (OWWA ID) • Department of Labor and Employment (iDOLE) • Pag-IBIG Fund (PAG-IBIG ID) • Commission on Election (Voter's ID or Voter's Certification) • Post Office (Postal ID) • Department of Foreign Affairs (Philippine Passport) • National Bureau of Investigation (NBI Clearance) • Department of Social Welfare and Development (4Ps ID) • Local Government Unit <ul style="list-style-type: none"> ○ PWD ID ○ Solo Parent ID ○ City/Municipal ID ○ Barangay ID ○ Office of Senior Citizen Affairs (OSCA ID) • Police Clearance • or any ID preferably with validity date, and picture and signature of the client. <i>(o bisan ano nga ID nga mas maupay kun may ada petsa han pagka-valid o <u>validity date</u>, ngan may picture ug pirma han kliyente.)</i>
<p>Signed Authorization Letter (if applicable)</p> <p><i>Pirmado nga Surat hin Pagtugot o Authorization Letter (kun kinahanglan la)</i></p>	<p>Beneficiary of Assistance except for those who do not have the capacity to act or below 18 years old</p> <p><i>(Tikang ha Benepisyaryo nga tatagan hin Ayuda labot la hadton diri nakakaakos o adton mga burubata pa hin 18 anyos.)</i></p>
TRANSPORTATION ASSISTANCE (AYUDA PANTRANSPORTASYON)	
<p>1. Other supporting document/s such as but are not limited to, justification of the social</p>	<p>Police Station - Police Blotter <i>(Estasyon han Pulis - Police Blotter)</i></p> <p>Hospitals/clinic - Medical Abstract <i>(Mga Hospital/klinika - Medical Abstract/Laktod han Kahimtang Panlawas)</i></p> <p>Court- Court Order / Subpoena</p>

worker, medical certificate, death certificate, and / or court order / subpoena <i>(Iba pa nga mga dokumento pan- suporta sugad pananglitan, pero diri limitado hiton, pagpamatuod han social worker, sertipiko medical, sertipiko han pagkamatay, ngan/o kasugan han husgado/subpoena)</i>	<i>(Husgado- Kasugan/Court Order / Subpoena)</i> Social Worker – Justification <i>(Social Worker – Pagpamatuod/Justification)</i>
MEDICAL ASSISTANCE FOR HOSPITAL BILL (AYUDA MEDIKAL PARA HITON KABARAYDAN HA HOSPITAL)	
1. Medical Certificate / Clinical Abstract / Discharge Summary / Alagang Pinoy Tagubilin Form with Diagnosis with complete name, license number and signature of the Physician issued within three months (Original / Certified true copy) <i>Sertipiko Medikal o Medical Certificate /</i>	Medical records of the Hospital / Clinic or the Attending Physician <i>(Mga medical records han Hospital / Klinika o tikang han Nanginginano nga Doktor)</i>

<p><i>Clinical Abstract / Laktod han Paggawas o Discharge Summary / Porma nga kanan Alagang Pinoy Tagubilin nga may ada diagnosis o resulta ug may ada kumpleto nga ngaran, numero han lisensya ngan pirma han Doktor nga kinahanglan iginhatag sakob hin tulo ka bulan (Orihinal / May sertipiko pagpamatuod nga tinuod an kopya)</i></p>	
<p>2. Hospital bill / Statement of Account (outstanding balance) with name and signature of billing clerk.</p> <p><i>(Lista nga Baraydan ha Hospital / Statement of Account (nahabibilin nga baraydan /outstanding balance) nga may ada ngaran ngan pirma han billing clerk.)</i></p>	<p>Billing Office of the hospital <i>(Billing Office han hospital)</i></p>
<p>3. Social Case Study Report/ Case Summary.</p> <p><i>(Report han Pag-aram han Social Case/ Laktod</i></p>	<p>Registered Social Worker in public or private practice. <i>(Rehistrado nga Social Worker nga nagseserbisyo tikang ha pampubliko o pribado.)</i></p> <ul style="list-style-type: none"> ● DSWD ● LSWDO ● NGO ● Medical Social Service

han Kaso.)	
MEDICAL ASSISTANCE FOR MEDICINE/ ASSISTIVE DEVICE (AYUDA MEDIKAL PARA HAN MEDISINA / MGA HIGAMIT PANPATAMBAL)	
1. Medical Certificate / Clinical Abstract / Discharge Summary / Alagang Pinoy Tagubilin Form with Diagnosis with complete name, license number and signature of the Physician issued within three months (Original / Certified true copy)	Medical records of the Hospital / Clinic or the Attending Physician <i>(Mga medical records han Hospital / Klinika o tikang han Nanginano nga Doktor)</i>
<i>Sertipiko Medikal o Medical Certificate / Clinical Abstract / Laktod han Paggawas o Discharge Summary / Porma nga kanan Alagang Pinoy Tagubilin nga may ada diagnosis o resulta ug may ada kumpleto nga ngaran, numero han lisensya ngan pirma han Doktor nga kinahanglan iginhatag sakob hin tulo ka bulan (Orihinal/May sertipiko pagpamatuod nga tinuod an kopya)</i>	

<p>2. Prescription with date of issuance, complete name, license number and signature of the Physician issued within three months.</p> <p><i>Resita nga may petsa han pag-isyu, bug-os nga ngaran, numero han lisensya ngan pirma han Doktor nga iginhatag sakob hin tulo ka bulan.</i></p>	<p>Attending Physician from a hospital / clinic.</p> <p><i>(Nanginano nga Doktor tikang ha hospital/klinika)</i></p>
<p>3. Social Case Study Report / Case Summary.</p> <p><i>Report han Pag-aram han Social Case/ Laktod han Kaso.</i></p>	<p>Registered Social Worker in public or private practice.</p> <p><i>(Rehistrado nga Social Worker nga nagseserbisyo tikang ha pampubliko o pribado.)</i></p> <ul style="list-style-type: none"> • DSWD • LSWDO • NGO • Medical Social Service
<p>MEDICAL ASSISTANCE FOR LABORATORY (AYUDA MEDIKAL PARA HAN PANLABORATORY)</p>	
<p>1. Medical Certificate / Clinical Abstract / Discharge Summary / Alagang Pinoy Tagubilin Form with Diagnosis with complete name, license number and signature of the Physician</p>	<p>Attending Physician or from Medical Records of the hospital / clinic.</p> <p><i>Nanginginano nga Doktor o tikang han Medical Records han Hospital / Klinika</i></p>

<p>issued within three months (Original / Certified true copy)</p> <p><i>Sertipiko Medikal o Medical Certificate / Clinical Abstract / Laktod han Paggawas o Discharge Summary / Porma nga kanan Alagang Pinoy Tagubilin nga may ada diagnosis o resulta ug may ada kumpleto nga ngaran, numero han lisensya ngan pirma han Doktor nga kinahanglan iginhatag sakob hin tulo ka bulan (Orihinal/May sertipiko pagpamatuod nga tinuod an kopya)</i></p>	
<p>2. Laboratory Requests with name, license number, and signature of the Physician</p> <p><i>Mga request tikang ha Laboratory nga may ada ngaran, numero han lisensya, ngan pirma han Doktor</i></p>	<p>Attending Physician from a hospital / clinic</p> <p><i>(Nanginginano nga Doktor tikang hin hospital/ klinika)</i></p>
<p>3. Social Case Study Report / Case Summary.</p> <p><i>Report han Pag-aram han Social Case/ Laktod han</i></p>	<p>Registered Social Worker in public or private practice.</p> <p><i>(Rehistrado nga Social Worker nga nagseserbisyo tikang ha pampubliko o pribado.)</i></p> <ul style="list-style-type: none"> • DSWD • LSWDO • NGO

Kaso.	<ul style="list-style-type: none"> Medical Social Service
FUNERAL ASSISTANCE FOR FUNERAL BILL (AYUDA PANPALUBONG PARA HAN BARAYDAN HA PUNERARYA)	
1. Death Certificate / Certification from the Tribal Chieftain (Original / certified true copy) <i>Sertipiko Pagpamatuod han Kamatayon o Death Certificate / Sertipiko tikang ha Lider o Pangulo/Tribal Cheif han Lumad nga Grupo nga Kinaaapihan (Orihinal/May sertipiko pagpamatuod nga tinuod an kopya)</i>	City / Municipal Hall (Civil Registry Office), Hospital, Funeral Parlor, Tribal Chieftain or Imam <i>(City Hall/Munisipyo (Opisina han Civil Registry), Hospital, Punerarya, Lider/Namamangulo han Lumad nga Grupo/Tribal Chieftain o Imam.)</i>
2. Promissory Note / Certificate of Balance <i>Surat Pagpatapod o Promissory Note / Sertipiko han balanse nga Baraydan</i>	Authorized staff of the Funeral Parlor / Memorial Chapel <i>(Gintutuinan nga empleyado han Punerarya/ Memorial Chapel)</i>
3. Funeral Contract <i>Kontrata ha Punerarya</i>	Authorized staff of the Funeral Parlor / Memorial Chapel <i>(Gintutuinan nga empleyado han Punerarya/ Memorial Chapel)</i>

FUNERAL ASSISTANCE FOR TRANSFER OF CADAVER (AYUDA PANPALUBONG PARA HAN PAGBALHIN HAN PATAY NGA LAWAS)	
1. Death Certificate / Certification from the Tribal Chieftain (Original/certified true copy) <i>Sertipiko Pagpamatuod han Kamatayon o Death Certificate / Sertipiko tikang ha Lider o Pangulo/Tribal Cheif han Lumad nga Grupo nga Kinaaapihan (Orihinal/May sertipiko pagpamatuod nga tinuod an kopya)</i>	City/ Municipal Hall (Civil Registry Office), hospital, funeral parlor, tribal chieftain or Imam. <i>(City Hall/Munisipyo (Opisina han Civil Registry), Hospital, Punerarya, Lider/Namamangulo han Lumad nga Grupo/Tribal Chieftain o Imam.)</i>
2. Transfer Permit <i>Permit ha Pagbalhin o Transfer Permit</i>	City/Municipal Hall <i>(City Hall/Munisipyo)</i>
EDUCATIONAL ASSISTANCE (AYUDA PARA EDUKASYON)	
1. Validated School ID and Valid I.D <i>Gin-validate nga I.D tikang ha iskuylahan ngan Valid I.D</i>	School <i>(Iskuylahan)</i>
2. a. Enrolment Assessment Form or b. Certificate of Enrolment or Registration; or c. Statement	School Registrar or Concerned Office <i>(Registrar han Iskuylahan o Gintutuinan nga Opisina)</i>

of Account <i>a. Porma han Pagsusi han Pag-enrol/ Enrolment Assessment Form o</i> <i>b. Sertipiko han Pag-enrol o Rehistro /Certificate of Enrolment o Registration; o</i> <i>c. Kabaraydan/ Statement of Account</i>	
FOOD ASSISTANCE FOR INDIVIDUAL AND FAMILIES ENDORSED IN GROUPS (AYUDA PARA PAGKAON PARA HAN INDIBIDWAL UG MGA PAMILYA NGA NAKAGRUPO AN PAG-ENDORSO)	
1. Project proposal	Local Government Unit <i>(LGU Lokal nga Panggobyernohan)</i>
2. Barangay Certificate or Residency or Certificate of Indigency or Certificate that the client is in need of assistance may be required <i>Sertipiko han Pag-ukoy ha Baranggay /Barangay Certificate o Residency o Sertipiko Pagpamatuod han Kahimtang han kakablas /Certificate of Indigency o danay kinahanglan an Pagpapmatuod nga nanginginahanglan hin bulig an kliyente</i>	Barangay Hall where the client is presently residing <i>(Barangay Hall diin nag-uukoy ha pagkayana an kliyente)</i>

CASH ASSISTANCE FOR OTHER SUPPORT SERVICES (AYUDA NGA KWARTA O CASH ASSISTANCE PARA HAN IBA PA NGA MGA SERBISYO PAN-SUPORTA)	
Depending on the circumstances: <i>Depende hiton mga kahimtang:</i>	
a. For Fire Victims: Police Report/ Bureau of Fire Protection Report from the Bureau of Fire (Para ha mga Biktima han Sunog: Report tikang ha Pulis o Report tikang ha Bureau of Fire Protection)	Bureau of Fire/PNP
b. For Distressed OFs: Passport, Travel Document/s, certification from OWWA or the Barangay (Para han Namomroblema nga mga Nanarbaho/ Naukoy ha Langyaw o OFs: Passport, Mga Dokumento han pagbiyahe/travel, sertipikasyon tikang ha OWWA o ha Barangay)	Overseas Workers Welfare Administration/Department of Migrant Workers/ Barangay <i>(Overseas Workers Welfare Administration/Departamento para han Migrant Workers/ Barangay)</i>
c. For Rescued Client: Certification from a social worker or Case manager	Local Social Welfare and Development Office or other social welfare agencies <i>(Lokal nga Social Welfare and Development Office o ha iba pa nga mga ahensiya para han social welfare)</i>

<p>from rescued clients. (Para han Gin-reskyu nga Kliyente: <i>Sertipikasyon tikang ha social worker o Case manager han Gin-reskyu nga mga kliyente.)</i></p>	
<p>d. For victims of Online Sexual Exploitation: Police Blotter and social worker's certification for the victims of online sexual exploitation of children (Para han mga biktima han Sekswal nga Pagpahimulos ha Internet o Online Sexual Exploitation: <i>Police Blotter ngan sertipikasyon tikang ha social worker para han mga biktima han sekswal nga pagpahimulos ha internet nga kabataan)</i></p>	<p>Local Social Welfare and Development Office or other social welfare agencies <i>(Lokal nga Social Welfare and Development Office o ha iba pa nga mga ahensiya para han social welfare)</i></p>
<p>e. For Locally stranded individuals (LSI): LSI without valid IDs, the Medical Certificate or the Travel Authority</p>	<p>Police Station –Police Blotter Hospital / Clinic - Medical Certificate signed by the Registered Physician <i>(Estasyon han Pulis –Police Blotter Hospital / Klinika – Sertipiko Medikal nga Pirmado hin Rehistrado nga Doktor)</i></p>

<p>issued by the Philippine National Police will suffice and be accepted to prove his/her identity.</p> <p>(Para han mga Nahatatanggon g o Locally stranded individuals</p> <p>(LSI): Para han mga LSI nga waray mga IDs, sadang na an Sertipiko Medikal o Katugotan Pagbiyahe / Travel Authority nga ginhatag han Philippine National Police ngan kakarawton ini pagpamatuod han iya pangilalan.)</p>	
<p>For all other incidents:</p> <p>Barangay Certificate of Residency or Certificate of Indigency or Certificate of the Client is in Need of Assistance as well as other documents from legal authorities / regulating agencies, as may be applicable such as but not limited to Police Report / Blotter, Spot report from the AFP or PNP, Joint AFP-PNP Intelligence</p>	<ul style="list-style-type: none"> • Barangay Hall where the client is presently residing (Barangay Hall diin naukoy an kliyente ha pagkayana) • Police Station (Estasyon han Pulis) • AFP or PNP • Office of Civil Registry (Opisina han Civil Registry) • Certificate from the LDRMO; or (Sertipiko tikang ha LDRMO; o) • Local Government Unit (Lokal nga Panggobyernohan)

<p>Committee (JAPIC) certificate, Certification of death, Disaster Assistance Family Access Card (DAFAC); Medico-legal certification</p> <p>(Para ha iba pa nga mga klase hin kaso:</p> <p>Sertipiko han Pag-ukoy tikang ha Baranggay o Sertipiko han Kakablasan/ Indigency o Sertipiko nga nagpapamatuod nga Kinahanglan hin Bulig an Kliyente sugad man han iba pa nga mga dokumento tikang ha legal nga mga otoridad / mga ahensiya nga nagreregula, sugad pananglitan pero diri limitado hit Report tikang ha Pulis/Blotter, Spot Report tikang ha AFP o PNP, sertipiko tikang ha Joint AFP-PNP Intelligence Committee (JAPIC), Sertipiko pamatuod han pagkamatay, Disaster Assistance Family Access Card (DAFAC); Sertipiko han Mediko-legal)</p>	<ul style="list-style-type: none"> Hospital or Clinic signed by Licensed Physician <i>(Hospital o Klinika nga Pirmado hin Lisensyado nga Doktor)</i>
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MATERIAL ASSISTANCE (AYUDA PANMATERYAL)				
1. General Intake Sheet	DSWD CIU/ CIS/ SWAD			
2. Material Assistance Distribution Sheet	DSWD CIU/ CIS/ SWAD			
ON-SITE TRANSACTION (DALAGAN HAN TRANSAKSYON HA OPISINA MISMO)				
CLIENT STEPS (MGA PITAD HAN KLIYENTE)	AGENCY ACTIONS (AKSYON HAN AHENSIYA)	FEES TO PAID (BARA YDAN)	PROCESSING TIME (KAIHA HAN PAGPROSESO)	PERSON RESPONSIBLE (GINTUTUINAN NGA EMPLEYADO)
1. Secure a queuing number. <i>Pagkuha hin Numero para hit pila.</i>	1.1. Provide Client with queuing number. <i>Paghatag ha kliyente hin numero para hit pila.</i>	None <i>Waray</i>	10 Minutes (Excluding Queuing Time) 10 Minutos (Diri lakip it Pagpila)	DSWD Personnel (Administrative Staff) <i>Empleyado han DSWD (Staff han Administratibo)</i>
2. Present pertinent Document <i>Pagpresenta han kaangayan nga mga dokumento</i>	2.1. DSWD personnel will check the validity, and completeness of required documents presented by the client. <i>Ig-chi-check hiton personnel hit DSWD an <u>pagka-valid</u>, ngan kakumpleto hiton mga ginkikinahanglan nga mga dokumento sumala han ginprepresenta han kliyente.</i>	None <i>Waray</i>	20 Minutes (Excluding Queuing Time) 20 Minutos (Diri lakip it Pagpila)	DSWD Personnel <i>Empleyado han DSWD</i>

	<p>2.2. Check the client's record to the Crisis Intervention Monitoring System (CrIMS)</p> <p><i>Sususiha an record han kliyente ha Crisis Intervention Monitoring System (CrIMS)</i></p>	<p>None</p> <p><i>Waray</i></p>	<p>20 Minutes (Excluding Queuing Time)</p> <p>20 Minutos (Diri lakip it Pagpila)</p>	<p>DSWD Personnel</p> <p><i>Empleyado han DSWD</i></p>
	<p>2.3. If documents are complete and valid, and right frequency of availment, the client will be advised to proceed to step 2 and submit documents pertinent to their request. If not, the client will be advise to comply with the needed documents or be rescheduled to the date wherein the proper frequency of availment will be met</p> <p><i>Kun kumpleto ngan <u>valid</u> an mga dokumento, ngan sakto an kasurong han iya pakabenipisyo o frequency of availment, aabisohan an kliyente nga</i></p>	<p>None</p> <p><i>Waray</i></p>	<p>10 Minutes (Excluding Queuing Time)</p> <p>10 Minutos (Diri lakip it Pagpila)</p>	<p>DSWD Personnel</p> <p><i>Empleyado han DSWD</i></p>

	<p><i>pumadayon ngadto ha ika-2 nga pitad ngan magsumite han kaangayan nga mga dokumento nga ginbibiling han ira request. Kun diri, aabisohan an kliyente nga sumunod hin pagpasa han mga ginkikinahanglan nga mga dokumento o igre-reschedule ngadto hin iba nga petsa diin makakabot an husto nga kasurong han pakabenipisyo o frequency of availment</i></p>			
<p>3. Submit pertinent documents for Interview and Assessment</p> <p><i>Pagpasa han kaangayan nga mga dokumento ngan para hiton Interbyu ngan Pag-assess.</i></p>	<p>3.1. The DSWD Social Welfare Officer (SWO) shall interview, assess the documentary requirements presented, and Fill out the information in the General Intake Sheet (GIS) and the Certificate of Eligibility (CE).</p> <p><i>linterbyuhon ngan lg-aassess hiton DSWD Social Welfare Officer (SWO) an mga ginkikinahanglan nga mga dokumento nga iginpresenta, ngan susuratan pag-fill-out an General Intake Sheet (GIS)</i></p>	<p>None</p> <p>Waray</p>	<p>40 Minutes (Excluding Queuing Time)</p> <p>40 Minutos (Diri lakip it Pagpila)</p>	<p>SWO</p>

	ngan Sertipiko han Eligibility (CE).			
	<p>3.2. The DSWD Social Welfare Officer (SWO) shall determine the eligibility of the client to receive assistance, and recommend the appropriate assistance.</p> <p>If found to be ineligible for the services under the program, the client will be formally informed of the reason of ineligibility and henceforth be declined and provided with a letter of disqualification to receive assistance.</p> <p>Sususihon han DSWD Social Welfare Officer (SWO) an katakos o <u>eligibility</u> han kliyente nga kumarawat hin ayuda, ngan igre-recommend kun ano an kaangayan nga ihatag nga ayuda. Kun makit-an nga diri takos o <u>ineligible</u> para han mga serbisyo ilarom han programa, pormal nga susumatan an kliyente han rason han iya kadiri ka-eligible ngan tikang</p>	<p>None</p> <p>Waray</p>	<p>40 Minutes (Excluding Queuing Time)</p> <p>40 Minutos (Diri lakip it Pagpila)</p>	SWO

	<i>hito dida asya hiya igde-decline ngan tatagan hin surat kay ano hiya na-disqualify pakakarawat han ayuda.</i>			
	<p>3.3. Advise the client to Proceed to Step 3 and wait to be called for the release of assistance.</p> <p><i>Aabisohan an kliyente nga pumadayon ha ika-3 nga pitad ngan maghulat nga tawagon para han paghatag ayuda.</i></p>	<p>None</p> <p>Waray</p>	<p>40 Minutes (Excluding Queuing Time)</p> <p>40 Minutos (Diri lakip it Pagpila)</p>	<p>SWO</p>
	<p>3.4. Forward the Client's Document to the Authorized Approving Officer.</p> <p><i>Igdideretso an mga dokumento han mga kliyente ngadto hiton opisyal/es nga otorisado mag-aprobar.</i></p>	<p>None</p> <p>Waray</p>	<p>40 Minutes (Excluding Queuing Time)</p> <p>40 Minutos (Diri lakip it Pagpila)</p>	<p>Authorized official/s</p> <p>Otorisado nga Opisyal/es</p>
	<p>3.5. Approve the Social Worker's recommendation if found reasonable and with complete and valid documents.</p> <p><i>Aaprobaran an rekomendasyon han Social Worker kun makikit-an nga matadong ngan kumpleto ug <u>valid</u> an mga dokumento.</i></p>	<p>None</p> <p>Waray</p>	<p>40 Minutes (Excluding Queuing Time)</p> <p>40 Minutos (Diri lakip it Pagpila)</p>	<p>Authorized Approving Officer</p> <p>Otorisado nga Nag-aaproba o Authorized Approving Officer</p>

	3.6. Scan the client's approved documents for filing, and forward to Step 3 for releasing of assistance. <i>Ig-is-scan an inaprobaran nga mga dokumento han kliyente para ha pag-file, ngan pagdiretso ngadto ha ika-3 nga Pitad para han paghatag han ayuda.</i>	None <i>Waray</i>	30 Minutes (Excluding Queuing Time) 30 Minutos (Diri lakip it Pagpila)	DSWD Personnel <i>Empleyado han DSWD</i>
4. Receive Assistance <i>Pagkarawat han ayuda</i>	4.1. Check the Client's Identity <i>Igche-check an pagkakilal-an han kliyente</i>	None <i>Waray</i>	15 Minutes (Excluding Queuing Time) 15 Minutos (Diri lakip it Pagpila)	SDO/ RDO/ DSWD personnel <i>SDO/ RDO/ Personnel han DSWD</i>
	4.2. Release the Assistance. <i>Ighahatag an ayuda.</i>	None <i>Waray</i>	15 Minutes (Excluding Queuing Time) 15 Minutos (Diri lakip it Pagpila)	SDO/ RDO/ DSWD personnel <i>SDO/ RDO/ Personnel han DSWD</i>
5. Fill out client satisfaction measurement survey <i>Pagsurat/Pag-Fill-out han client satisfaction measurement survey o surbey han kakakuntento han han serbisyo</i>	5. Receive the client satisfaction survey	None <i>Waray</i>	20 Minutes (Excluding Queuing Time) 20 Minutos (Diri lakip it Pagpila)	Administrative Personnel <i>Empleyado han Administratibo</i>
TOTAL (PANKABUG-OSAN NGA MGA		None (Waray)	5 Hour, 40 Minutes for	

KWENTA)		Cash Out Right¹ 5 ka Oras, 40 Minutos Para hit Cash Out Right² 1 ka Adlaw o or 24 Oras para hiton Surat-Garantiya o Guarantee Letter³ 1 Day or 24 Hours for Guarantee Letter⁴	
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¹ Time may vary depending on the influx of clients, technical, and other circumstances outside the control of the Department.

Puyde mag-iriba iton durasyon han kaiha depende hiton kadamo hit kliyente, teknikal ngan iba pa nga mga sirkumstansya nga gawas han kontrol han Departamento.

FEEDBACK AND COMPLAINTS MECHANISMS

(MGA MEKANISMO HIN PAGPAABOT HAN MASISIRING (FEEDBACK) HIUNONG HAN SERBISYO UG MGA REKLAMO)

How to send a feedback <i>Paunan-o pagpadara hit imo Masisiring (Feedback)</i>	<p>The client or referring party could express their feedback through a Satisfaction Survey Form upon entry at the Crisis Intervention Section (CIS). The client shall completely fill-in the form after they were assessed by the social worker whether or not they receive assistance under the Assistance to Individual in Crisis Situation (AICS) Program.</p> <p><i>Puyde ighayag han kliyente o an partido nga nahananabi an ira mga masisiring han serbisyo (feedback) pinaagi hiton pagsurat ha Satisfaction Survey Form dida hiton pagsulod ha Crisis Intervention Section (CIS). Kukumpletuhon pagfill-api han kliyente an porma kahuman hira susihon o ig-assess han social worker kun angay ba hira</i></p>
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	<i>makakarawat hin ayuda ilarom han Programa hin Pag-ayuda ha mga Indibidwal nga Nag-aagi hin Krisis (AICS).</i>
How feedback is processed <i>Gin-aano pagproseso an feedback?</i>	<p>The duly accomplished Satisfaction Survey Form 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.</p> <p><i>Kokoklektahon an mga kinumpleto nga mga Satisfaction Survey Form kausa kada bulan, kikilal-on iton mga isyu ngan mga kinababarak-an o sumbong han mga kliyente, paghihingadayan ini para magkaada hin kaangayan nga aksyon. Igmomonitor kada bulan an kahimtang han pagbaton han mga isyu ngan mga kinababarak-an han mga kliyente.</i></p>
How to file complaint <i>Paunan-o an pagpasaka hin reklamo</i>	<p>CIS and SWAD Offices shall implement two mechanisms for handling grievances and complaints which are (1) Written Communication and Email which is handled by the Grievance Focal Person (GFP), and (2) Personal or Onsite Complaints thru the establishment of the Public Assistance Complaint Desk (PACD).</p> <p>A complaint may be filed through any of the established modalities:</p> <ul style="list-style-type: none"> • personal appearance (walk-in clients) through the Public Assistance Complaint Desk (PACD). • electronic e-mail where concerns can be sent to which is at cisgrievance.dswdfo8@gmail.com • a letter addressed to the Regional Director, Director Grace Q. Subong, through the Protective Services Division Chief, Ms. Gina D.Ogay or Ms. Irene A. Permejo, SWO II, Crisis Intervention Section Head. • Through 8888 Citizen's Complaint Center <p><i>Mag-iimplementar an mga opisina han CIS ngan SWAD hin duha nga mekanismo hin pagkapot han mga sumbong ngan mga reklamo, ini amo an (1) Sinurat nga Komunikasyon ngan Email nga kakaptan han Grievance Focal Person (GFP), ngan (2) Personal o Ha opisina mismo nga pagreklamo pinaagi han pagtukod han Public Assistance</i></p>

	<p><i>Complaint Desk (PACD).</i></p> <p><i>Puyde igpasaka iton usa nga reklamo subay ha bisan ano nga nakahiraan nga pamaagi:</i></p> <ul style="list-style-type: none"> • <i>personal nga pagtambong (mga kliyente nga walk-in clients) pinaagi han Public Assistance Complaint Desk (PACD).</i> • <i>Elektroniko nga mensahe o e-mail diin puyde ipadara an mga sumbong ha cisgrievance.dswdfo8@gmail.com</i> • <i>usa nga surat nga nakaaddress tikadto hiton Regional Director, Director Grace Q. Subong, pinaagi kan Protective Services Division Chief, Ms. Gina D.Ogay o kan Ms. Irene A. Permejo, SWO II, Head han Crisis Intervention Section.</i> • <i>Pinaagi ha numero 8888 Citizen's Complaint Center</i>
How complaints are processed <i>(Paunan-o ginproproseso an mga Komunikasyon ngan mga email)</i>	
Written Communication and Email <i>Sinurat nga Komunikasyon ngan Email</i>	<p>Step 1: Recording and Tagging of Grievances</p> <p>Grievances forwarded to the CIS shall be received by the assigned incoming document administrative staff. The said officer shall log the document in the Data Archiving and Tracking System (DATS) of the Department signifying that the document was received by the office. Then, the document will be forwarded to the Grievance Focal Person. The DRN. Subject of the document and other pertinent details shall be listed in the monitoring tool for action of the Grievance Focal Person.</p> <p><i>Ika-1 nga Pitad: Pag-record ngan Pag-tag han mga Sumbong</i></p> <p><i>Kakarawton an mga sumbong ha CIS han tisulod nga empleyado han administratibo nga gintutuinan kumapot han mga dokumento. Iglilista ha log hini nga opisyal an mga dokumento ngadto ha Data Archiving and Tracking System (DATS) han Departamento pagtigaman nga nakarawat han opisina an dokumento. Katima, igdederetso an dokumento ha Grievance Focal Person. An DRN. Iglilista an gintutukib han dokumento pati an iba pa nga kaangayan nga mga detalye ngadto hiton monitoring tool para ha pag-aksyon han Grievance Focal</i></p>

	<p><i>Person.</i></p> <p>Step 2: Action and Response</p> <p>Upon receiving the document, the CIS Grievance Focal Person shall assess and inform the concerned staff, team or section on their involvement in the received grievance case. The concerned staff or team shall take appropriate action and shall be given three (3) days to respond to the complaint through a feedback letter. The fully furnished document of the response shall be forwarded to the concerned parties copy furnished to the Regional Grievance Focal and PMB-CID Grievance Focal Person.</p> <p><i>Ika-2 nga Pitad: Aksyon ngan Pagbaton</i></p> <p><i>Pakakarawat han dokumento, sususihon ngan susumatan han Grievance Focal Person an nahananabi nga empleyado, team o seksiyon hiunong han ira kahalakip dida han nakarawat nga sumbong. Bubuhaton han nahananabi nga mga empleyado o team an kaangayan nira nga mga aksyon ngan tatagan hira hin tulo (3) ka adlaw basi bumaton han mga reklamo pinaagi hin usa nga surat o feedback letter. Igdederetso ngadto ha mga nahananabi nga mga partido an kumpleto nga mga dokumento ngan sugad man nga may kopya gihapon nga ighahatag ngadto ha Grievance Focal ngan PMB-CID Grievance Focal Person.</i></p> <p>Step 3: Monitoring</p> <p>A designated Grievance Focal Person per CIS and SWAD offices shall be responsible for responding to and monitoring grievances concerning their respective office. All grievances will be recorded and monitored through a centralized system to ensure all grievances are provided with appropriate action in compliance with RA. 11032 or the “Ease of Doing Business and Efficient Government Service Delivery Act of 2018”.</p> <p><i>Ika-3 nga Pitad: Pag-Monitor</i></p> <p><i>An nahatutungdan nga Grievance Focal Person tikang ha mga opisina han CIS ngan SWAD asya an magigin responsable ha pag-monitor han mga</i></p>
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	<p><i>sumbong may kalabotan han ira mga opisina. Ig-rerecord nga tanan nga mga sumbong ngan igmon-monitor pinaagi hin usa nga sentralisado nga sistema nga magsisiguro nga an nga tanan nga mga sumbong matatagan hin kaangayan nga aksyon subay pagtuman han RA. 11032 o an “Ease of Doing Business and Efficient Government Service Delivery Act of 2018”.</i></p> <p>Step 4: Termination</p> <p>Grievances provided with an action shall be marked as RESOLVED if no further follow-through from the complainant is received after three (3) days from the date the feedback was forwarded.</p> <p><i>Ika-4 nga Pitad: Pagsarado</i></p> <p><i>Mamarkahan hin Naresloba na o RESOLVED an mga sumbong nga natagan na hin aksyon kun waray na makakarawat nga pasegunda tikang han nagreklamo kahuman hin tulo (3) ka adlaw tikang han petsa han pagpasa han feedback.</i></p>
<p>Personal or onsite complaints</p> <p><i>Personal o Pagreklamo mismo ha Opisina (On-site)</i></p>	<p>A PACD shall be stationed within the CIS/SWAD Satellite Office operating area where it is visible and accessible to clients. The management of the said offices shall designate personnel to man the said area and be able to immediately respond to complaints and/or queries of clients on-site.</p> <p>Below is the process of handling grievances:</p> <p><i>Magbubutang hin PACD ha sakob hiton CIS/SWAD Satellite Office operating area diin makikita ini ngan masayon kadtoan hiton mga kliyente. Magbubutang hin mga empleyado nga gintutuinan an management han nasabi nga mga opisina agud matawohan an dapit ngan basi madali la an pagbaton han mga reklamo ngan/o mga pakiana han mga kliyente dida hito mismo nga opisina on-site.</i></p> <p><i>Mababasa ha ubos an proseso han pagkapot han mga sumbong:</i></p> <p>Step 1: Recording of PACD Concern</p>

The PACD Officer shall be in-charged of addressing the concerns raised through the PACD and shall account all transactions through a PACD Monitoring Tool which will contain the basic information and contact details of the client, and their concern.

Ika-1 nga Pitad: Pag-record han mga Sumbong ha PACD

An PACD Officer amo an tutukahan o in-charge han pagpanginano han mga sumbong nga ginpaagi ha PACD ngan hiya gihapon an maglilista han tanan nga transaksyon pinaagi hin PACD Monitoring Tool nga may ada impormasyon ngan detalye pagkontak han kliyente, ngan han ira sumbong.

Step 2: Assessment and Intervention

The PACD Officer shall be responsible to assess the concern of the client and shall intervene based on the presented concern. They shall observe maximum tolerance and calmly handle clients expressing their concerns or plea, or whatever the case may be. For brevity, the PACD Officer shall provide a brief description of the actions taken to resolve the concern of the client on the PACD Monitoring Tool.

In cases where the client persists to be unresolved with the intervention provided despite the diligent effort of the PACD Officer to assist them, the PACD Officer shall be required to prepare an incident report and escalate the concern to the management.

Ika-2 nga Pitad: Pagsusi ngan Panginano

An PACD Officer an magigin responsible han pagsusi han sumbong han kliyente ngan hiya an mapabutnga pagpanginano base han iginpresenta nga sumbong. Kinahanglan hira magsunod han gihataasi nga lebel hin pagpailob ngan kinahanglan gihapon nga kalmado nira nga aatubangon an mga kliyente nga nagsusumbong o nahangyo, o kun bisan ano pa an kaso. Para diri maghinilaba, maghahatag an PACD Officer hin laktod nga pagsaysay han mga aksyon nga ginhimo para maresolba an sumbong han kliyente didto hiton PACD Monitoring Tool.

Ha mga kaso kun diin nagpipirit an kliyente nga

	waray pa karesolba an ira sumbong bisan han maduruto nga paningkamot han PACD Officer pag-assister ha ira, kinahanglan magsurat hin incident report an PACD Officer ngan igpasaka an sumbong ngadto ha management.
Contact Information of ARTA, PAC, and CCB <i>Impormasyon Pagkontak han ARTA, PAC, ngan CCB</i>	Anti-Red Tape Authority(ARTA) complaints@arta.gov.ph 8-478-5093 Presidential Action Center (PAC) pace@malacanang.gov.ph 8888 Contact Center ng Bayan (CCB) email@contactcenterngbayan.gov.ph Crisis Intervention Section FO8 cisgrievance.dswdfo8@gmail.com

2. Community–Based Welfare Section

2.1. Securing Travel Clearance for Minors Travelling Abroad (Pagkuha hin Katugotan Pagbiyahe (Travel Clearance) para hit mga Minor-de-Edad nga Tipakadto ha Abroad)

Travel Clearance is a document issued by the Department of Social Welfare and Development for a minor who is below 18 years old, who wants to travel abroad alone, without any of his or her parent or legal guardian.

Usa nga dokumento iton Travel Clearance nga igin-i-issue hiton Department of Social Welfare and Development para ha mga minor-de-edad nga burubata pa hin 18 anyos, nga karuyag bumiyahen tikapadto ha langyaw nga mag-usaan, nga waray upod nga kag-anak o nagbabantay/legal guardian.

Office or Division: Opisina o Division:	Community-Based Welfare Section (Seksiyon nga Nanginginano han Kaupayan nga Naka-base ha Komunidad) Protective Services Division DSWD Field Office VIII
Classification: Klasipikasyon:	Simple (Simple/Yano)
Type of	G2C- Government to Citizen

Transaction:	
Klase hin Transaksiyon:	(Gobyerno ngada ha Molupyo)
Who may avail:	Filipino Minors Traveling Abroad
Hin-o an makakapahimulos:	(Mga Pilipino nga Minor-de-Edad nga Nabiyahe Tipakadto ha Abroad/Langyaw nga Nasod)
CHECKLIST OF REQUIREMENTS (LISTAHAN HAN MGA GINKIKINAHANGLAN)	WHERE TO SECURE (NGAIN MAKAKAKUHA)
Issuance of Travel Clearance Certificate (Paghatag hin Sertipiko han Travel Clearance) For Minors Traveling Alone to a Foreign Country for the First Time (Para hadton mga Minor-de-edad nga Waray Upod nga UNA PA LA NGA Mabiyahe Tipakadto ha Langyaw nga Nasod)	
1. Duly accomplished Application Form (Kinumpleto pag-fill-up nga Application Form)	DSWD Field Offices or at download form at www.dswd.gov.ph (Ha DSWD Field Offices ngan puyde liwat ma-download it form ha www.dswd.gov.ph)
2. LSWDO/SWAD Social Worker's assessment, when necessary (LSWDO/SWAD Social Worker's assessment, kun kinahanglan la)	Local Social Welfare and Development Office where the minor resides (Didto ha Local Social Welfare and Development Office nga sakop kun diin naukoy an minor-de-edad)
3. PSA issued Birth Certificate of Minor (Birth Certificate han Minor-de-edad nga ginkuha tikang ha PSA)	Philippine Statistics Authority (PSA)
4. One (1) Photocopy of PSA issued Marriage Contract of minor's parents/ Copy of Court issued Legal Guardianship/ Tallaq or Fasakh Certification from the Shariah Court or any Muslim Bgy or religious leader. PSA issued CENOMAR for illegitimate minors on SECPA; (Usa nga (1) Photocopy han	Philippine Statistics Authority (PSA); Court who handled the Legal Guardianship petition; Shariah Court or Religious Leader (Ha Philippine Statistics Authority (PSA); Korte nga nagkapot han petisyon han Legal Guardianship; Korte han Shariah o tikang mismo ha Lider han Relihiyon)

<p><i>Marriage Contract han Kag-anak han Minor-de-edad tikang ha PSA/ Kopya han Legal Guardianship nga tikang ha Korte/ Sertipiko han Tallag or Fasakh tikang ha bis diin nga Shariah Court o bisan ano nga kanan Muslim Bgy o lider han relihiyon. CENOMAR nga tikang ha PSA kun diri lehitimo/illegitimate nga minor-de-edad nga ada ha SECPA;)</i></p>	
<p>5. Notarized Affidavit of Consent or Written Consent of both parents/ legal guardian/solo parent, whichever is applicable. Photocopy of valid passport and valid visa or valid ID issued abroad, if parents are working abroad.</p> <p><i>(Ginpanotaryohan nga Affidavit of Consent o bisan ano nga Surat Pagtugot/Consent nga tikang ha duha nga kag-anak/nagbabantay o legal guardian/solo parent, kun ano man it napapahamtangan. Photocopy han valid nga pasaporte ngan valid nga visa o valid ID nga gin-issue tikang ha abroad, kun natrabaho ha langyaw an mga kag-anak.)</i></p>	<p>Law Office and Notarized at the place where the minor resides/ Philippine Embassy (if minors parent/s are abroad)</p> <p><i>(Ha Law Office ngan kinahanglan ginnotaryohan ha lugar sakop han inuukyan han minor-de-edad/Embassy han Pilipinas (kun naukoy ha langyaw an/mga kag-anak han bata)</i></p>
<p>6. Two (2) original colored passport size photos of the minor (in White, Red or Blue Background) taken within the last 6 months. No scanned picture is allowed.</p> <p><i>(Duha (2) nga colored nga passport size nga picture han minor-de-edad (Busag, Pula o Asul iton Background) nga ginparetrato sakob han nakalabay nga 6 ka bulan. Diri puyde an naka-scan nga retrato.)</i></p>	<p>Applicant</p> <p><i>(Aplikante)</i></p>
<p>7. Affidavit of Support and</p>	<p>Applicant</p>

<p>Certified copy of evidence to show financial capability of sponsor e.g Certificate of Employment, Latest Income Tax Return, Bank Statement, etc)</p> <p><i>(Affidavit Support ngan Certified nga kopya han ebidensya nga makakapakita han kapas-pinansyal han isponsor (pananglitan: Sertipiko han Pag-empleyo, Giuurhi-i nga pagbayad han buhis o Latest Income Tax Return, Bank Statement, ugbp.)</i></p>	<p>(Aplikante)</p>
<p>8. Certified True Copy of the Death Certificate (for deceased parent/s) on SECPA;</p> <p><i>(Sinirtipiko han nga tinuod nga kopya o Certified True Copy han Death Certificate (kun pananglit patay na an/mga kag-anak) ha SECPA;)</i></p>	<p>Applicant</p> <p><i>(Aplikante)</i></p>
<p>9. Unaccompanied Minor Certificate from the Airlines</p> <p><i>(Sertipiko nga Unaccompanied Minor o Waray kaupod nga minor-de-edad tikang han kompanya han eroplano o Airlines)</i></p>	<p>Airline Company where ticket is obtained</p> <p><i>(Kompanya han Eroplano/Airline diin tikang kuhaa an ticket)</i></p>
<p>10. Waiver from the parents releasing DSWD from any liability/responsibility in case of untoward incident during the travel of the child.</p> <p><i>(Sabot o Waiver tikang ha mga kag-anak nga ginbubuhian nira an DSWD ha kun ano man nga liability/baratonon/responsibilidad kun pananglit may ada diri maupay nga mahinabo durante han pagbiyahe han bata.)</i></p>	<p>Applicant</p> <p><i>(Aplikante)</i></p>

For Succeeding Travel of Unaccompanied minor or Traveling ALONE (Para hadton Sunod nga/mga biyahe han Waray Upod nga Minor-de-edad O MAG-USAAN LA)	
1. Duly accomplished Application Form <i>(Kinumpleto pag-fill-up nga Application Form)</i>	DSWD Field Office/ DSWD website: www.dswd.gov.ph <i>(Ha DSWD Field Office o DSWD website: www.dswd.gov.ph)</i>
2. Notarized Affidavit or Written Consent of both parents, the Solo parent and the legal guardian, whichever is applicable, with copy of valid ID with signature <i>(Ginpanotaryohan nga Affidavit of Consent o bisan ano nga Surat Pagtugot/Consent nga tikang ha duha nga kag-anak/nagbabantay o Solo parent o legal guardian/nagbabantay, kun ano man it napapahamtangan, kinahanglan may ada kopya han valid ID nga may pirma.)</i>	Law Office and Notarized at the applicants place of residence <i>(Ha Law Office, ngan kinahanglan ginnotaryohan ha lugar nga sakop han inuukyan han aplikante)</i>
3. Original copy of the previous Travel Clearance issued <i>(Orihinal nga kopya han nag-agi nga mga Travel Clearance nga igin-issue)</i>	Applicant <i>(Aplikante)</i>
4. Two (2) colored passport size pictures of the minor (in white, red or blue background) taken within the last 6 months. No scanned pictures will be accepted. <i>(Duha (2) nga colored nga passport size nga mga picture han minor-de-edad (busag, pula o asul iton Background) nga ginparetrato sakob han nakalabay nga 6 ka bulan. Diri puyde an naka-scan nga retrato.)</i>	Any establishment that offers ID picture printing <i>(Bisan diin nga establisimento nga may serbisyo pagpa-I.D. ngan pagpaprint hin picture.)</i>
5. Unaccompanied Minor Certificate from the Airline	Airline Company <i>(Kompanya han Eroplano)</i>

(Sertipiko nga Waray Upod o Unaccompanied Minor Certificate tikang ha kompanya han eroplano)	
6. Waiver from the parents releasing DSWD from any liability in case of untoward incident during the travel of the child. (Sabot o Waiver tikang ha mga kag-anak nga ginbubuhian nira an DSWD tikang ha kun ano man nga liability/baratonon/responsibilidad kun pananglit may ada diri maupay nga mahinabo durante han pagbiyahe han bata.)	Applicant (Aplikante)
Minor Traveling for the FIRST TIME with persons other than the Parents or Legal Guardian (Para hadton mga Minor-de-edad nga may upod nga diri nira Kag-anak o Legal Guardian nga UNA PA LA NGA MABIYAHE)	
1. Duly accomplished Application Form (Kinumpleto pag-fill-up nga Application Form)	DSWD Field Office/ DSWD website: www.dswd.gov.ph (Ha DSWD Field Office/ DSWD website: www.dswd.gov.ph)
2. Copy of the PSA issued birth certificate of the minor (Kopya tikang ha PSA han birth certificate han minor-de-edad)	Philippine Statistics Authority (PSA)
3. Notarized affidavit or written consent of both parents or solo parent or legal guardian, attached with valid identification card with specimen signature. (Ginpanotaryohan nga Affidavit o bisan ano nga Surat Pagtugot/Consent nga tikang ha duha nga kag-anak/nagbabantay o Solo parent o legal guardian/nagbabantay, nga may naka-attach nga valid nga ID nga may ada pirma.)	Applicant (Aplikante)
4. Copy of Marriage Certificate of	PSA, Local Social Welfare and Development

minors parents (SECPA), Solo Parent ID, for Solo Parents, Court Decree of Separation, Annulment or Divorce, for illegitimate minors, CENOMAR from PSA; in case of deceased parent/s, copy of the Death Certificate. <i>(Kopya han Sertipiko han Pagkasal o Marriage Certificate han mga kag-anak han minor-de-edad (SECPA), Solo Parent ID – para hadton mga Solo Parent, Dekreto pagpamatuod han pagseparar o Court Decree of Separation, Annulment o Diborsyo, para han diri lehitimo/ illegitimate nga bata, CENOMAR tikang ha PSA; ngan Death Certificate pananglit patay na an/mga kag-anak)</i>	Office (for the Solo Parents ID); Family Court. <i>(Ha PSA, o Opisina han Local Social Welfare and Development (para han Solo Parent ID); Korte Para han Pamilya (Family Court))</i>
5. Two (2) colored passport size pictures of the minor (in white, red or blue background) taken within the last 6 months. No scanned pictures will be accepted. <i>(Duha (2) nga colored nga passport size nga mga picture han minor-de-edad (busag, pula o asul iton background) nga ginparetrato sakob han nakalabay nga 6 ka bulan. Diri kakarawton an naka-scan nga retrato.)</i>	Applicant <i>(Aplikante)</i>
6. Photocopy of the passport of the traveling companion. <i>(Photocopy han pasaporte han kaupod pagbiyahe.)</i>	Minor's travelling companion <i>(Kaupod pagbiyahe han Minor-de-edad)</i>
Minors Traveling subsequently with a Person Other than the Parents of Legal Guardian <i>(Para hadton mga Minor-de-edad nga may Upod pero diri nira Kag-anak o Legal Guardian nga SUNOD O DIRI NA SIYAHAN NGA PAGBIYAHE)</i>	
1. Duly accomplished Application Form	DSWD Field Office/ DSWD website: www.dswd.gov.ph

<i>(Kinumpleto pag-fill-up nga Application Form)</i>	<i>(Ha DSWD Field Office/ DSWD website: www.dswd.gov.ph)</i>
<p>2. Original copy of the Travel Clearance previously issued by the DSWD Field Office;</p> <p><i>(Orihinal nga kopya han nag-agi nga mga Travel Clearance nga igin-issue han DSWD Field Office;)</i></p>	<p>Applicant</p> <p><i>(Aplikante)</i></p>
<p>3. Notarized Affidavit of Consent from biological parent/s, legal guardian authorizing a particular person to accompany the child in his/her travel abroad, with a copy of the valid identification card with specimen signature.</p> <p><i>(Ginpanotaryohan nga Affidavit of Consent tikang han pursuso/biological nga mga kag-anak, legal guardian/nagbabantay nga nag-ootorisa han particular nga tawo nga maupod han bata ha iya pagbiyahe ha langyaw, nga may kopya han valid nga identification card nga may ada pirma.)</i></p>	<p>Applicant</p> <p><i>(Aplikante)</i></p>
<p>4. Two (2) original colored passport size photos of the minor taken within the last six (6) months. No scanned pictures will be accepted;</p> <p><i>(Duha (2) nga orihinal ngan colored nga passport size nga mga picture han minor-de-edad nga ginparetrato sakob han nakalabay nga 6 ka bulan. Diri kakarawton an naka-scan nga retrato;)</i></p>	<p>Applicant</p> <p><i>(Aplikante)</i></p>
<p>5. Photocopy of the Passport of the traveling companion.</p> <p><i>(Photocopy han Pasaporte han kaupod pagbiyahe han minor-de-</i></p>	<p>Minor's traveling companion</p> <p><i>(Kaupod pagbiyahe han minor-de-edad)</i></p>

edad.)	
Additional Requirements for Minors Under Special Circumstances: (Kadugangan nga mga Kinahanglanon para han mga Minor-de-edad nga aada ha mga talagsaon o Espesyal nga mga sirkumstansya:)	
<i>For Filipino Minors Migrating to Another Country</i> <i>(Para han mga Pilipino nga Minor-de-edad nga Mabalhin tikadto ha Langyaw nga Nasod)</i>	
1. Visa Petition Approval <i>(Gin-apropabaran nga Petisyon han Visa)</i>	Applicant <i>(Aplikante)</i>
<i>For Minors Studying Abroad</i> <i>(Para han mga Minor-de-edad nga Mag-iiskuyla ha Abroad)</i>	
1. Acceptance or Certificate of Enrollment or Registration from the School where the minor is to be enrolled. <i>(Sertipiko han kakarawat o Certificate of Enrollment o Rehistro tikang han Iskuylahan diin igin-enrol an minor-de-edad.)</i>	Applicant <i>(Aplikante)</i>
<i>For Minors who will attend Conference, Study Tours, Competition, Student Exchange Program, Summer Camp, Pilgrimage, World Youth Day and Other Related Activities:</i> <i>(Para han mga Minor-de-edad nga matambong hin Conference, Study Tour, Paisan-isan, Programa hin Student Exchange, Summer Camp, Pilgrimahe, World Youth Day o iba pa nga mga Kapareho nga Aktibidades:)</i>	
1. Certification from Sponsoring Organization <i>(Sertipikasyon tikang han Organisasyon nga nag-iisponsor)</i>	Sponsor Organization <i>(Nag-iisponsor nga Organisasyon)</i>
2. Affidavit of Undertaking of Companion indicating safety measures undertaken by the Sports Agency <i>(Affidavit of Undertaking han kaupod diin kinahanglan nagsasaysay ini han mga pangandaman o safety measures nga ginbuhat han Sports Agency)</i>	Sports Agency <i>(Ahensiya han Sports nga may kalabotan)</i>
3. Signed Invitation from the Sponsoring Agency/Organization abroad with itinerary of travel and list of participants and duration of the activity/travel <i>(Pirmado nga Imbitasyon tikang han</i>	Sponsoring Organization <i>(Nag-iisponsor nga Organisasyon)</i>

Nag-iisponsor nga Ahensiya/Organisasyon ha langyaw nga may ada lista han kakadtoan o itinerary of travel ngan lista han mga kaapi lakip an kaiha han aktibidad/biyahe.)	
Minors going Abroad for Medical Purposes (Para han mga Minor-de-edad nga Mapalangyaw para Magpatambal)	
1. Medical Abstract of the Minor (Medical Abstract han Minor-de- edad)	Attending Physician (Nanginginano nga Doktor)
2. Recommendation from the Attending Physician that such medical procedure is not available in the country (Rekomendasyon tikang han Nanginginano nga Doktor nga nagsusumat nga waray dinhi ha nasod an klase hin pagtambal para han iya sakit)	
3. Letter from the Sponsor (Surat tikang han Isponsor)	Sponsor
Minors going Abroad for Inter-Country Adoption (Para han mga Minor-de-edad nga mapa-abroad tungod kay gin-adopt hin Taga- langyaw o Inter-Country Adoption)	
1. Placement Authority issued by ICAB (Placement Authority nga igin-issue han ICAB)	Inter-Country Adoption Board (ICAB)
2. Authority to Escort issued by ICAB (Authority to Escort nga igin-issue han ICAB)	Inter-Country Adoption Board (ICAB)
Minors under Foster Care (Para han mga Minor-de-edad nga Iba nga Tawo/Pamilya it Nagpapadako)	
1. Notarized Affidavit of Undertaking by the Foster Parents (Ginnotaryohan nga Affidavit of Undertaking tikang han Nagpapadako han Bata)	Foster Parent (Ha mga Nagpapadako han Bata)
2. Notarized Affidavit of Consent from the Regional Director or Authorized Representative	DSWD Regional Director

<i>(Ginnotaryohan nga Affidavit of Consent tikang ha Regional Director o kun hin-o pa man nga otorisado nga mga tinaglawas)</i>	
3. Photocopy of Foster Placement Authority <i>(Photocopy han Foster Placement Authority)</i>	Applicant <i>(Aplikante)</i>
4. Photocopy of Foster Care License of the Family <i>(Photocopy han Foster Care License han Pamilya)</i>	Applicant <i>(Aplikante)</i>
5. DSWD Certification of the CDCLAA Except those under Kinship Care <i>(Sertipiko tikang ha DSWD han CDCLAA labot la kun Paryente iton nag-aatiman)</i>	DSWD
6. Return Ticket <i>(Ticket pabalik)</i>	Applicant <i>(Aplikante)</i>
Minors Under Legal Guardianship <i>(Para han mga Minor-de-edad ilarom hin Legal Guardianship)</i>	
1. Certified True Copy of the Court Order on Legal Guardianship <i>(Certified True Copy han Kasugoan han Korte/Court Order hiunong han Legal Guardianship)</i>	Court <i>(Korte)</i>
For Minors whose parents are Seafarers <i>(Para han mga Minor-de-edad kanay mga kag-anak mga Seafarers (Seaman/woman))</i>	
1. Certification from the Manning Agency attesting to the parents employment <i>(Sertipikasyon tikang han Ahensiya nga Nag-employo nga nagpapamatuod han pagkaemployado han mga kag-anak)</i>	Applicant <i>(Aplikante)</i>
2. Photocopy of Seaman's Book of Parent/s <i>(Photocopy han Seaman's Book han mga Kag-anak)</i>	

For Minors with alleged missing parent/s (Para han mga Minor-de-edad nga Gin-aalegar nga nawawara iton/mga kag-anak)				
1. Social Case Study Report from the LSWDO where the alleged missing parent's last known address (Social Case Study Report tikang ha LSWDO diin aadto an giuurhi-i nga address han gin-aalegar nga nawawara nga kag-anak)		Local Social Welfare and Development Office (Ha Lokal nga Social Welfare and Development Office)		
2. Blotter Report from either local police or Barangay Certification from the Locality of the last known address of the alleged missing parent (Blotter Report tikang ha lokal nga kapulisan o Sertipiko tikang ha Baranggay hito nga lokalidad nga nagtutudlok han giuurhi-i nga address han gin-aalegar nawawara nga kag-anak.)		Local Police or Barangay of the alleged missing parent/s last known address (Ha Lokal nga Kapulisan o Baranggay han giuurhi-i nga nasasabtan nga address han gin-aalegar nawawara nga kag-anak)		
3. One (1) returned registered mail to the last known address of the alleged missing parent/s known address. (Usa (1) nga igin-uli nga renehistro nga surat ngadto han gi-uurhi-i nga address han gin-aalegar nawawara nga kag-anak.)		Applicant (Aplikante)		
Within the Day Transaction (Mismo ha Adlaw han Transaksyon)				
CLIENT STEPS (MGA PITAD HAN KLIYENTE)	AGENCY ACTIONS (MGA AKSYON HAN AHENSIYA)	FEES TO BE PAID (BARAY DAN)	PROCESSING TIME (KAIHA HAN PAGPROSES O)	PERSON RESPONSIBLE (MGA GINTUTUINAN NGA EMPLEYADO)
1. Registration Pagparehistro	1.1. Issuance of Service Sequence Number Paghatag hin kun Numero kun ikapira ha pila	None Waray	5 minutes 5 minutos	Officer of the Day Nag-oopisina hito nga adlaw

	<p>1.2. Encoding of the client's information in online Spreadsheet</p> <p><i>Pag-encode han impormasyon han kliyente ha online spreadsheet</i></p>			
	<p>1.3. Issuance of the Client Satisfaction Survey Form (CSS Form)</p> <p><i>Pagpa-fill-up han Client Satisfaction Survey Form (CSS Form)</i></p>			
<p>2. Submission of Application and Documentary Requirements</p> <p><i>Pagpasa han aplikasyon ngan han ginkikinahanglan nga mga dokumento</i></p>	<p>2. Receives Filled Up Application Form and Documentary requirements presented by the Client.</p> <p><i>Kakarawton an finil-apan nga porma han aplikasyon ngan an mga ginkikinahanglan nga mga dokumento subay han ginpresenta nga han kliyente.</i></p>	<p>None</p> <p><i>Waray</i></p>	<p>5 minutes</p> <p><i>5 minutos</i></p>	<p>Social Worker</p>
<p>3. Screening of Application and documentary requirements</p>	<p>3. Social Worker will check the presented documentary requirements are complete. If not, the client will be asked to comply. If Complete, proceed to the next Step.</p>	<p>None</p>	<p>5 minutes</p>	<p>Social Worker</p>

<i>Pagtaltag ngan pagsusi/ pag-screen han aplikasyon ngan han mga ginkikinahanglan nga dokumento.</i>	<i>Igche-check han Social Worker kun kumpleto ba an iginpresenta nga mga ginkikinahanglan nga dokumento. Kun diri, sisigngan an kliyente nga kumpletuhon an mg aini. Kun kumpleto, mapadayon ngadto ha sunod nga pitad.</i>	Waray	5 minutos	
4. Interview / Assessment	4.1. Social Worker interviews and conducts assessment of the application.	None	20 minutes	Social Worker
<i>Interbyu ngan pag-assess</i>	<i>Iinterbyuhon han Social Worker an aplikante ngan ig-a-assess an aplikasyon.</i> 4.2. Recommends for the approval or disapproval of the application to the Signing Authority. <i>Igrerekomenda an pag-aproba o an diri pag-aproba han aplikasyon ngadto han otoridad nga napirma.</i>	Waray	20 minutos	

	4.3. Approves / Disapproves the application	None		Supervisor/ OIC Supervisor o OIC
	<i>Ig-aaproba / Diri ig-aaproba an aplikasyon</i>	Waray		
	4.3.1. If Approved, proceed to step 5.		5 Minutes 5 Minutos	Social Worker
	Kun ig-aproba, maderetso ha ika-5 nga pitad.			
	4.3.2. If Disapproved, Counseling and Explanation of reason for disapproval of application.		5 Minutes 5 Minutos	Social Worker
	<i>Kun waray aprobari, sasagdunan ngan sasaysayan an aplikante kay ano waray kaaprobari an aplikasyon.</i>			
	4.4. Notify the DFA, BI PMB, DSWD-CO.	None	10 Minutes	Social Worker
	If Exempted, Prepares the Certificate of Exemption for Approval of the Regional Director or the Authorized Signatory			
	<i>Papasabton/ Igotify an DFA, BI PMB, DSWD-CO.</i>	Waray	10 Minutos	Social Worker / Admin Staff
	<i>Kun Exempted o makikit-an nga diri</i>			

	sakop han reglamasyon, Aandamon an Certificate of Exemption para han pag-aprobar han Regional Director o han Otorisado nga mapirma			
5. Payment of: Php 300.00 for 1-year validity; Php600.00 for 2 years validity <i>Pagbayad hin:</i> Php 300.00 para han (1) usa-ka-tuig nga <u>validity</u> ; Php600.00 para han (2) duha-ka-tuig nga <u>validity</u>	5.1. Issues Order of Payment /Billing Statement <i>Pag-issue hin lista hin babaydan: Order of Payment /Billing Statement</i> 5.2. Issues Official Receipt to the Applicant on the Payment Received <i>Paghatag hin Resibo o Official Receipt ha aplikante pamatuod nga nakarawat an bayad</i> 5.3. Issuance of Claim Stub schedule of release (Minimum of 1-day processing and maximum of 3 days processing) <i>Paghatag hin Claim Stub ngan schedule hiton pag-release (Diri maubos hin 1-ka- adlaw nga</i>	P300.00 for 1-year validity; P600.00 for 2 years validity <i>P300.00 para hin (1) usa- ka-tuig nga validity; P600.00 para hin (2) ka- tuig nga validity</i>	3 minutes	Cashier Social Worker/ Admin Staff

	<i>pagproseso ngan diri masobra hin 3-ka-adlaw nga proseso)</i>			
6. Issuance of the travel clearance certificate / Exemption Certificate	6.1. Encodes / Types the details of the applicant to the Travel Clearance Certificate	None	10 Minutes	Social Worker/ Administrative Staff
<i>Paghatag han Sertipiko han travel clearance / Exemption Certificate nga nagpapamatuo d nga diri lakip han reglamasyon</i>	<i>Pag-encode / Pag-type han mga detalye han aplikante didto hiton Travel Clearance Certificate</i>	Waray	10 Minutos	<i>Social Worker/ Empleyado han Administratibo</i>
	6.2. Signs / Approves the Application or Certificate of Exemption for Exempted applicants, as requested by Client.	None	5 Minutes	Regional Director or the Authorized Approved Signatory
	<i>Pagpirma / Pag-aproba han Aplikasyon o han Certificate of Exemption para han diri sakop han reglamasyon nga mga aplikante, subay ha kun ano an ginhahangyo han Kliyente.</i>	Waray	5 Minutos	<i>Regional Director o kun hin-o nga Otorisado o Inaprobaran nga Mapirma</i>
7. Receipt of the Travel Clearance Certificate and Submission of	7. Releases the Travel Clearance Certificate to the Applicant / Certificate of	None	5 Minutes	Social Worker Administrative Staff

the Filled Up CSS Form and Signs the Logbook for the Received Travel Clearance / Certificate of Exemption	Exemption / Receipt of the Filled up CSS Form			
<i>Pagkarawat han Katugotan Pagbiyahe o Travel Clearance Certificate ngan Pagpasa han Finil-apan nga CSS Form katima, Pagpirma ha Logbook pagpamatuod nga nakarawat an Travel Clearance / Certificate of Exemption</i>	<i>Ig-re-release an Katugotan Pagbiyahe o Travel Clearance Certificate ngadto ha Aplikante / Certificate of Exemption / Kakarawton an Finil-apan nga CSS Form</i>	<i>Waray</i>	<i>5 Minutos</i>	<i>Social Worker Empleyado han Administratibo</i>
TOTAL		P300-600.00	1 hour and 19 minutes**	
PANGKABUG-OSAN NGA KWENTA			1 ka oras ngan 19 minutos**	

***Social Workers may require additional documents from the applicant as a basis of assessment whether or not the minor's travel will not constitute trafficking, exploitation and abuse.**

***Puyde manginahanglan an mga Social Workers hin kadugangan nga mga dokumento tikang ha aplikante komo basaranan han iya pagsusi kun mapapahamtang ba nga may ada child-trafficking/pagdagit hin kabataan, pagpahimulos ngan pag-abuso an nasabi nga pagbiyahe.**

**** Processing time may vary per region but shall not exceed a maximum of three (3) days as indicated in AO 12, series of 2017**

*** Puyde mag-iriba iton durasyon han pagproseso ha dirudilain nga rehiyon lugaring diri ini malahos hin sobra tulo (3) ka adlaw nga maximum subay han kasugoan ha AO 12, serye 2017*

2.2. Provision of Assistance under the Recovery and Reintegration Program for Trafficked Persons (RRPTP)

The RRPTP is a comprehensive program that ensures adequate recovery and reintegration services provided to trafficked persons. It utilizes a multi-sectoral approach and delivers a complete package of services that will enhance the psychosocial, social, and economic needs of the clients, the families, and the communities where the trafficked persons will be eventually reintegrated. It also improves community-based systems and mechanisms that ensure the recovery of the victim-survivors and prevents other family and community members to become victims of trafficking.

Office or Division:	Sectoral Programs Division/ DSWD Field Offices		
Classification:	Highly Technical		
Type of Transaction:	G2C- Government to Citizens		
Who may avail:	1. Victim-survivor of trafficking 2. Families of the victim-survivor of trafficking. 3. Witnesses of cases of human trafficking. 4. Communities with incidence of human trafficking.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Case Management			
1. Travel documents (for Repatriated TIP Victims)		Department of Foreign Affairs / Philippine Embassy (for Repatriated TIP Victims)	
2. Valid ID		Preferably issued by any government agencies such as but not limited to: <ul style="list-style-type: none">Philippine Statistics Authority (PhilSys ID)Social Security System/Government Service Insurance System (UMID ID, SSS/GSIS ID)Philhealth (Philhealth ID)Land Transportation Office (Driver's License)Professional Regulation Commission (PRC ID)Overseas Workers Welfare Administration (OWWA ID)Department of Labor and Employment (iDOLE)Pag-IBIG Fund (PAG-IBIG ID)Commission on Election (Voter's ID	

	or Voter's Certification) <ul style="list-style-type: none"> • Post Office (Postal ID) • Department of Foreign Affairs (Philippine Passport) • National Bureau of Investigation (NBI Clearance) • Department of Social Welfare and Development (4Ps ID) • Local Government Unit <ul style="list-style-type: none"> ○ PWD ID ○ Solo Parent ID ○ City/Municipal ID ○ Barangay ID ○ Office of Senior Citizen Affairs (OSCA ID) • Police Clearance • or any ID preferably with validity date, and picture and signature of the client.
3. Social Case Study Report	DSWD Field Offices Referring Party (LSWDO / NGO)
Medical Assistance	
1. Clinical Abstract / Medical Certificate with signature and license number of the attending physician (issued within three months)	Hospital where the client is admitted or seen.
2. Hospital Bill (for payment of hospital bill) or Prescription (for medicines) or Laboratory requests (for procedures).	
3. Barangay Certificate	Barangay Hall where the client is presently residing
4. Valid ID for the client	
Educational Assistance	
1. School registration and/ or certificate of enrolment	School where the client is enrolled
2. Statement of Account for tertiary education	
3. Valid school ID	
4. Valid ID of the parent / guardian	
Skills Training	

1. Official receipt from the training school (TESDA/ CHED accredited training school.	TESDA / accredited training school where the client is enrolled
2. Valid school ID	
Financial Assistance for Employment (e.g. driver’s license, NBI and police clearance, Medical Certificate etc.)	
1. Contract of Employment or any similar document which indicates that they are hired	Employer of the client
2. Valid ID	
Financial Assistance for Livelihood	
1. Result of the Handa Ka Na Bang Magnegosyo? The client score’s must be 75 and above in order to be eligible for the livelihood Program, to determine the preparedness of the client to start their business. Re-assessment will be conducted to clients who will have a score of 74 and below or they may be considered to avail financial assistance for employment.	DSWD Field Offices
2. Social Case Study Report	
3. Project Proposal. They may write using their vernacular or local dialect. They may be assisted by the social worker in preparation of the said proposal.	Client/ Applicant
4. Valid ID	
Logistical Support During and Post-Rescue Operation of Victim-survivors of Trafficking	
1. No Documents need.	DSWD Field Offices <i>Victim-survivors of trafficking during rescue operation. Social workers are highly needed to provide psychosocial counseling and assist victim-survivors of trafficking all throughout the process from recovery to reintegration.</i>
Provision of Temporary Shelter	
1. Medical Certificate	Hospital where the client is admitted or seen.

2. Case Summary		Referring Party			
3. Referral Letter from the Social Worker		DSWD Field Offices <i>Victim-survivors of trafficking may be placed in DSWD run/ registered, licensed and accredited residential care facilities for protective custody.</i>			
Support for Victim-survivors/ Witness and Transportation Assistance					
1. Valid ID		Applicant			
2. Official receipt for the client’s board and lodging		Establishment where the client stayed.			
3. Social Case Study Report		DSWD Field Offices			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. The victim survivors of trafficking may visit the DSWD Field/ Regional Office or Rescued by Social Worker	1.1. Interview of the client	None	15 minutes	RRPTP Social Worker	
	1.2. Provide Psychosocial Counseling		30 minutes		
	1.3. Assessment 1.3.1. If the Client needs Temporary Shelter refer to Residential Care Facility. 1.3.2. The Social Worker provides a list of documentary requirements depending on the assistance to be provided. Refer to the list of requirements.		30 minutes	RRPTP Social Worker	
			30 minutes		RRPTP Social Worker and Residential Care Social Worker
			15 minutes		

2. Submission of Documentary Requirement for the service/s to be availed	2.1. Screening of the submitted documents (Note: Given all requirements are submitted by the client)	None	10 minutes	RRPTP Social Worker
	2.1.1. For the livelihood assistance, the RRPTP Social Worker will forward the documents to Sustainable Livelihood Program for further assessment.			SLP Staff and RRPTP Social Worker
	2.2. Processing of the assistance being sought; a. Preparation of Voucher (if financial related) b. Social Case Study Report c. Preparation of referral letter (if needs other program assistance)		7-15 Days	RRPTP Social Worker
	2.3. PSU / CBU Division Chief and Budget Officer recommend the provision of assistance for approval of the Regional Director.		3 working days	
	2.4. The Regional Director approved the provision of assistance to the victim-survivors of trafficking.		1-2 working days	

	2.5. Releasing of the assistance to client (Cash or Non-Cash)		1-2 working days	
Total for Temporary Shelter		None	2 hours	
Total for Livelihood Assistance		None	12 Days	
Total for other Assistance		None	5 Days	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Client will provide Feedback through Client Satisfaction Survey Form (CSS) after release of checks for Financial.
How feedbacks are processed	EODB Focal will consolidate CSS Monthly Report and to be approved by Division Chief. Then, the CSS monthly report of the division will be forwarded to HRMDD.
How to file a complaint	Complaints can be filed thru sending a letter or email at https://fo8.dswd.gov.ph/
Complainant using 8888	Records Unit will receive the complaint and will be forwarded to PSD Head, if the concern is for RRPTP, the Focal Person or the concern Social Worker will answer the said complaint/s.
How complaints are processed	<p>The RRPTP Focal Person will conduct a case conference/meeting to discuss the issue or concern. If necessary, to set a meeting with the complainant and discuss the concern.</p> <p>Internal Investigation shall be conducted within the PSD, then provide recommendation and officially send letter to the complainant.</p>
Contact Information of DSWD Field Office VIII and TIP Helpline	<p>Email Address: fo8@dswd.gov.ph</p> <p>TIP Helpline 0927-592-9416</p>
Contact Information of ARTA, PCC and CCB	<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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2.3. Provision of Assistance to Solo Parent

Solo parents are those who are left alone with the responsibility of rearing their children regardless of marital status and based on National Statistics Office (NSO) data, there are about 14 million solo parents in the Philippines. The increasing number of solo parents has led the national government to pass Republic Act 8972, or the Solo Parents' Welfare Act of 2000, which was promulgated on November 7, 2000. While being a solo parent can be difficult, the passage of RA 8972 has somehow made it rewarding.

RA 8972 was enacted to provide a comprehensive program of services for solo parents and their children. This law covers fathers and mothers who raise their children by themselves, either because of the death of a spouse, abandonment, separation, or even those who have children as a result of rape.

DSWD is mandated to protect and promote the welfare of the disadvantaged group including the solo parents, and provide technical assistance to partner stakeholders (National Government, Local Government Unit and Civil Society Organizations). Any solo parent whose income in the place of domicile falls equal to or below the poverty threshold as set by the NSCB and subject to the assessment of the duly appointed or designated social worker in the area shall be eligible for assistance: provided, however, that any solo parent whose income is above the poverty threshold shall enjoy the benefits mentioned in Sections 16, 17, 28, 19, 20, 21 and 23 of these Rules.

Office or Division:	Sectoral Programs Division		
Classification:	Simple		
Type of Transaction:	G2C - Government to Citizens		
Who may avail:	Eligible Solo Parents		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Requirement for AICS Assistance			
TRANSPORTATION ASSISTANCE			
1. Valid Solo Parent Identification Card of the client/ person to be interviewed		Local Government Unit	
2. Police Blotter/ Police Certification (for victims of pickpockets, illegal recruitment, etc.)		From the Police Station	
3. Other supporting document/s such as but not limited to, justification of the social worker, medical certificate, death certificate, and/or		From hospitals/clinic for medical abstract Court-court order/ subpoena	

court order/ subpoena	Social worker - justification
MEDICAL ASSISTANCE FOR HOSPITAL BILL	
1. Valid Solo Parent Identification Card of the client/ person to be interviewed	Local Government Unit
2. Medical Certificate / Clinical Abstract complete with name, license number and signature of the Physician issued within three months (Original/ Certified true copy)	Attending Physician or from Medical Records of the hospital/ clinic.
3. Hospital Bill/ Statement of Account (outstanding balance) with name and signature.	Billing clerk of the hospital
4. Social Case Study Report / Case Summary	Licensed social worker from DSWD, Local Social Welfare and Development Office and Medical Social Service.
5. Barangay Certificate/ Certificate of Residency	From the Barangay where the client is presently residing.
MEDICAL ASSISTANCE FOR MEDICINE/ ASSISTIVE DEVICE	
1. Medical Certificate/Clinical Abstract complete with name, license number and signature of the Physician issued within three months (Original / Certified true copy)	Attending Physician or from Medical Records of the hospital/clinic.
2. Prescription with date of issuance, complete name, license number and signature of the Physician issued within three months.	Attending Physician from a hospital/clinic
3. Valid Solo parent identification card	Local Government Unit
4. Social Case Study Report/ Case Summary	Licensed social worker from DSWD, Local Social Welfare and Development Office and Medical Social Service
MEDICAL ASSISTANCE FOR LABORATORY REQUESTS	
1. Valid Solo parent identification card of the client/ person to be interviewed	Local Government Unit
2. Medical Certificate/Clinical Abstract complete with name, license number and signature of the Physician issued within three months (Original / Certified true copy)	Attending Physician or from Medical Records of the hospital/clinic.
3. Laboratory Requests with name, license number and signature of the Physician	Attending Physician from a hospital/clinic

4. Social Case Study Report/ Case Summary	Licensed social worker from DSWD, Local Social Welfare and Development Office and Medical Social Service
BURIAL ASSISTANCE FOR FUNERAL BILL	
1. Valid Solo parent identification card of the client/ person to be interviewed	Local Government Unit
2. Registered Death Certificate/ Certification from the Tribal Chieftain (Original / certified true copy)	City/Municipal Hall (Civil Registry Office), hospital, Funeral Parlor or Tribal chieftain,
3. Funeral Contract	The authorized staff of the Funeral Parlor/ Memorial Chapel
4. Barangay Certificate/ Certificate of Residency	From the Barangay where the client is presently residing.
BURIAL ASSISTANCE FOR TRANSFER OF CADAVER	
1. Valid Solo parent identification card of the client/ person to be interviewed	Local Government Unit
2. Registered Death Certificate/ Certification from the Tribal Chieftain (Original / certified true copy)	City/Municipal Hall (Civil Registry Office), hospital, Funeral Parlor or Tribal chieftain,
3. Funeral Contract	The authorized staff of the Funeral parlor/ Memorial Chapel
4. Transfer Permit	City/Municipal Hall, hospital, funeral Parlor or Tribal chieftain,
5. Barangay certificate/ certificate of Residency	From the Barangay where the client is presently residing.
EDUCATIONAL ASSISTANCE	
1. Validated School ID and Valid Solo parent I.D of the Parent/guardian	Registrar, Authorized staff from the school, Local Government Unit
2. Enrolment Assessment Form or Certificate of Enrolment or Registration	Registrar, Authorized staff from the school
3. Statement of Account for college students, when available. This may not available to State Universities	Registrar officer, Authorized staff from the school
4. Barangay Certificate/Certificate of Residency or Certificate of Indigency	From the Barangay where the client ID presently residing
FOOD ASSISTANCE FOR INDIVIDUAL AND FAMILIES ENDORSED IN GROUPS	
1. Valid Solo parent identification card of the client/ person to be interviewed	Local Government Unit
2. Project proposal and Food distribution List(CRCF client)	Local Government Unit / or Head of the residential care facility
3. Barangay certificate/ certificate of Residency	From the Barangay where the client is presently residing.
CASH ASSISTANCE FOR OTHER SUPPORT SERVICES	

1. Validated School ID and Valid Solo parent ID of the Parent/guardian		Registrar, Authorized staff from the school, Local Government Unit		
2. Depending on the circumstances: For Fire Victims: Police Report/ Bureau of Fire Protection Report from the Bureau of Fire For Distressed OFs: Passport, Travel Document/s, certification from OWWA or the Barangay For Rescued Client: Certification from a social worker or Case manager from rescued clients. For victims of Online Sexual Exploitation: Police Blotter and social worker's certification for the victims of online sexual exploitation of children For Locally stranded individuals (LSI): LSI without valid IDs, the Medical Certificate or the Travel Authority issued by the Philippine National Police will suffice and be accepted to prove his/her identity.		Police Station, Bureau of Fire, Philippine Embassy / Consulate, Social Worker from welfare agencies.		
For all other incidents: 3. Barangay Certificate of Residency or Certificate of Indigency or Certificate of the Client is in Need of Assistance as well as other documents from legal authorities/regulating agencies, as may be applicable.		From the Barangay where the client is presently residing.		
PROVISION OF PPE				
1. Valid Solo parent identification card of the client/ person to be interviewed		Local Government Unit		
2. RT-PCR* Test Result, if applicable; *Reverse Transcription - Polymerase Chain Reaction				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receipt of application for assistance of a	1.1 Admin personnel will direct the client to the solo	None	5 minutes	Administrative Staff

solo parent	parent focal 1.2 If necessary, the client will be provided with a queueing number				
2. Submit required documents for assistance	<p>2.1 Checking of the authenticity and completeness of presented documentary requirements, along with the valid Solo Parent ID</p> <ul style="list-style-type: none"> If clients have incomplete requirements , give a list of required documents and advise the client to come back upon completion of requirements <p>2.2 If the requirements are complete, the social worker will interview the client utilizing the general intake sheet and recommend assistance based on the assessed needs</p>	None	10 minutes	CBSS Worker	Social
		None		CBSS Worker	Social
Provision of Psychosocial support, AICS, and Supplemental Livelihood Program					

	2.3 Provision of Psychosocial support- The psychosocial services for solo parents are part of the comprehensive program for solo parents and their children, to aid them in their role performance of being a solo parent.	None	30 minutes	CBSS Social Worker
	2.3.1 If for AICS, solo parent focal will facilitate referral to CIS or SWADT	None	10 minutes	CBSS Social Worker and CIS/SWAD Social Worker
	2.3.2 If for SLP, Solo parent focal will facilitate referral to SLP	None		CBSS Social Worker and SLP Focal Person
TOTAL		None	55 minutes	
Referral for concerned LGU and other Agencies				
	<ul style="list-style-type: none"> For all other services of the Department, the social worker further must refer the client to the bureau/office implementing the program that may 	None	50 minutes	CBSS Social Worker

	<p><i>respond to the client's needs.</i></p> <p><i>Endorsement to the other national government agencies, partner NGOs, CSOs, residential care facilities (for protective custody) and others shall be done if the programs or resources of the DSWD could not meet the client's needs.</i></p> <p>2.6 If for referral to concerned LGU or other agencies, in favor of the client who needs other local services that should be catered thereby- The social worker will prepare the referral letter</p> <ul style="list-style-type: none"> • <i>If necessary,</i> 			
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	<p>the social worker handling the case shall prepare a case summary indicating his/her assessment and recommendation, and shall include it in the referral letter of the client. In all cases, the FO/LSWD O shall coordinate accordingly to ensure that the referrals are immediately and properly acted upon. Coordination for the after-care and other social welfare support services for the client shall likewise be done by</p>			
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	<p><i>the handling social worker.</i></p> <p>2.7 the referral letter will be forwarded to the Unit head for initial;</p> <p>If approved, it will be forwarded to the Assistant Regional Director (ARD) for initial and will be forwarded to the Regional Director (RD) for approval.</p>			
	<p>2.8 Once approved, the referral letter will be forwarded to the records manager to transmit the approved referral letter to the concerned LGU or other referring agency.</p>	None	10 minutes	
TOTAL		NONE	60 minutes	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	DSWD Field Office send memo / email to DSWD-PMB
How feedbacks are processed	DSWD-PMB send reply letter/memo to the concerned Field Office
How to file a complaint	Complaints can be filed through postal mail or e-mail to PMB-DSWD. The details of the complaint should be included in the information.
Complainant using 8888	<p>SMS will receive the complaint and will be forwarded to PMB if the concern is:</p> <p>1. On Programs and Services- SPD will be</p>

	the one replying to the complaint 2. On Personnel and other outside matters- The Focal Person will be the one replying to the complaint
How complaints are processed	The concerned Office will conduct a case conference/ meeting to discuss the issue/ concern. If necessary, set a meeting with the complainant and to discuss the concern. The internal investigation shall be conducted within the Bureau, then provide recommendation and officially send reply letter/memo to the concerned DSWD-Field Office.
Contact Information of ARTA, PCC and CCB	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 0908-881-6565

2.4. Government Internship Program

The Government Internship Program is part of the Kabataan 2000 program of the government. It was developed with the end goal of providing opportunity for both out-of-school and in-school youths a hands-on experience of working in various government agencies, which they could later use when they later decide to be part of the government workforce. This is likewise an opportunity for them to learn life skills in the workplace.

Office or Division:	Sectoral Programs Division
Classification:	Simple
Type of Transaction:	Filipino Youth (18-25 years of age)
Who may avail:	All walk-in clients
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
Government Internship Program Implementation	
<i>A. Application as participants of the program</i>	
1. Duly Accomplished Application Form	DSWD Central Office and Field Offices

2. Photocopy of PSA issued Birth Certificate of the Youth or any government issued ID indicating the date of birth – youth must be aged 18-25 years old.		Philippine Statistics Authority (PSA) Concerned Government Agencies		
3. Recent School registration form or certification from the school indicating the recent year/ semester of the applicant's school attendance.		School		
4. Photocopy of Income Tax Return (ITR) of parents/head of the family/ guardian or Barangay Certificate or Indigency confirming that the family is residing in the Barangay.		Barangay or Concerned Office/s of the parents.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
I. Pre-Implementation Phase				
1. Announcement on the deadline of the application form and other needed documents.	1.1. Notice of acceptance of applicants (Announcement during flag raising ceremonies, through press release and radio announcements. For the Field Office, letter/ notice of acceptance of applications will be sent to the identified LGU recipient.)	None	10 minutes	Youth Focal Person
2. Application or Registration	2.1. Issuance of Application Forms 2.2. Issuance of Service Sequence Number 2.3. Encoding of the client's information in Spreadsheet	None	10 minutes	Youth Focal Person
3. Submit the required documents to the DSWD Central Office/ Field Office	3.1. Screen the required documents as to its authenticity.	None	1 day	Youth Focal Person and TWG or Selection Committee Members
4. Assessment of Applications	4.1. Conduct table Assessment of the Applications based on the qualifications.	None	2 days	TWG or Selection Committee Members
5. Notification of	5.1. Notify the qualified	None	1 day	TWG or

Qualified Applicants for Interview	applicants for interview.			Selection Committee Members
6. Client will go for an interview at DSWD Central Office/ Field Office	6.1. Conduct actual interview with the applicants.	None	2 days	Youth Focal Person and TWG
7. Receive notification on the status of your application	7.1. Final screen the applicants (All qualified applicants will be notified on the next steps to take while the applicants who did not qualify will still be notified about the status of their application.	None	1 day	Youth Focal Person
II. Implementation Phase				
8. Attend Orientation	8.1. Conduct orientation with the selected participants about the GIP program	None	1 day	Youth Focal Person
9. Render service in the area of assignment	9.1. Assist and monitor the youth in their area of assignment.	None	30 working days	Youth Focal Person
10. Attend Capacity Building Activities	10.1. Conduct Capacity Building Activities	None	1 day	Youth Focal Person
11. Receive stipend	11.1. Provide stipend to the youth (Stipend is 75% of the current regional minimum wage rate)	None	1 day	Youth Focal Person
III. Post-Implementation Phase				
12. Attend Program Evaluation Activity	12. Conduct Program Evaluation Activity	None	1 day	Youth Focal Person/TWG

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	DSWD Field Office send memo / email to DSWD-PMB
How feedbacks are processed	DSWD-PMB send reply letter/memo to the concerned Field Office
How to file a complaint	Complaints can be filed through postal mail or e-mail to PMB-DSWD. The details of the complaint should be included in the information.
Complainant using 8888	SMS will receive the complaint and will be forwarded to PMB if the concern is: a. On Programs and Services- SPD will be the one replying to the complaint

	2. On Personal and other outside matters- The Focal Person will be the one replying to the complaint
How complaints are processed	<p>The concerned Office will conduct a case conference/ meeting to discuss the issue/ concern. If necessary, set a meeting with the complainant and to discuss the concern.</p> <p>The internal investigation shall be conducted within the Bureau, then provide recommendation and officially send reply letter/memo to the concerned DSWD-Field Office.</p>
Contact Information of DSWD Program Management Bureau – Sectoral Programs Division	<p>Tel. No. 8-931-9141</p> <p>Email address: psb@dswd.gov.ph</p>
Contact Information of ARTA, PCC and CCB	<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 0908-881-6565</p>

2.5. Referral for Care and Support Services for PLHIV and their Affected Families

In compliance with Section 35 of the Implementing Rule and Regulations of the then Philippine AIDS Prevention and Control Act of 1988 or RA 8504, the DSWD has developed a referral system to assist Persons Living with HIV and AIDS in accessing available care and support services. The new Philippine HIV and AIDS Policy Act or RA 11166 also cites the use of the Department's Referral Mechanism for various stakeholders to protect and promote the rights of PLHIVs and affected families.

This mechanism aims to ensure access of PLHIV to a quality and timely delivery of services and is also intended to facilitate coordination between and among service providers.

Office or Division:	DSWD Field Office VIII – Protective Services Division – Community Based Services Section			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	People Living with HIV (PLHIV) and their Affected Families			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Form 1 (Intake Form) 2. Informed Consent 3. Form 2 (Referral for Service) 4. Form 3 (Referral Feedback) 5. Form 4 (Referral Registry)		Referring Agency		
Within the Day Transactions				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements/ documents to PLHIV Focal Person	1.1. Receive and review of submitted documents.	None	5 minutes	<i>Administrative Assistant III</i>
	1.2. Provide appropriate action and assistance: a. If the client is a referral from other agencies or organizations: i. Check documentary requirements for particular assistance needed; ii. Review Referral forms 1 to 4; and iii. Proceed to SOP No. 2: Provision of Assistance to PLHIVs. b. If self-referral/ walk-in, PLHIV Focal conducts assessment to identify the needs of the client: i. Client will be interviewed by the PLHIV Focal and, ii. Social Worker to fill-out Form 1 Intake Form and	None	30 minutes	PLHIV Focal Person

	<p>will ask the client for the Informed Consent.</p> <p>c. If client needs additional services, DSWD will act as the Referring Agency and will facilitate Referral Mechanism:</p> <p>i. Consult Directroy to identify the appropriate service provider/ agency.</p> <p>ii. Fill-out Form 2 the give it to the client.</p> <p>iii. Fill-out Form 4 then place it in the client's file;</p> <p>iv. Complete and update Referral Registry on spreadsheet;</p> <p>v. Advise client to go to the Receiving Agency; and</p> <p>vi. Coordinate with Receiving Agency regarding the referral/ client and accomplishment of Form 3.</p>			
2. Accomplish Client Satisfaction Survey Form	<p>2.1. Issue Client Satisfaction Measurement Form (CSMF) and collect filled-out CSMF.</p> <p>2.2. Conduct follow-up from Receiving Agency and/or Client within 15 days upon receipt of referral:</p> <ul style="list-style-type: none"> • Coordinate with Receiving Agency and Seek for updates; • Ask Form 3 either 			

	from client or from Receiving Agency; <ul style="list-style-type: none"> • Review Form 3; and • Complete and update Case File and Referral Registry 			
TOTAL		None	55 minutes	

FEEDBACK AND COMPLAINTS MECHANISM	
How to provide feedback	The client fills out the Client Satisfaction Measurement Form (CSMF) after receiving the service provided.
How to file a complaint	Complaints can be filed through e-mai/ phone call/ text message.
Complainant using 8888	The 8888 complaint will be endorsed to the DSWD Field Office: 1. On Programs and Services- Protective Services Division will be the one replying to the complaint 2. On Personnel and other outside matters- The Focal Person will be the one replying to the complaint
How complaints are processed	The concerned Office will conduct a case conference/ meeting to discuss the issue/ concern. If necessary, set a meeting with the complainant and to discuss the concern.
Contact Information of ARTA, PCC and CCB	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 0908-881-6565

3. National Household Targeting Section

3.1. 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 Section Policy and Plans Division Field Office VIII			
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 Information 	None	10 minutes	<i>Project Development Officer</i>

	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 .
How feedbacks are processed	Every end of the week, all forms are compiled and recorded in the feedback log book by the Administrative Officer. 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. For concerns and inquiries, the clients may send an email to

	nhtspr.nhts.fo8@dswd.gov.ph
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) 552-3698</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. 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 Section Policy and Plans Division Field Office VIII
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 requesting party that they will receive an email or call after 1 working day on the	None	5 minutes	<i>Administrative Assistant</i>

	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. If disapproved- Inform the 	None	10 minutes	<i>Project Development Officer</i>

	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 requesting party Collection of documentatio 	None	1 day	<i>IT Inspection Team/ NHTS Inspection Team</i>

	ns based on data requirements			
	*Note: NHTS conduct signing of the certifications of the inspection completion and exit conference			
	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 required template- inform the requesting 	None	1 hour	<i>Information Technology Officer</i>

	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 and the storage device is provided by 	None	1 hour	Information Technology Officer

	<p>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>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 submission of the documentary requirements by the requesting.</i></p>		None	29 days, 2 hours, 10 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	<p>Regional Director DSWD Field Office VIII (053) 552-3698</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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3.3. 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 Section Policy and Plans Division Field Office VIII			
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-	1. Receive and record the request in the document transaction/ tracking	None	5 minutes	<i>Administrative Assistant</i>

copy of the data requirements to NHTS.	<p>system.</p> <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	<i>Information Technology Officer</i>
	12. Review result of the data generation	None	1 day	<i>NHTS Information Technology Officer</i>
	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	<i>Information Technology Officer</i>
	14. Track and scan the documents before releasing the result to the requesting Party.	None	5 minutes	<i>Administrative Assistant</i>
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	<i>Information Technology Officer</i>

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) 552-3698

	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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3.4. 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 Section Policy and Plans Division Field Office VIII			
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	None	5 hours	<i>Director/</i>

	comments and approval in the request based on MC 12, s. 2017 then endorse to the NHTS RFC.			NHTS PPD Chief
	<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	NHTS Regional Field Coordinator
	4. Generate the requested data from the <i>Listahanan</i> database. The generated statistical/ raw data can be in excel/ or in any	None	1 day	Associate Statistician

	format available. 4.1. Draft reply 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	None	5 hours	<i>Regional Director</i>

	<p>request for approval to release. 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>			
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	<i>Administrative Assistant</i> <i>Associate Statisticians</i>
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 .
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) 552-3698</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. Policy Development and Planning Section

4.1. 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 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 on 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 Development and Planning Section (PDPS) Policy and Plans Division (PPD) DSWD Field Office VIII
Classification:	Highly Technical

Type of Transaction:	G2C - Government to Citizen G2G - Government to Government			
Who may avail:	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, including DSWD personnel researching to pursue higher academic education) who intend to conduct research studies related to or involving the DSWD.			
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, along with printed or digital leaflets/information, education, and communication (IEC) materials detailing the process flow and requirements. If request is received through email, reply and acknowledge receipt with attached digital leaflets/IEC	None	4 hours	Administrative/ Records Management Section/ <i>Technical staff</i> Office of the Regional Director/ PPD/PDPS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
	<p>materials showing the process flow and requirements.</p> <p>1.3. Endorse to the PPD or PDPS Head for assignment and further instructions (if any) to the concerned technical staff</p>			
	<p>1.4. Review the request and assign to available technical staff</p> <p>1.5. Review the request as to the following:</p> <p>1.5.1. Area/region of coverage (refer to Memorandum Circular No. 10, s. 2019 Section VII. Item 4) to ensure that it is sent to the correct office. Otherwise, endorse to the correct office.</p> <p>1.5.2. Completeness of submitted requirements. If incomplete, assist the researcher in the completion of documentary requirements and provide orientation on the research protocol. Then go back to Step 1.1 and restart count of working hours/days</p> <p>1.6. If the request falls within the scope of the office, assess if it shall undergo research protocol (i.e., approval</p>	<p>None</p> <p>None</p> <p>None</p>	<p>2 hours</p> <p>2 hours</p> <p>4 hours</p>	<p><i>Division/ Section Head PDPS/PPD</i></p> <p><i>Technical Staff PDPS</i></p> <p><i>Technical Staff PDPS/PDPS Head</i></p>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
	<p>of the PPD Chief) using the Checklist for Reviewing Research and Social Welfare and Development (SWD) Data Requests</p> <p>1.6.1. For requests that need not go through the protocol (refer to MC 10, s.2019, Section VI, Item 1), endorse researcher to the concerned DSWD Offices/Divisions/Sections/Units (ODSUs) using the Endorsement of Research and SWD Data Request Form (either hard copy or soft copy via email) then request the researcher to fill up the Client Satisfaction Measurement Survey (either online or paper-based) and proceed to step2.</p>	None	4 days	<i>Technical Staff PDPS/PDPS Head</i>
	<p>1.6.2. For requests with complete documentary requirements that need to go through the protocol, proceed</p>	None	7 days	<i>Technical Staff PDPS/PDPS Head</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
	to the review of the research request in consultation with concerned ODSUs.			
	1.7. Receive the comments/inputs and recommendations from other offices. These shall be the basis for decision to approve/ disapprove the request.	None	1 day	Technical Staff PDPS
	1.8. To recommend Approval? 1.8.1. Yes - Prepare a recommendation for approval using the <i>Outline Memorandum of Recommendation on the Research Request</i> for review and initial of the Section Head. This shall include the consolidated recommendations from the concerned ODSUs. 1.8.2. No - Communicate decision to the researcher and inform them of relevant revisions that are needed to	None	1 day	Technical Staff and Section Head PDPS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
	<p>be made. Two (2) days will be given to researchers to officially respond, through a letter, if they will continue or terminate their request. If pursuing request, ask the researcher to re-submit the revised request based on DSWD's comments, then go back to step 1.6.2 and restart count of working hours/days. Otherwise, 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>1.9. PPD Chief to approve/disapprove request based on recommendations. To approve?</p> <p>1.9.1. Yes - Inform researcher and endorse to the concerned ODSUs. Coordinate with</p>	None	2 days	Division Chief PPD

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
	the concerned office where the research request was endorsed and assist the researcher in matters related to conduct of data-gathering activities, then request the researcher to fill up the Client Satisfaction Measurement Survey (either online or paper-based) and proceed to step 2.			
	<p>1.9.2. For requests that need to go through the protocol, review submitted documents as to completeness</p> <p>1.9.3. 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>	None	2 days	<i>Technical Staff PDPS/PDPS Head</i>
2. Accomplish the	2. Receive the accomplished Client Satisfaction Measurement Survey	None		<i>Technical Staff PDPS</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
Client Satisfaction Measurement Survey	(either online or paper-based)			Concerned DSWD FO-ODSUs
	Total	None	5 working days (non- protocol) 12 working days (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) 552-3698</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>

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

Social Welfare and Development (SWD) data and information are provided to external researchers upon their request, specifically for secondary data. Requests for secondary SWD data and information need not go through the DSWD Research Protocol (or DSWD Memorandum Circular No. 10 s. 2019) 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 the DSWD and readily available as public document.

Office or Division	Policy Development and Planning Section (PDPS) Policy and Plans Division (PPD) DSWD Field Office VIII			
Classification	Simple			
Type of Transaction	G2C - Government to Citizen G2G - Government to Government			
Who may avail	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 DSWD.			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
Request letter	Requesting party			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Submit the required document (<i>request letter</i>)	1. Receive the request letter 1.1. Receive request for SWD data from the researcher 1.1.1. For Walk-in: Receive request letter and ask the researcher to provide details in the logbook 1.1.2. For Email: Download and print request	None	10 minutes	<i>Administrative Staff</i> Office of the Regional Director/PPD/PDPS
	1.2. Check the completeness of	None	10 minutes	<i>Administrative Staff</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
	information in the request (i.e., name of the researcher, contact details, and data being requested). If complete, acknowledge receipt of the request (for email) or provide receiving copy (for walk-in)			Office of the Regional Director/PPD/PDPS
	1.3. Encode details to the system or Enhanced Document Transaction Management System (EDTMS) 1.3.1. For email: Request Letter 1.3.2. For walk-in: Information provided in the Researcher's Logbook	None	5 minutes	<i>Administrative Staff</i> Office of the Regional Director/PPD/PDPS
	1.4. Endorse request to the concerned Section/Unit	None	5 minutes	<i>Administrative Staff</i>
	1.5. Assign request to concerned technical staff	None	5 minutes	<i>Division/ Section Head</i> PDPS/PPD
	1.6. Assess if the data/information being requested is available within the division	None	10 minutes	Technical Staff PDPS
	1.7. If data is available, prepare the data	None	Single data: 7	Technical Staff PDPS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
	<p>and letter response (utilizing the letter response template) which includes a request to accomplish the Client Satisfaction Measurement Survey.</p> <p>Submit to Division/Section Head for review, approval, and signature.</p> <p>1.7.1. If not available within the section, endorse the request to the concerned division/section using the <i>Endorsement of Research and SWD Data Request Form</i></p> <p>1.7.2. If data/information is not available in DSWD, inform the researcher of other sources of data. Prepare a letter response (utilizing the letter response template) which includes a request to accomplish the</p>	None	<p>hours</p> <p>Multiple data: 1 day and 4 hours</p> <p>30 minutes</p>	Technical Staff PDPS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
	<p>Client Satisfaction Measurement Survey. Submit to the Division/Section Head for review, approval, and signature.</p> <p>1.8. Review, approve and sign the letter response, prepared data (if available), and applicable form</p> <p>1.9. Send the signed letter response containing the Client Satisfaction Measurement Survey Form link/code to the researcher together with the approved data (if available) and applicable form.</p>	<p>None</p> <p>None</p>	<p>20 minutes</p> <p>10 minutes</p>	<p>Division/ Section Head <i>PPD/PDPS</i></p> <p>Administrative Staff <i>PDPS</i></p>
2. Accomplish the <i>Client Satisfaction Measurement Survey</i>	2. Receive the accomplished Client Satisfaction Measurement Survey (either online or paper-based)	None		Administrative Staff <i>PDPS</i>
	Total	None	<p>1 working day, 15 minutes (single data)</p> <p>1 working day, 5 hours, 15</p>	

CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
			minutes (multiple data) 1 hour, 45 minutes (no 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) 552-3698</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>

5. Standards Section

5.1. 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 Policy and Plans Division DSWD Field Office VIII		
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 *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. *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 Annex 5 - DSWD-SB-PSF-003: Project Proposal

<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>

14. 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"> From the Applicant as issued by the concerned Field Office
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.	<ul style="list-style-type: none"> Concerned LGU where the applicant is based.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
STEP 1: Secure application form thru the DSWD Website or from the DSWD Field Office	Client secures or provided with application form and checklist of requirements	None	*5 minutes	Support Staff - Standards Section DSWD Field Office
STEP 2: Payment of Processing Fee	Receive payment for the required processing fee and issue official receipt (OR)	₱1,000.00	*10 minutes	Receiving Staff – Cash Division Finance Service Unit - DSWD Field Office

STEP 3: Submit/finish application documents	If Complete and Compliant: 1.1. Receive the documentary requirements and provide the organization an acknowledgement receipt and log the receipt of application documents into the Document Tracking System.	None	*15 minutes	Focal Person - Standards Section DSWD Field Office
	If found incomplete or non-compliant, 1.1 <i>Communicate with the applicant citing reason/s for non-processing and denial.</i> 1.2 <i>Return all documents submitted accompanied by a letter providing technical assistance and a checklist of requirements for applicant Organization's compliance.</i>	None	3 days	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 4: Wait for the result of the assessment	1.1 Endorse complete application documents including copy of official receipt representing payment of processing fee together with the assessment report to the Standards Bureau – DSWD Central Office	None	7 days	Focal Person - Standards Section/Section Head/Division Chief/Regional Director - DSWD Field Office
	1.2 Review and validate application documents for compliance to requirements, prepare Permit/Certificate of Authority to Conduct National Fund Raising Campaign and endorse the same to the Undersecretary concerned for recommending her approval	None	2 days, 6 Hours and 30 minutes	Technical Staff – Standards Compliance and Monitoring Division (SCMD), Division Chief, Bureau Director - Standards Bureau DSWD Central Office
	1.3 Endorse application documents and Permit/Certificate of Authority to Conduct National Fund Raising Campaign to the office of the Undersecretary with recommendation for approval and signing of Permit/Certificate of Authority to Conduct National Fund Raising Campaign Note: If disapproved, return to the Standards Bureau and provide reason for disapproval	None	1 day	Assistant Secretary

	1.4 Endorse application documents and Permit/Certificate of Authority to Conduct National Fund Raising Campaign to the office of the Secretary with recommendation for approval and signing of Permit/Certificate of Authority to Conduct National Fund Raising Campaign Note: If disapproved, return to the Standards Bureau and provide reason for disapproval	None	1 day	Undersecretary
	If disapproved to requirements: 1.1 <i>Call the attention of the concerned DSWD Field Office and communicate citing reason/s for non-processing and denial.</i> 1.2 <i>Provides the necessary technical assistance to rectify the gap and/or submit lacking requirements.</i>	None	3 days	Technical Staff – Standards Section
STEP 5: Issuance of Permit	1.1 Notify the Applicant Organization on the approved National Fundraising Campaign Authority/Permit through Conforme Letter 1.2 Issues the National Fundraising Campaign Authority/Permit or the Denial Letter 1.3 Notify DSWD Field Office concern for monitoring and validate	None	1 Hour and 30 minutes	Focal Person – Standards Section

	the conduct of solicitation activities of applicants to determine whether solicitation activity is in accordance with the issued permit.			
TOTAL				
Complete and compliant:		₱1,000.00	14 working days	
Complete but Non-Compliant and/or Incomplete Submission:		₱1,000.00	Three (3) days	
Incomplete Submission:		None	30 minutes	

**The number of minutes shall be included on the total 14 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) 552-3698</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>

5.2. 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 Policy and Plans Division DSWD Field Office VIII		
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
	<p>1.2. Instruct the applicant to settle the processing fee at the DSWD Field Office – Cash Unit.</p> <p>If incomplete, return all documents submitted accompanied by a checklist of requirements for applicant Organization's compliance.</p>			
Note: Application documents received after 3:00 PM shall be considered as a next working day transaction.				
Step 2: Awaits the result of Assessment	<p>Review and conduct assessment of the submitted application documents for eligibility and compliance to documentary requirements;</p> <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> <p>1. Prepare Solicitation Permit/Certificate and confirmation letter of Authority to Conduct National Fund Raising Campaign for endorsement to the Office of the Secretary</p>	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 and/or Incomplete Submission:		₱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 with	None	3 hours	Division Chief

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 and/or Incomplete Submission:		₱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) 552-3698</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>

5.3. 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 Policy and Plans Division DSWD Field Office VIII		
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		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
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		<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 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. 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
9. 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
10. Certification from the Barangay, City or Municipality from where the applicant Person, Corporation,	<ul style="list-style-type: none"> Concerned LGU where the applicant is based.

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.	
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)	
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. 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-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 Annex 5 - DSWD-SB-PSF-003: Project Proposal
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 Annex 6 - DSWD-SB-PSF-004: Profile of Governing Board
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 Annex 10 - DSWD-SB-PSF-008: Board Resolution
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 Annex 11 - DSWD-SB-PSF-009: Pledge of Commitment
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"> Applicant

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	
10. Fund Utilization Report of proceeds and expenditures.	<ul style="list-style-type: none"> • https://www.dswd.gov.ph/downloads-forms- public solicitation forms/ or; https://www.dswd.gov.ph/issuance s/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: 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 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	<ul style="list-style-type: none"> • Applicant

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 <p>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	<ul style="list-style-type: none"> https://www.dswd.gov.ph/download-s-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. 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/download-s-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>

<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
E. For Social Welfare and Development Agency (SWDA) with updated/valid registration, licensing and/or accreditation	
<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/ <p>Annex 2 - DSWD-SB-PSF-002: Application Form</p>
<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 <p>Annex 5 - DSWD-SB-PSF-003: Project Proposal</p>

<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
<p>4. 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"> Applicant
<p>5. Board Resolution or any document authorizing the conduct of public solicitation</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 10 - DSWD-SB-PSF-008: Board Resolution</p>
<p>6. 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
<p>7. 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 <p>Annex 12 - DSWD-SB-PSF-011: Fund Utilization Report</p>
<p>8. 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 	<ul style="list-style-type: none"> Applicant

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	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 a. Standards Section concerned Technical Staff reviews the completeness and correctness of the submitted application documents based	None	2 Hours	Applicant

	<p>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>			<p>Standards Section Technical Staff</p>
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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
- 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*

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

	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.				

Step 5: Waiting for the result of the application	a. Provides written notes/ instructions for appropriate action of the concerned Standards Section Technical Staff	None	4 Hours	Section Head
	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	1 and 1/2 Days	Technical Staff Standards Section
	<i>If found non-eligible, non-compliant or both, technical staff immediately or within the day of receipt of</i>	None		

	<i>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>	None		
	<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>	None		
	<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>	None	1 Day	Section Head Standards Section

	<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 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 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>	None	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>	None		
	<p><i>If found not in-order, return the same to the Standards Section for proper action</i></p>	None		
	<p><i>i. Logs its receipt to the Document Tracking System</i></p> <p><i>j. Route application documents including Prepared Solicitation Permit/ Certificate of Authority to Conduct Fund Raising</i></p>	None	30 Minutes	Office of the Regional Director Support Staff

	<i>Campaign to the Regional Director</i>			
	<i>k. The Regional Director reviews application documents including the prepared Solicitation Permit/ Certificate of Authority to Conduct Fund Raising Campaign</i>	None	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 same to the Standards Section for issuance</i>	None		
	<i>If found not in order, return the same to the Standards Section through the concerned Division Chief for appropriate action</i>	None		
	<i>l. Logs the receipt of the approved Solicitation Permit /Certificate of Authority to Conduct Fund Raising Campaign to the Document Tracking System</i>	None	20 Minutes	Concerned Division Chief Support Staff
	<i>m. Endorse the same to the Standards Section Head, for further instructions</i>	None		

	<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 release to applicant</i>		1 Hour	Section Head Standards Section
	<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>	None	4 Hours	Standards Section Technical Staff
	<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 the issued permit to the Records and Archives Management Unit (RAMU) of the Administrative Division</i>			

Step 6: Receipt of the signed and approved Solicitation Permit	a. <i>Issuance of the Solicitation Permit to the successful applicant</i>	None	10 minutes	Standards Section Technical/ Support Staff
	b. <i>Acknowledge/ receives signed and approved solicitation Permit and sign Conformance Letter</i>			Applicant
	c. <i>Transmit signed Conformance Letter to the Standards Section, DSWD Regional Office</i>			
	Total No. of Days Complete and Compliant	₱500.00	Seven (7) Working Days	
	Complete but Non-Compliant and/or Incomplete Submission:	₱500.00	₱500.00	
	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 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) 552-3698</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>

5.4. 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:	Standards Section Policy and Plans Division DSWD Field Office VIII		
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, 1307Any 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)
1.1 Submit/file application and supporting documents 1.2 For applicant organization with complete requirements , receive the acknowledgment receipt 1.3 For incomplete requirements , the applicant organization shall sign the acknowledgment of the	1. Determine whether the submitted documents are complete. 1.1. If complete, receive the documentary requirements and provide the organization and acknowledgment receipt and log the receipt of application documents into the Document Tracking System. 1.2 Logs its receipt in the document tracking system (DTMS). 1.3 Provide	None	30 minutes	Support Staff in charge of all incoming documents (Standards Section-Field Office) Officer of the day (Standards Section-Field Office)

	s 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 Measurement Form is duly accomplished and emailed/via courier by the applicant to the Standards Bureau	Provides the applicant the Client Satisfaction Measurement Form	None	5 minutes	Standards Section Support Staff/Technical Staff

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 to Standards Section the Application Documents.	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/
	<p>1.3 Conducts desk review of the received application as to completeness and compliance.</p> <p>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.</p> <p>1.1 If incomplete, prepares an acknowledgement letter with checklist of</p>	None	3 hours	Assigned Technical Staff

	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
STEP 7: Signs in the logbook for received certificate thru pick-up.	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: Courier:		None	30 Minutes 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 form together with the prescribed documentary requirements through Mail or Courier to: Standards Bureau DSWD Central Office, IBP Road, Batasoan Pambansa Complex, Constitution Hills, Quezon City	1.1 "Received" stamp the document and logs its receipt into the document tracking system. 1.2 Endorse the document to section head.	None	30 minutes	Support (Standards Section- 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 documents review.	Receives incoming applications and assigns to concerned technical staff. Provides notes/ 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 applicants must be engaged mainly or generally in Social Welfare and	None	3 hours	Technical Staff

	<p>Development Activities. Other supporting documents may be requested to the applicant SWDA to support the said criteria.</p> <p>1.2. If complete and compliant, notify the SWDA on the payment for processing fee.</p> <p>1.3. If incomplete, an acknowledgement letter with checklist of requirements shall be returned to the applicant.</p>			
STEP 3: 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	Support Staff in charge of incoming documents (Standards Section- Field Office)
	1.2. Reviews and provides inputs and endorses the Confirmation Report with attached Certificate of Registration in Security Paper (SECPA) and duplicate copy to the PPD Chief for initial.		2 hours and 25 minutes	Standards Section Head/ Standards
	1.3. Review and approval of the Confirmation Report; Endorsement for Approval of		4 hours and 10 minutes	Standards Section Support Staff/ PPD Chief/ORD Support Staff/ Regional Director/

	the Registration Certificate			
Step 4: Receive the Certificate	Send the Confirmation Report and notify the availability of the Certificate of Registration for release through various means per preference indicated in the application form. (direct pick-up or courier	None	30 minutes	Support Staff (Standards Section-Field Office)
TOTAL				
For Complete and Compliant:		₱1,000.00	3 working days	
For Incomplete Submission Walk-in: Courier:		None	30 Minutes 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) 552-3698</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>

5.5. 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:	Standards Section Policy and Plans Division DSWD Field Office VIII		
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 Certificate (for old buildings)</p>	<ul style="list-style-type: none"> • City/Municipal Engineering Office of Local Government Unit covering the SWDAs area of operation or Private Engineer

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:				

<p>1.1 Submit/file application and supporting documents.</p> <p>1.2 For applicant organization with complete requirements, shall have acknowledgment receipt of the submitted requirements</p> <p>1.3. For incomplete requirements, the applicant organization shall sign the acknowledgment of the returned documents and the checklist of the lacking requirements.</p>	<p>1.1 Receive the documentary requirements and provide the applicant organization with an application reference number for easy tracking and reference.</p> <p>1.2 Determine whether the submitted documents are complete.</p> <p>1.3 If complete, provide the organization an acknowledgment receipt and log the receipt of application documents into the Document Tracking System (DTS) for Standards Section – Field Office.</p> <p>1.4 If incomplete, return all documents submitted accompanied by a checklist of requirements for applicant Organization's compliance.</p>	None	*20 minutes	<p>Support Staff in charge of all incoming documents</p> <p>(Standards Section- Field Office)</p> <p>Officer of the day (Standards Section- Field Office)</p>
<p>STEP 3: If Complete, Settle the required processing fee.</p>	<p>Prepare Billing Statement and instruct applicant to proceed to the Cash Section of the Field Office</p>	None	*20 minutes	<p>Support Staff in charge of all incoming documents</p>

	Process payment and issues Official Receipt	1,000.00	**15 minutes	Cashier Section
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)
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: i. In case a new applicant SWDA applying operate residential care facility, 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.	None	2 working days	Technical Staff (Standards Section- Field Office)

	<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> <p>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 thirtuy 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</p>			
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	<p>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 of Validation Visit shall be prepared</p> <p>1.2.2. 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>			
	1.3. Review and approval of the Acknowledgement Letter including its attachments.	None	2 working days	Section Head/Division Chief/Regional Director

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)
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)

	<p>1.4.1 If favorable, for approval and signature of the Certificate of License to Operate.</p> <p>1.4.2 If unfavorable, the Support Staff shall send the Confirmation Report to the SWDA through email and via courier.</p>		<p>Favorable; 3 working days</p> <p>Unfavorable; 2 working days</p>	<p>Regional Director (Standards Section- Field Office)</p> <p>Support Staff (Standards Section- Field Office)</p>
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 concerned DSWD Field Office	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)

<p>STEP 2: Wait for the result of documents review.</p>	<ul style="list-style-type: none"> Review the submitted documents as to completeness and compliance, both in form and substance. The submitted complete documents must satisfy the following Criteria: <ul style="list-style-type: none"> 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) iii. Applicant has employed a sufficient number of duly qualified staff and/or registered social workers to supervise and take charge of its social 	None	2 working day	Technical Staff (Standards Section- Field Office)
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	<p>welfare and development activities and/or social work interventions in accordance with the set standards.</p> <p>iv. 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.</p> <p>v. The SWDA must have a financial capacity to operate for at least two (2) years.</p> <p>vi. Applicant keeps record of all social development and/or welfare activities.</p> <p>Note: Criteria iv and vi are only applicable for those</p>			
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	SWDAs that are already in operation prior to application for License to Operate.			
	<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.	<p>If found both complete and compliant, notify the Applicant Organization that they have to settle their processing fee.</p> <ul style="list-style-type: none"> • Inform the applicant organization that the processing of the application shall start once they have paid the required fees 	₱1,000.00	*15 minutes	Technical Staff

	<p>and provided the Standards Section the copy of the Official Receipt.</p> <p>Field Office: The Support Staff shall prepare Billing Statement and instructs applicant to proceed to Field Office Cashier Section.</p> <p>Note: The processes shall only take place once the applicant organization settle its payment.</p>			
<p>STEP 4: Provide the DSWD Standards Section the copy of the Official Receipt (OR) through the following:</p> <p>- Scanned copy of the Official Receipt to the concerned DSWD Field Offices' official email address with the subject: Name of the Organization_ Copy of OR for Licensing.</p>	<p>1.1 Acknowledge the copy of Official Receipt from the SWDA.</p> <p>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.</p>	None	*15 Minutes	Support Staff in charge of incoming documents (Standards Section- Field Office)
<p>3. Hand-carry the Photocopy of Official Receipt</p> <p>4. Courier the Photocopy of</p>	<p>1.3. For the Copy of OR sent through mail/courier: the assigned technical Staff shall acknowledged its</p>			

Official Receipt	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
Note: Applications received after 3:00pm shall be considered as a next working day transaction.				
STEP 6: Wait for the notice of the 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)
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)
	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	None	1 working day (depending on the choice of the applicant)	Support Staff (Standards Section-Field Office)

	per preference indicated in the application form. (direct pick-up or courier)			
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) 552-3698</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>

5.6. 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:	Standards Section Policy and Plans Division DSWD Field Office VIII		
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 OperationFor 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/#MCsFor Residential Amended Administrative Order No. 11, s.2007 Entitled Revised Standards on Residential Care ServiceFor Community Based Please email sb@dswd.gov.ph	

<p>3. One (1) Original Copy of each of the following Documents Establishing Corporate Existence and Regulatory Compliance</p> <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> <p>1. Duly signed Work and Financial Plan for the two (2) succeeding Years</p> <p>2. 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)</p>	<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
Step 4: Receive the acknowledgment letter from the DSWD Field Office: If the acknowledgment letter indicates that the submitted documents are complete and compliant, confirm the schedule of the	Prepare necessary documents: pre-assessment tool, power point presentation, special order, etc.	None	Depends on the SWDA	Technical Staff

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.				
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:	None	11 working days	Technical Staff
				(Standards
				Bureau - SB)
				Section
				Head/Division
				Chief/Bureau

	<ul style="list-style-type: none"> • Confirmation Report to the SWDA • Transmittal memo to Standards Bureau attached the confirmation report, complete Documentary requirements including the accomplished pre-accreditation assessment tool. <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>			Director
TOTAL Social Work Agency:		None	20 working days	
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) 552-3698</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>

5.7. 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:	Standards Section Policy and Plans Division DSWD Field Office VIII		
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.				
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) 552-3698</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>

5.8. 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:	Standards Section Policy and Plans Division DSWD Field Office VIII		
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 applicable. To include activities e.g. FGD, interviews, photo documentation of the validation site, interviewed	None	*18 days and 6 hours	Focal Person - Standards Section - DSWD Field Office

	<p>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>			
	<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 applicant shall be required to explain not later than 3 days from receipt of notice issued by the Regional Director.</p>			

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
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) 552-3698</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>

5.9. 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:	Standards Section Policy and Plans Division DSWD Field Office VIII	
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">Local Government Office	

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
	Acknowledgement letter, to wit: 1.1 If found complete/ sufficient, acknowledge receipt of application and notifies applicant and coordinate for the schedule assessment visit. 1.2 If found			Office - Standards Section)

	<p>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)
STEP5: 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 state of calamity/ emergency virtual assessment. <p>Activities to take place:</p> <p>1. Brief overview on the</p>	None	1 working day	Technical Staff or Officer of the day (Field Office - Standards Section)

	assessment process; 2. Observation on the counseling session; and 3. Exit Conference			
STEP 6: Awaits the approval of the confirmation report/issuance 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/ Support Staff Regional Director
	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	None	5 working days	Support Staff Regional Director

	Certificate			
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) 552-3698</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>

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

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
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.				

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	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
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Section				
STEP 3: Awaits results of the assessment.	<p>Review and conduct assessment of the submitted application documents for eligibility and compliance to documentary requirements;</p> <p>Step 3a – If found compliant to eligibility and documentary requirements</p> <p>Prepare for conduct of area visit</p> <p>Step 3b – If found non-compliant to eligibility and documentary requirements</p> <p>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 lacking requirements</p> <p>Provides the applicant the Client Satisfaction</p> <p>Measurement Form</p>	None	3 working days	Field Office: Standards Section technical staff

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 Endorses the application to the Standards Bureau at the Central Office	None	1 working day	Field Office: Standards Section Technical Staff 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 into the Document Transaction Management System (DTMS)	None	3 working days	Standards Bureau: SCMD Technical Staff/ Division Chief/ Bureau Director

	<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, Conforme letter to applicant that it should comply with post-facilitation requirements • Letter to concerned DSWD Field Office informing them of the endorsement <p>If disapproved, return the documents and</p>			
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	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) 552-3698</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>

5.11. 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 Policy and Plans Division DSWD Field Office VIII	
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 proceedings/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

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.	<p>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.</p> <p>If complete, the Technical Staff assigned by the Section Head will then proceed with the pre-assessment process.</p> <p>If incomplete, documents shall be returned accompanied by provision of technical assistance and checklist of requirements.</p>	None	1 hour and 30 minutes	Standards Section Support Staff/ Standards Section Head / Technical Staff
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-</p>	None	4 hours 20 minutes	Standards Section Support Staff/ Standards Section Head / Technical Staff

	assessment process.			
	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		
	If incomplete or non-compliant, an acknowledgement letter shall be prepared indicating the checklist of lacking documents.			

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. The signed/ approved acknowledgement letter shall also be sent to the applicant Social Worker.	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 Division (SCMD) Technical Staff shall review the application and documents submitted by the Applicant through Field Office. If complete and compliant, preparation of acknowledgement	None	1 day	Assigned DSWD– Standards Bureau technical staff, depending on the Field Office where the application was from.

	<p>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>			
	<p>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</p>	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-assessment shall be conducted after six months.</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
2. The applicant shall coordinate with Standards Bureau through the Field Office on the schedule of the	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	None	5 days and 2 hours after	DSWD – Standards

assessment.	<p>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.</p> <p>*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.</p>		conduct of assessment	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.				
	<p>2.3. Standards Bureau shall review and/or approve and endorse the Confirmation 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>	None	1 day and 1 hour and 30 minutes	Bureau Director DSWD-Standards Bureau

	<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
	<p>2.5. The Cluster Head to review and/or approve the Certificate of Accreditation and other approved attached documents.</p>	None	1 day and 1 hour	Undersecretary/ Cluster Head DSWD- Standards and Capacity Building Group

	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) 552-3698</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. Personnel Administration Section

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

7.

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) Human Resource Management and Development Division DSWD Field Office VIII			
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 purposes, as needed) and	1. Receive the complete documents submitted	none	10 minutes	Incoming / Outgoing Clerk PAS Receiving Area

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, wait until the parcel is sent to	4.1.1. Prepare and print the transmittal letter with information on	none	20 minutes	

given address.	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
TOTAL		none	7 Days	May be 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</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	<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

6.2. 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) Human Resource Management and Development Division DSWD Field Office VIII
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.

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	None	10 minutes	PAS Focal Person

	<p>from the FILE 201 / PER 16.</p> <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</p>	none	20 minutes	<p>PAS Focal Person</p>

	one Customer Feedback Form 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

	<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
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6.3. 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) Human Resource Management and Development Division DSWD Field Office VIII			
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	1. Receive the complete documents submitted	none	10 minutes	Incoming / Outgoing Clerk PAS Receiving Area

supporting 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	l.1.1. Prepare and print the transmittal letter with information on how to return			

address.	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</p>

	<p>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

6.4. 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) Human Resource Management and Development Division DSWD Field Office VIII			
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	PROCESSING TIME	PERSON RESPONSIBL

		PAID		E
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 documents.	1. Receive the complete 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 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	none	2 hours and 30	

	corrected ELARS, if errors are found. Encode details to the Certificate, print the issuance and attach the necessary documents		minutes	
	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	none	20 minutes	PAS Focal Person

	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 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	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 response. For the status of your query/clarification, you may contact us thru: VOIP: 18019 E-mail: personnel.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 PAS 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 PAS - 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: 18019 E-mail: personnel.fo8@dswd.gov.ph		
How complaints are	Every end of the month, your	feedbacks/complaints	are consolidated and

processed	<p>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	<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>

7. Social Technology Unit

7.1. Technical Assistance on Program / Project Development or Enhancement (Tulong Teknikal sa Pagbuo o Pagpapahusay ng Programa / Proyekto)

This refers to provision of technical assistance on program development or enhancement which includes problem analysis, research for program development, designing, documentation, pilot testing and evaluation of social technologies, programs and projects. This process shall apply to the STB and STUs based on the needs presented by primary customers. This covers the review of requests, preparation of a reply letter for requests for comments, or a memorandum containing the recommendation, actual activity on TA provision (if needed), and next steps based on a coordination meeting on the requested technical assistance.

(Ito ay tumutukoy sa pagbibigay ng tulong teknikal para sa pagbuo o pagpapahusay ng programa sa pamamagitan ng pagsusuri sa problema, pananaliksik para sa pagbuo ng programa, pagdidisenyo, dokumentasyon, pilot testing at pagsusuri ng mga teknolohiyang panlipunan, programa at proyekto.

Ang prosesong ito ay saklaw ng STB at STU batay sa pangangailangang inilalahad ng mga pangunahing customer. Ito ay sumasaklaw sa pagsusuri ng mga kahilingan, paghahanda ng reply letter sa mga paghingi ng komento, o memorandum na naglalaman ng rekomendasyon, aktwal na aktibidad sa pagbibigay ng TA (kung kinakailangan), at mga susunod na hakbang batay sa isang pagpupulong sa hiniling na tulong teknikal).

Office or Division:	Social Technology Unit DSWD Field Office VIII			
<i>Tanggapan o Sangay:</i>				
Classification	Highly Technical			
<i>Klasipikasyon:</i>	<i>Mataas na Antas ng Tulong Teknikal</i>			
Types of Transaction:	G2G – Government to Government G2C - Government to Citizens			
<i>Uri ng Transaksiyon:</i>	G2G – Gobyerno sa Gobyerno G2C- Gobyerno sa Publiko			
Who may avail:	National Government Agencies (NGAs), Local Government Units (LGUs), Non-Government Organizations (NGOs), and academe			
<i>Sino ang maaaring kumuha ng serbisyo:</i>	<i>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?		
Request Letter <i>Liham ng Kahilingan</i>		From the requesting DSWD Field Office, LGU, NGO, or NGA <i>Mula sa kahilingan ng Lokal na Pamahalaan, Hindi Ahensya ng Gobyerno Ahensya ng Pambansang Pamahalaan.</i>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<i>MGA HAKBANG NG KLIYENTE</i>	<i>AKSIYON NG AHENSYA</i>	<i>HALAGA NG BAYAD</i>	<i>TAGAL NG PROSESO</i>	<i>RESPONSIBLENG KAWANI</i>
1.) Send the request for technical assistance along	1) Receive and record the request. <i>(Tanggapin at itala ang kahilingan)</i>	None <i>Wala</i>	2 hours <i>2 oras</i>	Support Staff <i>Kawaning tumutugon</i>

<p>program/project development or enhancement to Social Technology Bureau (STB) / DSWD Field Office Social Technology Unit (STU) through:</p> <ul style="list-style-type: none"> a. Letter signed by the Requesting Party, in any form; b. Accomplished Request Form; c. E-mail; or d. Ticketing System. <p><i>(Ipadala ang kahilingan para sa tulong teknikal sa paggawa o pagpapahusay ng programa/proyekto sa Social Technology Bureau (STB)/ DSWD Field Office Social Technology Unit (STU) sa pamamagitan ng:</i></p> <ul style="list-style-type: none"> <i>a. Sulat na pirmardo ng kliyente;</i> <i>b. Sinagutang Request</i> 				
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Form; c. E-mail; o d. Ticketing System (kapag naipatupad na).				
None Wala	2) Prepare, review, and send response to the requesting party. (Magsulat, suriin, at ipadala ang tugon sa tanggapang humihiling).	None Wala	7 days 7 araw	Head of Office, Supervisor and Technical Staff Pinuno ng Opisina, Superbisor at Teknikal na kawani
None Wala	3) If the request involves conduct of actual technical assistance activity including orientation and capability building activities, either via face-to-face or online means: (Kung ang kahilingan ay kailangang magsagawa ng aktwal na teknikal assistance kasama ang pagbibigay ng oryentasyon at kakayahang pagsasanay sa pamamagitan ng online at onsite) a.) Activity flow (Daloy ng aktibidad) b.) Powerpoint presentation c.) Attendance	None Wala	5 days 5 araw Note: Turn around time does not include days between sending response and actual conduct of activity.	Head of Office, Supervisor and Technical Staff Pinuno ng Opisina, Superbisor at Teknikal na kawani

	Sheet d.) Other logistical requirements (Ipa pang mga pangangailang ang logistik)			
2.) Answer the Client Satisfaction Survey (CSS) (Sagutan ang Client Satisfaction Survey (CSS))	4.) Administer/ Monitor/Follow-up Client Satisfaction Survey (CSS). (Pangasiwaan/ subaybayan ang pagsagot sa CSS).	None Wala	Not applicable <i>Hindi Angkop</i>	Technical Staff and Support Staff <i>Teknikal na kawani at Kawaning Tumutugon</i>
TOTAL If the Technical Assistance requested may be provided via official communications, (Kabuuang kung ang hinihiling na Tulong Teknikal ay maibibigay sa pamamagitan ng opisyal na komunikasyon)	If without physical/online Technical Assistance Session (Kung ang tulong teknikal ay walang pisikal o online na sesyon)	None Wala	7 days 2 hours 7 araw 2 oras	
TOTAL If the request involves conduct of actual technical assistance activity (Kabuuang kung ang hinihiling na tulong teknikal ay nangangailangan ng aktwal na aktibidad)	If with physical/online Technical Assistance Session (Kung ang tulong teknikal ay merong pisikal/ online na sesyon)	None Wala	12 days 2 hours 12 araw 2 oras	

7.2. Technical Assistance on Social Technology Bureau (STB) Developed Programs and Projects (Tulong Teknikal sa mga Programa at Proyektong Binuo ng Social Technology Bureau)

Refers to the provision of technical assistance on concerns relative to the ongoing and completed social technology programs and projects of the Social Technology Bureau (STB). The process starts with the receipt of the request from Local Government Units or other intermediaries until the actual provision of technical assistance in the form of meetings, orientation and capability building activities through face-to-face and online platforms. This includes the requests for data, information, social marketing materials, and other knowledge products on Social Welfare and Development (SWD) programs and projects designed, under pilot-testing or on-going implementation, and completed by the STB for adoption / replication by stakeholders.

(Ito ay tumutukoy sa pagbibigay o pagbabahagi ng tulong teknikal sa mga kasalukuyan at natapos o nakumpletong mga programa at proyekto ng Social Technology Bureau. Ang proseso ng pagbibigay o pagbabahagi ng tulong teknikal ay nagsisimula sa pagtanggap ng liham ng kahilingan mula sa Lokal na Pamahalaan o mga tagapamagitan. Ang tulong teknikal ay sa paraan ng pagpupulong, oryentasyon at mga aktibidad sa pagbuo ng kakayahan sa pamamagitan ng pisikal o online na mga pamamaraan. Ang mga kahilingan ay maaaring datos, impormasyon, materyales para sa social marketing at ibang produkto ng kaalaman tungkol sa mga programa at proyekto ng kapakanang panlipunan at kaunlaran, mga proyektong dinidisenyo, kasalukuyang pina pilot test o pinapatupad at mga natapos na para pagpapatuloy ng implementasyon ng mga stakeholders).

Office or Division:	Social Technology Unit DSWD Field Office VIII
<i>Tanggapan o Sangay:</i>	
Classification:	Highly Technical
<i>Klasipikasyon:</i>	<i>Mataas na Antas ng Tulong Teknikal</i>
Type of Transaction:	G2C - Government to Citizen G2G – Government to Government
<i>Uri ng Transaksyon:</i>	<i>G2C - Gobyerno sa Publiko G2G – Gobyerno sa Gobyerno</i>
Who may avail?:	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 Ahensya ng Pambansang Pamahalaan, Lokal na Pamahalaan, hindi ahensya ng gobyerno at Akademya.</i>

CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
TSEKLIST NG MGA KAHINGIAN		SAAN MAARING MAKUHA?		
1. Written and signed request letter with complete contact details (name and contact information) of the requesting party, <i>(Nakasulat at pirmadong liham ng kahilingan na may kumpletong detalye (pangalan, impormasyon sa pakikipag-ugnayan) ng partidong humiling, at)</i> 2. Details of the technical assistance needed. <i>(Detalye ng kinakailangang tulong teknikal).</i>		Requesting Office <i>(Opisina ng nanghihingi ng serbisyo)</i>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
MGA HAKBANG NG KLIYENTE	MGA AKSYON NG AHENSYA	HALAGA NG BAYAD	TAGAL NG PROSESO	RESPONSABLE NG KAWANI
1) Send the request for technical assistance along program/project development or enhancement to Social Technology Bureau (STB) / DSWD Field Office Social Technology Unit	1) Receive and record the request. <i>(Pagtanggap at pag rekord ng liham ng kahilingan)</i>	None <i>Wala</i>	2 hours <i>2 oras</i>	Support Staff <i>Kawaning tumutugon</i>

(STU) through: a. Letter signed by the Reque sting Party, in any form; b. Acco mplish ed Reque st Form; c. E- mail; or d. Ticketi ng Syste m. <i>(Ipadala ang kahilingan para sa tulong teknikal sa paggawa o pagpapah usay ng programa/ proyekto sa Social Technolog y Bureau (STB)/ DSWD Field Office Social Technolog y Unit (STU) sa pamamagi tan ng: a. Sulat</i>				
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<i>na pirmar do ng kliyente;</i> <i>b. Sinagtang Request Form;</i> <i>c. E-mail;</i> <i>d. Ticketing System (kapag naipatupad na).</i>				
None <i>Wala</i>	2) Prepare, check, and send response to the request, and conduct the Technical Assistance. <i>(Paghahanda, Pagsusuri, at pagpapadala, ng tugon sa kahilingan upang isagawa ang Teknikal na Tulong)</i>	None <i>Wala</i>	7 days <i>7 araw</i>	Head of Office, Supervisor and Technical Staff <i>Pinuno ng Opisina, Superbisor at Teknikal na kawani</i>
None <i>Wala</i>	3) If the request involves conduct of actual technical assistance activity including orientation and capability		8 days <i>8 araw</i> <i>Note: Turn time around does not include days between</i>	Head of Office, Supervisor and Technical Staff <i>Pinuno ng Opisina, Superbisor at Teknikal na kawani</i>

	building activities, either via face-to-face or online means: <i>(Kung ang kahilingan ay kailangang magsagawa ng aktwal na teknikal assistance kasama ang pagbibigay ng oryentasyon at kakayahang pagsasanay sa pamamagitan ng online at onsite)</i> a.) Activity flow <i>(Daloy ng aktibidad)</i> b.) Powerpoint presentation c.) Attendance Sheet d.) Other logistical requirements <i>(Ipa pang mga pangangailangang logistik)</i>		<i>sending response and actual conduct of activity.</i>	
2) Accomplish the Client Satisfaction Survey (CSS). <i>(Sagutan ang Client Satisfaction)</i>	4) Administer/Monitor/Follow-up Client Satisfaction Survey (CSS).	None <i>Wala</i>	Not applicable <i>Hindi angkop</i>	Technical Staff and Support Staff <i>Teknikal na</i>

Survey (CSS))	(Pangasiwaan/ subaybayan ang pagsagot sa CSS).			kawani at Kawaning Tumutugon
TOTAL If the Technical Assistance is sharing data, information and knowledge product (KABUUAN kung ang tulong teknikal ay pagbabahagi ng datos, impormasyon, at produkto ng kaalaman)		None Wala	7 days 2 hours 7 araw 2 oras	
TOTAL If the request involves conduct of actual technical assistance activity (KABUUAN kung ang hiling ay aktwal o onsite na pagbibigay ng tulong teknikal)		None Wala	15 days 2 hours 15 araw 2 oras	

FEEDBACK AND COMPLAINTS MECHANISM

MEKANISMO SA FIDBAK AT REKLAMO

How to send feedback and/or complaints	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.
Paano magpadala ng fidbak o	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

<p>reklamo?</p>	<p><i>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 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</p>

	<p>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 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 result and data analysis report, may require the Internal Quality Audit (IQA) Team 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 satsipaksyon 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.</p>
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	<p>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 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>For inquiries and follow-ups, customers may also contact the STB and Regional Office listed below.</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</i></p>

	<p><i>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> - Evidence <i>[Ebidensya]</i>
<p>How complaints are processed</p> <p><i>Paano pinoproceso 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 ipoproceso 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>	<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

Impormasyong Kontak ng CCB, PCC, ARTA	<ul style="list-style-type: none"> Contact Center ng Bayan (CCB) email@contactcenterngbayan.gov.ph before CSC (Civil Service Commission) 0908-881-6565
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8. Property and Supply Section

8.1. 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>	Property and Supply Section Administrative Division DSWD Field Office VIII	
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>		WHERE TO SECURE <i>SAAN KUKUHA</i>
1. Three (3) original copies of duly accomplished Gate Pass <i>Tatlong orihinal na kopya ng marapat na ginawang Gate Pass</i>		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> 2. To be prepared by the DPSC of

<p>2. Property/ies to be brought outside the DSWD premises <i>Kagamitan or mga kagamitan na ilalabas mula sa DSWD</i></p> <p><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></p> <p>1. 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 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</i></p>	<p>concerned Office without any prescribed format <i>Upang maihanda ng DPSC ng kinauukulang Opisina nang walang iniresetang format</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>
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<p>maglakip:</p> <ol style="list-style-type: none"> 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> 1 photocopy of Technical Assistance Report <i>1 photocopy ng ulat ng Tulong Teknikal</i> 1 photocopy of approved Purchase Order (PO) or Purchase Request (PR) <i>1 photocopy ng naaprubahang Purchase Order (PO) o Purchase Request (PR)</i> 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> 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><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> <ol style="list-style-type: none"> 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</i> 	<ol style="list-style-type: none"> Issued by the supplier/contractor <i>Inisyu ng tagapagtustos/kontratista</i> 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> Procurement Management Service (PMS) From the accountable personnel <i>Mula sa mananagot na tauhan</i> From supplier or representative <i>Mula sa tagapagtustos o kinatawan</i> <ol style="list-style-type: none"> Issued by the supplier/contractor <i>Inisyu ng tagapagtustos/kontratista</i>
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<p><i>pahintulot</i></p> <p>2. Personal Property Item Pass Slip (PIIP) and/or delivery or acknowledgement receipt <i>Personal Property Item Pass Slip (PIIP) 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. 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> <p>3. From supplier or representative <i>Mula sa tagapagtustos o kinatawan</i></p>		
CLIENT STEPS MGA HAKBANG	AGENCY ACTION AKSYON NG AHENSYA	FEES TO BE PAID MGA DAPAT BAYARAN	PROCESSING TIME PANAHONG KAILANGAN	PERSON RESPONSIBLE TAONG DAPAT GUMAWA
<p>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></p>	<p>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></p>	None <i>Wala</i>	3 Minutes <i>3 Minuto</i>	Property Staff <i>Kawani ng Property</i>
	<p>1.1 Review if the Gate Pass is duly accomplished and with attachments (PIIP and other supporting documents)</p>	None <i>Wala</i>	5 Minutes <i>5 Minuto</i>	Property Staff <i>Kawani ng Property</i>

	<p>Complete/Duly Accomplished: <i>Kumpleto/Maayos na napunan:</i></p> <p>Update PREMIS through scanning the barcode of the Gate Pass to record the time of receipt of request and endorse the same to the Heads of Property Office for approval <i>I-update ang PREMIS sa pamamagitan ng pag-scan ng barcode ng gate pass upang maitala ang oras kung kailan natanggap ang request at ito ay ibibigay sa pinuno ng Property.</i></p> <p>Incomplete/Not Duly Accomplished: <i>Hindi kumpleto/Di Maayos na napunan</i></p> <p>Return the Gate Pass to requestor/DPSC for proper accomplishment <i>Ibalik ang Gate Pass sa requestor upang ito ay wastong mapunan</i></p>			
	<p>1.2 Approval of Gate Pass from 8:00 AM to 4:00 PM <i>Pag-apruba ng Gate Pass mula ika-walo ng umaga hanggang ika-apat ng hapon</i></p>	<p>None <i>Wala</i></p>	<p>2 Minutes <i>2 Minuto</i></p>	<p>Head of Property Office <i>Pinuno Tanggapan ng Property</i></p>
	<p>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></p> <p>The property staff shall provide the customer feedback form to the requesting party for the service provided <i>Ang kawani ng property ay magbibigay ng Customer Feedback Form sa taong</i></p>	<p>None <i>Wala</i></p>	<p>2 Minutes <i>2 Minuto</i></p>	<p>Property Staff <i>Kawani ng Property</i></p>

	<i>humihingi ng serbisyo</i>			
	<p>1.4 Forward copy of the approved Gate Pass to: <i>Ipasa ang kopya ng naaprubahang Gate Pass sa:</i></p> <p>a. Original copy – Security Guard <i>Orihinal na kopya – Security Guard</i></p> <p>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></p> <p>c. Triplicate – Property Office copy <i>Pangatlong Kopya – kopya ng Tanggapan ng Property</i></p>	None Wala	5 Minutes 5 Minuto	Property Staff Kawani ng Property
<p>2. Present property together with the duplicate copy of the approved Gate Pass to the security guard <i>Ipakita ang \ pag-aari kasama ang duplicate na kopya ng naaprubahang Gate Pass sa security guard</i></p>	<p>2. 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>With discrepancy May pagkakaiba 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</p>	None Wala	8 Minutes 8 Minuto	Security Guard On-Duty On-Duty na Security Guard

	<p><i>Ibalik ang gate pass sa taong kukuha ng kagamitan palabas ng lugar ng DSWD at siguruhin ang bagong gate pass na sumasalamin sa tamang mga detalye ng ilalabas na kagamitan mula sa tanggapan ng DSWD</i></p> <p>Without discrepancy <i>Walang Pagkakaiba</i> Security Guard On-Duty shall sign the original and duplicate copy of gate pass, return signed duplicate copy to the client <i>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>			
	<p>2.1. Scan the barcode of the Gate Pass to record the time when the property was brought outside 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></p>	None Wala	3 Minutes 3 Minuto	Security Guard On-Duty <i>On-duty na Security Guard</i>
	<p>2.2. Surrender the original copy of gate pass to Property, Supply and Asset Management Division (PSAMD)/Property and Supply Section (PSS) <i>Ibalik ang orihinal na kopya ng gate pass sa PSAMD/PSS</i></p> <p>The Security Guard will return the copy of the gate pass upon return of the equipment brought outside the DSWD premises for monitoring purposes <i>Ibabalik ng Security Guard ang kopya ng gate pass pagka-balik ng kagamitan na dinala sa labas ng DSWD</i></p>	None Wala	5 Minutes 5 Minuto	Security Guard On-Duty <i>On-duty na Security Guard</i>

	2.3. File gate pass for safekeeping and future reference <i>File gate pass para sa pag-iingat at batayan sa hinaharap</i>	None <i>Wala</i>	10 Minutes <i>10 Minutos</i>	Property Staff <i>Tauhan mula sa opisina ng Property</i>
TOTAL:		None <i>Wala</i>	43 minutes <i>43 minuto</i>	

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 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 maaaring 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>
How complaints are processed	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
Contact Information	Regional Director DSWD Field Office VIII (053) 552-3698 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

8.2. 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>	Property and Supply Section Administrative Division DSWD Field Office VIII
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>	WHERE TO SECURE <i>SAAN KUKUHA</i>
<p>A. Without Property Accountability <i>Walang Pananagutan mula sa mga kagamitan ng Departamento</i></p> <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> <p>B. With Property Accountability <i>May pananagutan mula sa mga Ari-arian</i></p> <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 accountabilities <i>Isang orihinal na kopya ng FETS na marapat na na pirmahan sa pagsasalin/pagbabalik ng pananagutan mula sa mga ari-arian</i> 3. Duly signed PAR/ICS for transferred property accountability <i>Napunang PAR/ICS para sa naisaling pananagutan sa ari-arian</i> <p><u>In Case of Lost:</u></p>	<p>A. Without Property Accountability <i>Walang Pananagutan mula sa mga kagamitan ng Departamento</i></p> <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> <p>B. With Property Accountability <i>May pananagutan mula sa mga Ari-arian</i></p> <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 Property Records and Equipment Monitoring Inventory System (PREMIS) <i>Ihahanda ito ng DPSC ng nasabing tanggapan sa pamamagitan ng PREMIS</i> 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><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>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 PANAHONG KAILANGA N	PERSON RESPONSIBL E TAONG DAPAT GUMAWA
<p>1. Submit three original copies of clearance form issued by PAD and/or duly approved request for transfer / resignation / 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 /</i></p>	<p>1. Receive Three copies of clearance issued PAD/PAS and/or duly approved request for transfer / resignation / retirement and review the attached documents from 8 AM to 5 PM, Mondays to Fridays except holidays. <i>Pagtanggap ng 3 kopya ng Clearance na isyu ng PAD/PAS at/o ang aprubadong samo ng pag lipat / pagbibitiw / pag retiro. Suriin ang mga kalakip na dokumentong natanggap mula ika-walo ng umaga hanggang ika-lima ng</i></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><i>pagbibitiw / pag retiro 2 buwan bago ang itinakdang araw ng pag retiro, 30 araw bago ang itinakdang araw ng pagbibitiw of palipat</i></p>	<p><i>hapon mula Lunes hanggang Biyernes maliban sa araw na pahinga</i></p>			
	<p>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</p> <p><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></p>	<p>None <i>Wala</i></p>	<p>1 Hour, 30 Minutes <i>1 Oras at 30 Minuto</i></p>	<p>Property Staff <i>Kawani ng Property</i></p>
	<p>1.2 No Accountability/ies <i>Walang Pananagutan</i></p> <p>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</p> <p><i>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</i></p>	<p>None <i>Wala</i></p>	<p>25 Minutes <i>25 Minuto</i></p>	<p>Property Staff <i>Kawani ng Property</i></p>

	<p><i>paunang lagda bago ang pagpapatibay ng Punong Tagapangasiwa ng mga ari-arian</i></p> <p>With Accountability/ies <i>May mga Pananagutan</i></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 <i>Ipabatid ang mga naitalang pananagutan ng dating kawani na marapat na ipawalang bisa ng dati nitong tanggapan sa pamamagitan ng pag liham</i></p>			
2. Submit documents and other requirements as proof of cancelled property accountability <i>Mag sumite ng dokumento at iba pang kailangan na nagpapatunay na nai-pawalang bisa na ang mga pananagutan sa mga kagamitan</i>	2. Receive and validate submitted documents and other requirements as proof of cancelled property accountability <i>Tanggapin, suriin ang mga isinumiteng dokumento at bigyang patunay na ang pananagutan sa mga kagamitan ay nai-pawalang bisa</i>	None <i>Wala</i>	30 Minutes <i>30 Minuto</i>	Property Staff <i>Kawani ng Property</i>
	2.1. If all the property accountability were cancelled, record the date of effectivity or retirement/	None <i>Wala</i>	5 Minutes <i>5 Minuto</i>	Property Staff <i>Kawani ng Property</i>

	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 <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>			
	2.2. Check the “cleared” box and affix signature in the clearance form <i>Markahan ng tsek ang kahon na nagsasaad ng “cleared” at lagdaan ang Clearance Form</i>	None <i>Wala</i>	5 Minutes <i>5 Minuto</i>	Head of Property Office <i>Puno ng Tanggapan ng Property</i>
	2.3. Scan signed clearance from, record in clearance logbook/monito ring sheet, forward to the next office concerned and	None <i>Wala</i>	10 Minutes <i>10 Minuto</i>	Incoming / Outgoing Property Staff <i>Kawani ng Property</i>

	provide Client Satisfaction Measurement Form (CSMF) to the requesting party/client <i>I-scan ang nalagdaang Clearance Form, itala sa talaan ng clearance, dalhin sa kasunod na tanggapan at magbigay ng CSMF sa kliyente na humingi ng serbisyo</i>			
	2.4. Upload scanned signed clearance in PREMIS <i>I-upload ang na-scan na nilagdaang clearance sa PREMIS</i>	None <i>Wala</i>	10 Minutes <i>10 Minuto</i>	Property Staff <i>Kawani ng Property</i>
TOTAL:		None <i>Wala</i>	3 HOURS <i>3 Oras</i>	

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>

<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</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>
<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.</p> <p>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) 552-3698</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>

9. 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.

9.1. 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 Division:	Grievance Redress Unit Pantawid Pamilyang Pilipino Program Management Division DSWD Field Office VIII			
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	PROCESSING 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 (PPIS). 3.2. Encode the transaction correctly and completely in the GRS Information System/Tracker. <i>For instances when the GRS Information System is inaccessible, the staff may use GRS form to intake the grievance</i> 3.3. Check the	None	20 mins	Officer-of-the-Day/ / Assigned Focal Person

	<p>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 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	4.1 Administer the Client Satisfaction Measurement	None	5 minutes	Officer-of-the-Day/ / Assigned

survey	Survey 4.2. Analyze the data and include it in the Client Satisfaction Measurement Report.			Focal Person
5. Proceed to the office lobby and logout from the client's logbook.	5.1 Dismiss the client gracefully. <i>If the grievance has already been resolved proceed directly to step 7.2</i>	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 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.)	None	7 hours and 7 minutes	Officer-of-the-Day/ / Assigned Focal Person
	6.2 Monitor the status of	None	2 Days	Assigned Focal

	transaction and check for updates from the concerned office in the GRS Information System.			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 System.	None	10 minutes	Assigned Focal Person
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	

9.2. 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.

Office or Division:	Pantawid Pamilyang Pilipino Program Management Division DSWD Field Office VIII			
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 and acknowledgment of completely filled out data request form with uploaded/attached supporting documents.	None	10 minutes	Regional Monitoring and Evaluation Officer (RMEO)
	2. Assessment by the Regional Monitoring and Evaluation Officer (RMEO).	None	2 hours	RMEO
	2.1. If Primary Data , the request will be endorsed to the Policy and Plans Division (PPD)			

	<p>2.2. If Secondary Data, determine if the data being requested are public or classified based on the request form and supporting documents and evaluate the request based on the type of requested data according to Simple, Complex and Highly Technical. The RMEO will also inform the clients regarding the turnaround time via email or any other form of communication.</p>			
	<p>3. If the data request is identified as Public Data, the RMEO will evaluate the request and endorse it to the appropriate Division/Unit/Program Component Focal Person for data generation.</p>	None	2 hours	RMEO
	<p>3.1. The designated division/unit/focal will generate the data and forward it to the RMEO</p>	None	16 Days	Designated Division/Unit/Focal

	based on the type of request.			
2. Receive requested data and fill out the client survey form	3.1.2 If the data is Simple, provide the data request to the client and request to accomplish the Client Satisfaction Measurement Form (CSMF)	None	4 hours	RMEO
	3.1.3 If the data is complex or highly technical, RMEO will endorse it to the Division Chief (DC)/Regional Program Coordinator (RPC) for review, and prepare an endorsement memo to the Regional Director (RD) for approval.	None	4 hours	RMEO
	3.1.4 The DC/RPC will review the outgoing data and recommend it to the RD for clearance.	None	1 day	DC/RPC
	3.1.5 The RD will review the outgoing data and sign the memorandum or the response letter. The documents will be endorsed back to RMEO for the release of the data.	None	1 day	RPC

	3.1.6 Provide the data request to the client and request to accomplish the CSMF.	None	4 hours	RMEO
	3.2 If the data request is identified as Classified Data , the RMEO will determine if there is an existing DSA with the client.		1 day	RMEO
	3.2.1 If the client has an existing DSA, RMEO will endorse it to the appropriate unit/focal for data generation.		2 hours	RMEO
	3.2.2 The designated unit/focal will generate the data and forward it to the RMEO.		16 days	Designa-ted Focal
	3.2.3 The RMEO will endorse the data to DC/RPC for review, and prepare an endorsement memo to RD for approval.		4 hours	RMEO
	3.2.4 The DC/RPC will review the outgoing data and endorse it to the RPC.		1 day	DC/RPC
	3.2.5 The RPC will review the outgoing data and endorse back to RMEO to be		1 day	RPC

	provided to the client.			
	3.2.6 Provide the data request to the client and request to accomplish the CSMF.		4 hours	RME0
	3.2.7 If there is no existing DSA with the client, the RME0 will review and provide initial comments based on the request of the client, and endorse to the Regional Data Protection Officer (DPO) if the request is valid or invalid for a Memorandum of Agreement (MOA) in accordance with the Data Privacy Act.		4 hours	RME0
	3.2.8 If the request is invalid, provide a response letter to the client signed by RD and request to accomplish the CSMF from the client.		2 days	RME0
	3.2.9 If the request is valid, a MOA between the requesting party and the proponent office will be prepared by RME0.		3 days	RME0

	3.2.10 Sharing of the draft MOA to the client for review.		1 hour	RMEO
	3.2.11 Acknowledgment of MOA from client.		4 hours	RMEO
	3.2.12 Review and endorsement to Legal Unit (LU)/Unit Technical Staff for comments/inputs.		1 hour	RMEO
	3.2.13 Revision of the MOA based on the Legal Unit/Unit's comments.		1 day	RMEO
	3.2.14 Endorse the revised MOA to LU for concurrence.		1 hour	RMEO
	3.2.15 Prepare communication for endorsement to the client for MOA signing.		4 hours	RMEO
	3.2.16 Sharing of MOA to the client for signing.		1 hour	RMEO
	3.2.17 Acknowledgment of the signed MOA from the client.		1 hour	RMEO
	3.2.18 Endorsement to FO DPO and RD for signature		1 hour	RMEO
	3.2.19 Once the MOA is signed, the RMEO will endorse the request to the appropriate unit/focal for data generation.		1 hour	RMEO

	3.2.20 The designated unit will generate the data and forward it to the RMEO.		5 days	Designated Unit
	3.2.21 Provision of the data request to the client and submission of signed MOA and request the client to accomplish the CSMF.		4 hours	RMEO
Total Turnaround Time:		For Public Data: Simple – 2 days, 4 hours and 10 minutes; Complex – 6 days, 4 hours and 10 minutes; Highly Technical – 19 days, 4 hours and 10 minutes For Classified Data: <i>With existing DSA –</i> Complex – 6 days and 10 minutes Highly Technical – 19 days, 4 hours and 10 minutes <i>Without existing DSA –</i> Valid for MOA – 11 days, 7 hours and 10 minutes Invalid for MOA – 2 days, 2 hours and 10 minutes		

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:</p> <p>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	A technical staff is assigned to read daily all inquiries and

processed	<p>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:</p> <p>Email: pbunay@dswd.gov.ph</p> <p>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> <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.</p>
Contact Information of ARTU, PCC, CCB	<p>Regional Director DSWD Field Office VIII (053) 552-3698</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>

10. Sustainable Livelihood Program Services

10.1. 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 Promotive Services Division DSWD Field Office VIII		
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</i>	None	20 minutes	Project Development Officer

	<i>fill up the Client Satisfaction Measurement Report Form in the provision of technical assistance and orientation as initial intervention.</i>			
	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 –	None	1 day	Field PDO, IPDO and MPDO

	<p>Proceed 2.0</p> <p>b. If no matched – NTHU to conduct HAF or SLP Means Test</p> <p>b.1. Conduct home visitation to Administration to HAF.</p> <p>b.2. Administer SLP Means Test</p> <p>c. If non-poor refer to other institution</p> <p><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></p>			
	<p>6.3 Administer the Livelihood Assessment Form (LAF)</p> <p>If eligible proceed to 2.0</p> <p>If not eligible refer to other institution</p>	None	1 day	<p>PDO</p> <p>Partnership Officers</p>
	<p>7.1 Qualified individuals will undergo on the following activities:</p> <p>a.) Conduct Capacity Building</p> <p>b.) Provides result on the conducted Sustainable Livelihood Analysis (SLA), and SWOT Analysis.</p> <p>c.) Track Selection Client/s will show their</p>	None	3 days and 5 hours	<p>Field Project Development Officer</p>

	<p>interest, strength and weaknesses, so that they can identify the best TRACT for them.</p> <p>d.) Conduct of Micro-Enterprise Development Training (MD) or Basic Employment Skills Training.</p>			
	8.1 Prepares and submit the Modality Application Form and the Mungkahing Proyekto.	None		Program Participants
	<p>8.2 Review and Assess the project proposal</p> <p><i>If the intended project proposal is complete, proceed to the next process, if not, give it back to the participant for revision.</i></p> <p><i>Note: The succeeding SLP processes will be subjected to the availability of Funds</i></p>	None	1 day	Provincial Coordinator RPMO Project Development Officers Regional Review Committee (RRC)
	<p>9.1 Prepare project proposals for fund processing.</p> <p><i>The proposal has been approved by the RD, then forwarded to FMD</i></p>	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	

10.2. 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 Promotive Services Division DSWD Field Office VIII			
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/endorsed from Field Offices, OBSUs, NGAs, NGOs, CSOs, 8888 Citizens Complaint Hotline, and other institutions 2. Fill-up the SLP Grievance intake form 3. Fill-up the CSMF	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)
	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 RMO Request the client to fill up the Client Satisfaction Measurement Report Form in		20 minutes	GRMO Complainant

	the provision of technical assistance and initial intervention			
	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 Fact-Finding Team.		30 minutes	Regional Program Coordinator Grievance Referral Management Officer (GRMO)
	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.		1-3 working days 7 working days	Fact Finding Team
	1.5. For Cognizable Grievance- Major Grievance (Highly		20 days	SLP Regional Grievance Management Committee (RGMC)

	<p>Technical Transactions)</p> <p>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 Committee (RMGC) shall be activated to include the deployment of Fact-Finding Team. Gathering of data and other essential information in order to determine the reasons/factors that trigger the filing of grievance.</p>			
	<p>1.6. The Fact finding team shall conduct field visit for assessment/ validation and investigation and other duties and responsibilities</p>		4 days	<p>SLP Regional Grievance Management Committee (RGMC)</p>

	under GMP			
	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 towards the resolution of the grievance		1 day	SLP Regional Grievance Management Committee (SLP RGMC)
	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/documentation for submission and endorsement to		1 day	RGMO

	Management (FO RGMC/AG- AC/RD)			
	1.12. SLP RGMC gathered information/documentation for submission to the Office of the Secretary			FO RGMC/ AG-AC/ Management
	1.13. SLP RGMC gathered information/documentation submitted shall be processed based on the existing guidelines			FO RGMC/ AG-AC/ Management
	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 against the stakeholder			FO RGMC/ AG-AC/ Management
	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		1 day	(GRMO)

	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			
	1.19. 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,	1.1. Explain and read to the complainant the data privacy consent - RA 10173 in the SLP Grievance Intake	None	10 minutes	Provincial Grievance Management Officer (PGMO)

NGAs, NGOs, CSOs, 8888 Citizens Complaint Hotline, and other institutions 2. Fill-up the SLP Grievance Intake Form 3. Fill-up the CSMF	Form. <i>Note: for complaint received from the Provincial Coordinator, 8888, SLP NPMO and other stakeholders, LGUs, proceed to 4.</i>			
	1.2. Fill-out the SLP Grievance Intake Form. Request the complainant to register in the Walk-in Complainant Logbook		10 minutes	PGMO
	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 Database		30 minutes	PGMO
	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		4-13 days	PGMO

	filing of grievance.			
	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 recommendations provided are properly executed and followed by the involved persons/parties.		1day	PGMO
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	1.1. Explain and read to the complainant the data privacy consent - RA 10173 in the SLP Grievance	None	11 minutes	FPDO

other institutions 2. Fill-up the SLP Grievance Intake Form 3. Fill-up the CSMF	Intake Form. <i>Note: for complaint received from the Provincial Coordinator, 8888, SLP NPMO and other stakeholders, LGUs, proceed to 4.</i>			
	1.2. Fill-out the SLP Grievance Intake Form. Request the complainant to register in the Walk-in Complainant Logbook		11 minutes	FPDO Complainant
	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		20 minutes	FPDO Complainant

	technical assistance and initial intervention			
	1.4. Grievances are assessed (e.g. involvement of PDO) and sorted based on the validity/gravity. Ensure accomplished forms, prepare letter of acknowledgment. Encoding to Database		PGMO 30 minutes	PGMO
	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		1 day	PGMO

	RPMO			
	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 the involvement of the PDO before		1 day	Grievance Verification Report (Annex C)
	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	<p>Regional Director DSWD Field Office VIII (053) 552-3698</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>

11. 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	Supplementary Feeding Program Protective Services Division DSWD Field Office VIII	
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/Superv	1.1.Receive and review the completeness of the documents submitted	None	3 days	DSWD Field Office staff responsible in receiving documents (AA II)

CLIENT STEP	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
ised Neighborhood Play				
	1.2.Process the submitted documents for inclusion in the program beneficiaries	None	20 days	DSWD Field Office SFP Focal Person/ ND/PDO/S WO
	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/S WO
	1.4.Keeps the document for data banking and comparison on the succeeding nutritional status/improvement of the children beneficiaries			AA II
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/S WO
	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/S WO

CLIENT STEP	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	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 signatories for submission to the Field Office.	None	1 day per LGU/Province	DSWD Field Office SFP Focal and staff
	Total	None	144 days	
<i>Republic Act No. 9184 or Government Procurement Reform Act – Annex C (Recommended Earliest Possible Time and Maximum Period allowed for the Procurement of Goods and Services: Article 11, Section 37, 38) 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".</i>				
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	2.1.Solicit recommendation with LSWDOs/Focal Persons on Menu preference per province. 2.1.a.In times of COVID-19 pandemic and other similar emergencies. Conduct virtual meetings with provinces with capacity on network	None	1 day/per Province	DSWD Field Office SFP NDs PDO

CLIENT STEP	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>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>			DSWD Field Office SFP NDs
3.Finalization of the Cycle Menu	<p>3.1.Submits the draft cycle menu for approval of the SFP Focal.</p> <p>3.2.Approves the Cycle Menu for allocation in the Purchase Request.</p> <p>3.3.Preparees the Food Distribution Plan per Municipality/City, Province, as basis in the allocation in the Purchase Request.</p>	None	<p>4 hours</p> <p>4 hours</p> <p>20 days</p>	<p>DSWD Field Office SFP NDs</p> <p>DSWD Field Office SFP Focal Regional Director</p> <p>DSWD Field Office SFP NDs</p>
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	<p>5.1.Monitors the delivery of food commodities to the implementing LGU.</p> <p>5.2.The FO shall monitor the feeding implementation of SFP by the LGUs based on the approved cycle menu, target</p>	None	<p>3 days</p> <p>120 feeding days</p>	DSWD Field Office NDs/PDOs/ SWOs in charge for SFP

CLIENT STEP	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	beneficiaries and areas of implementation.			
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
	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>	None	<p>4 hours</p> <p>days per LGU</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>
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CLIENT STEP	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	.Prepares the Travel Order and/or Virtual Link for Technical Assistance		1 day	Admin. Staff
	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-ARTA requirements such as SFP monitoring guidelines, among others.		7 days	DSWD Field Office Focal Person/ND/ PDOs/SWOs in charge for SFP
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.Prepares 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		5 minutes	

CLIENT STEP	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Records Unit/Section.			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)

12. Social Pension Program

12.1. 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	Social Pension Program Protective Services Division DSWD Field Office VIII
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:

		<p>The indigent senior citizen may go directly to the Office for Senior Citizens Affairs (OSCA) located in their respective locality.</p> <p>BSCA/OSCA to provide a copy of the Social Pension Application Form to the senior citizen.</p>		
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.	<p>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.</p> <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>	None	5 minutes	<ul style="list-style-type: none"> • Senior Citizen • BSCA or • OSCA Head
2. ISC submits the filled-out Social Pension Application Form.	2.1. The BSCA President/OSCA Head accepts and	None	5 minutes	<ul style="list-style-type: none"> • Senior Citizen • BSCA or • OSCA

	<p>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>			Head
3. OSCA Head consolidates list of potential beneficiaries for onward submission to LSWDO.	3.1 The OSCA Head shall consolidate all applications forms received from the BSCA and from the walk-in indigent senior citizens and shall be submitted to the LSWDO.	None	3-5 days after receipt of documents from the senior citizen	<ul style="list-style-type: none"> • OSCA Head • 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	5.1. The DSWD FO acknowledges the certified consolidated list	None	Within 7-14 working days from the receipt of the certified	<ul style="list-style-type: none"> • LSWDO • OSCA • DSWD Field

assessment/ validation to potential beneficiaries	<p>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 (SPBUF) based on the certified list of potential beneficiaries submitted by the OSCA/LSWDO.</p> <p>5.4 Submission of delisted, replacement, for validation and for inclusion should be semestral in coordination with LGUs by DSWD FO.</p>		list	Office
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	None	Within 7-14 working days	<ul style="list-style-type: none"> DSWD Field Office

	<p>the DSWD CO for cross-matching.</p> <p>6.2 The data from SPIS will determine if applicant is eligible or not. (Yes/No)</p> <p>If Yes: Generation of Certification of Eligibility duly approved by RD</p> <p>If No: DSWD FO to provide data to LGUs for revalidation/grievance.</p> <p>6.3 Delisted 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</p>			
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	validation using the SPUF as basis for assessment.			
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 error lists to the DSWD Field Office	9.1 DSWD CO endorse generated clean and error list to the DSWD FO. 9.2 DSWD FO receives the clean and error list.	None	Within 5-7 working days	<ul style="list-style-type: none"> DSWD Central 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	<ul style="list-style-type: none"> DSWD Field Office LSWD O 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	None	Within 7-14 working days (in normal situation)	<ul style="list-style-type: none"> OSCA Head LSWD O

	their inclusion as beneficiary of the Social Pension Program.			
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	<ul style="list-style-type: 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 beneficiaries (FO)	None	Within 7-10 working days before the informing the LGUs on the conduct of pay-out.	<ul style="list-style-type: none"> • DSWD Field Office
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/	16.1 Inform the	None	Within 3 days	<ul style="list-style-type: none"> • OSCA

LSWDO informs qualified beneficiaries	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 discrepancies especially on signature and thumb mark.		before the pay-out	Head • LSWDO
17. Conduct of the Social Pension Payout	17.1 Qualified ISCs received their social pension stipend on the scheduled payout 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	None	None	<ul style="list-style-type: none"> Indigent Senior Citizen DSWD Field Office OSCA/LSWDO

	reach an agreement to improve delivery of service to the FOs beneficiaries and the LGUs constituents. 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.			
18. DSWD FO to prepare the liquidation report	18.1 DSWD FO to prepare the liquidation report on the recently concluded Social Pension Pay-out.	None	Within 7-14 working days after conduct of pay-out.	<ul style="list-style-type: none"> DSWD Field Office

13. Capability Building Section

13.1. 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 Protective Services Division DSWD Field Office VIII
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 letter. Create a Routing Slip for the received request. After recording, forward the request letter and the routing slip to the Office of the Regional Director (ORD).	None	1 Hour	Records Section: Administrative Staff (RS:AS)
	2. Upon receipt at the ORD, record the received request. Then, forward the request to the	None	3 Hours	Regional Executive Assistant (REA)/ORD Staff

	Regional Director for his/her action.			
	3. Review the letter and provide instruction/s. Then, endorse the request letter to the SWIDS/ CBS Admin Staff.	None	3 Hours	Regional Director
	4. Receive and record the request letter, and forward it to the Section Head/OIC for review of the request.	None	3 Hours	CBS/SWIDS: Administrative Staff
	5. Review the request and assign it to technical staff.	None	1 Hour	CBS/ SWIDS: Assigned Staff
	6. Review the completeness of the request.	None	15 minutes	CBS/ SWIDS: Assigned Staff
	<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</i></p>	None	1 Hour and 45 minutes	CBS/ SWIDS: Assigned Staff

	<p><i>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>			
	<p>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.</p> <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> <p>1. Junior Specialist (JS)</p>	None	12 Hours	CBS/ SWIDS: Assigned Staff

	<p>2. Program Focal (PF)</p> <p>3. SWDL Net Member</p> <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 of coordination, following the sequence, will be done.</p>			
	<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> <p><i>with no correction:</i></p> <p>Forward the Confirmation Letter/ Regret Letter, and RSO to the PSD Chief/ Division Chief concerned.</p>	None	3 Hours	CBS/ SWIDS Head
	<p>11. Review and approve the Confirmation Letter/ Regret Letter, and RSO/ Referral Letter.</p> <p><i>if with corrections:</i></p> <p>Return the Confirmation Letter/ Regret Letter, and RSO/ Referral Letter to CBS/SWIDS Head.</p>	None	3 Hours	Regional Director

	<p><i>If with no corrections:</i> Approve the Confirmation Letter/ Regret Letter, and RSO/ Referral Letter then forwards to CBS/SWIDS Administrative Staff.</p>			
	<p>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.</p> <p>Record the details in the Logbook/ Incoming Database.</p>	None	1 Hour	CBS/ SWIDS: Administrative Staff
	<p>13. Collect the accomplished CSMS Form (google form), convert it to PDF then forward the pdf copy to the Document Custodian via E-mail.</p> <p>Encode the rest of the details of the request to the Database.</p>	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	<p>Fill out the Customer Satisfaction Measurement Survey form sent by the Field Office or online <https://bit.ly/CBS_CSMF></p> <p>You may also send your concerns to the Field Office VIII official email <fo8@dswd.gov.ph> cc: <cbsec.fo8@dswd.gov.ph></p> <p>Contact info: 560-2724</p>
How feedback forms are processed	<p>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.</p> <p>Feedback requiring answers are communicated with concerned Field Office staff and they are required to respond within three (3) days upon receipt of feedback.</p> <p>The answer is relayed to the concerned customer.</p> <p>For inquiries and follow-ups, the customer may call the concerned Field Office.</p>
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	<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>

14. Accounting Section

14.1. 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 Section Financial Management Division DSWD Field Office VIII	
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) 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)		1.1 The Donor may download and print the request form -or- 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@dswd.gov.ph; -or- Personally submit the filled-up form together with the supporting documents to Accounting Office.	For E-mail - The Accounting staff shall acknowledge and review the received documents as to completeness and request for original copy upon claiming. For Walk-in- The Accounting Staff shall receive and check the completeness of the request form and required supporting documents Note: Only request with complete requirements will be accepted and processed.	None	5 minutes-walk-in/email	Accounting Staff

	All request with incomplete requirements shall be returned to client.			
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>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>	None	<p>6 minutes walk-in/email</p> <p>Schedule : Six (6) days and seven (7) hours</p>	Accounting Staff
<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</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>	None	10 minutes	Accounting Staff

<p><i>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>5. Accept the requested certificate and sign the logbook for acknowledgment</p>	<p>The Accounting Staff shall issue and assist the requesting party to receive the certificate and sign the logbook for acknowledgment of the BIR Form 2322: Certificate of Donation.</p>	<p>None</p>	<p>2 minutes</p>	<p>Accounting Staff</p>
<p>6. Provide Customer Feedback to the requesting party</p>	<p>The accounting staff shall provide the customer feedback to the requesting party for the service provided</p>	<p>None</p>	<p>2 minutes</p>	<p>Accounting Staff</p>
<p>Total Processing Time</p>			<p>6 days, 7 hours, and 30 minutes</p>	

14.2. 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 Section Financial Management Division DSWD Field Office VIII		
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	
<p>1. Electronic or hard copy of the request form for Accounting Certification of Former DSWD Employees (DSWD-FMS-GF-001)</p> <p>Electronic or hard copy of the s</p> <p>C. Donor must submit:</p> <p>1. Filled up request form;</p> <p>2. Signed and Notarized Deed of Donation;</p> <p>3. Official receipt for cash donations; or</p> <p>4. Acknowledgement receipt and delivery receipt for Donations in Kind.</p> <p>A. Authorized representative must submit:</p> <p>1. Filled up request form and above mention requirements;</p> <p>2. Authorization letter from the donor;</p> <p>3. Photocopy of government issued ID of the donor and the authorized representative (1 copy)</p> <p>2. Supporting documents:</p> <p>a. Former DSWD employee must submit:</p> <p>i. Filled-up request form;</p> <p>ii. Photocopy of the former</p> <p>b. Authorized representative must</p>		<p>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 Form for Accounting Certification of the Former DSWD Employees);</p> <p>1.2. Personally visit the Accounting Office of Central Office and/or Field Offices and submit the request form</p> <p>Schedule of request: Monday – Friday, 9:00 AM – 5:00 PM</p>	

submit: i. Filled-up request form: ii. Authorization letter for the representative, if claimed by person other than the former employee; iii. Photocopy of the former employee government-issued ID and the authorized representative (1 copy) c. Upon claiming of the certification: i. Claim Stub or Printed Email Acknowledgement Receipt must be presented; ii. Identification card (ID) of the former employee or authorized representative; iii. Authorization letter for representative, if claimed by person other than the former employee, together with the photocopy of the latter's ID				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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,	None Accounting Certifications 1.1. Cost of Service (COS) worker: • Last Cost of Services Processed; 1.2 Permanent,	None	5 minutes	Former employees of the Department; or His/Her authorized representatives Accounting staff

<p>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>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>2. The former employee of the Department; or his/her authorized representative may send the scanned form and supporting documents to Accounting (fo @dswd.gov.ph for Field Offices)</p> <p>Personally submit the filled-up form togetherwith the supporting documents to the Accounting Office of Central Office and/or Field Offices concerned.</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 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</p>	<p>None</p>	<p>10 minutes</p> <p>15 minutes (walk-in)</p>	<p>Former employees of the Department; or His/Her authorized representatives</p> <p>Accounting staff</p>

	with complete requirements will be accepted and processed. All request with incomplete requirements shall be returned to the client.			
3. Wait for the acknowledgement receipt through email or ask for the claim stub for walk-in requests with schedule to claim the certificate	<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 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>	None	15 minutes (email/ walk-in)	Accounting staff
	Preparation of Certificate for Accounting Certification for former DSWD Employees: The Accounting	None	6 days and 35 minutes	Accounting Staff, Cash Staff, HR-PAD, and Accountant

	<p>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>			
<p>4. Present the following:</p> <ul style="list-style-type: none"> Former DSWD Employees: <ol style="list-style-type: none"> 1. Claim stub or Printed Email 2. Acknowledgement Receipt <p>The Authorized representative must present the following:</p> <p>Authorization letter for the representative, if claimed by person other than the</p>	<p>The Accounting Staff shall update the status of request for certificate on the monitoring file. All certificates that are ready for release and shall be issued to the requesting party/ies</p>	None	15 minutes	Accounting Staff

former employee, together with the photocopy of the latter's government-issued ID (1 copy)				
5. Accept the requested certificate and sign the logbook for acknowledgment	The Accounting Staff shall issue and assist the requesting party to receive and sign in the logbook for acknowledgment of the Certificate for Accounting Certification of Former DSWD Employees.	None	5 minutes	Accounting Staff
6. Provide Customer Feedback Form 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, 1 hour, and 27 minutes	

15. Social Marketing Section

15.1. 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 Social Marketing Section DSWD Field Office VIII			
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 (AOC – 8888 Action Center)</i>
2. Hotline 8888 client to receive response / action on the concern.	2.1 Designated OBSU, FOs and AA receive, review and send ticket requests to their designated Division/Unit for action.	None	71 hours, 10 minutes	<i>Technical Staff</i> Designated Division / Unit in DSWD (OBSU/ FO/ AA)

	<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>			
<p>3. 8888 Citizen's Complaint Center to receive response / update / feedback.</p>	<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 – return the letter to the concerned office and inform them to act on the concern.</p> <p>3.3 For concrete and specific response – request the closure of the ticket to Hotline 8888 Administrator.</p>	None	25 minutes	<p><i>Technical Staff</i> (AOC – 8888 Action Center)</p>
	<p>4. Update the database and mark it as</p>	None	5 minutes	<p>Technical Staff (AOC – 8888</p>

	closed.			Action Center)
Total Processing Time			72 hours	

16. Disaster Response Management Division

16.1. 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 VIII	
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 b. RDANA Report c. DSWD Predictive Analytics	none	2 hours	DRRS Head
	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 recommendations. RIS/IF for signature of the ARDO and initial on other pertinent documents	none	1 hour	Assistant Regional Director for Operations (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	none	1 hour	DRMD Chief

	Report, LGU Request Letter to RROS Head / Staff for release of Goods			
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 LGUs and ensure signed receipts of RIS/IF and Delivery Receipt by receiving LGUs	none	2 hours	DRRS/RROS Head / Staff RROS Head / Staff RROS / DRRS Staff
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

FEEDBACK AND COMPLAINTS MECHANISMS	
	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

17. Centers and Institutions

17.1. Case Management in Center and Residential Care Facility (CRCF)

Procedures in ensuring that clients receive all the services they need in a timely and appropriate manner towards sustaining, enhancing and restoring client's social functioning.

Office or Division:	Center Development Division
Classification:	Highly Technical
Type of Transaction:	G2G – Government to Government, G2C – Government to Citizen
Who may avail:	Field Offices Center Facilities
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Referral Letter	LGU/ other referring party
Social Case Study Report	LGU/ other referring party
Medical Clearance with negative RT-PCR covid-19 result	Private/ Government Physician
Legal Documents (if any)	
Other pertinent documents per CRCF	

manual				
CLIENT STEPS	AGENCY ACTIONS	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Pre-Admission Phase				
1. Client submits for initial interview and assessment	<p>1.1 Conducts initial interview with the client (either walk-in, outreached, referral from the Local Government Unit (LGU), law enforcement agency, hospital, court, and or other Social Welfare Agencies, individuals and government or private agencies), to determine eligibility to receive services in the CRCF.</p> <p><i>Remarks: In new normal situation/emerging infectious diseases, the LGUs are encouraged to refer clients in group considering health and safety protocols and use of available isolation facility in the RCF.</i></p> <p>If upon assessment, the client is eligible,</p>	None	<p>30 minutes</p> <p>Within 5 days</p>	Social Worker on duty

	<p>the Social Worker accomplish the Intake Sheet, and the client/referring party and the SW signs the informed consent portion for further data gathering activities.</p> <p>If client is not eligible, the Social Worker refers the client to other agency if his/her needs are beyond the service capacity of the CRCF.</p> <p><i>(Endorsement should be made depending on the Level of Accreditation)</i></p>			
2. Attends pre-admission conference	<p>2.1 Conduct of pre-admission with referring party, client's family and other center staff to discuss the problem of the client in line with his/her admission of the facility</p> <p><i>Remarks: In some cases, like walk-in and emergency, pre-admission conference</i></p>	None	2 hours	Social Worker, Referring Party, Parents or any available family members, if possible.

	<i>cannot be done, and therefore admission conference comes immediately once client is assessed to be eligible for services.</i>			
Admission Phase				
1. Attends admission conference	<p>1.1 Facilitates conduct of admission conference, Contract Setting with referring party and orientation on the general rules and policies of the facility</p> <p>The Social Worker accomplish Admission Slip, and requires referring party's signature. Client/resident of legal age is required to affix his/her signature as an expression of conformity. Parent/relative of minor client/resident should sign the admission slip witnessed by the referring party. Client/Resident signing of Data</p>	None	1 day	<p>Helping Team/ Multidisciplinary Team, Referring Party</p> <p>Social Worker</p> <p>Social Worker, Houseparent</p>

	<p>Privacy Consent or <i>Pahintulot Hinggil sa Pagkalahim ng Datos</i> is also facilitated in compliance to Data Privacy Act of 2012.</p> <p>Orients client/resident about the facility and on the existing house rules and policies of the facility, and introduces his/her to the Helping Team/Multi-disciplinary Team.</p>			
2. Submits self to inventory of belongings	2.1 Conducts an inventory of the client's belongings and records it.	None	During the Client's 1 st day in the facility	Houseparent on Duty
3. Accepts set of clothing and other provision.	<p>3.1 Provides the client with set of clothing, toiletries, footwear, and the like based on standards as per AO 22 s.2005 and on the result of the inventory of the client's belongings.</p> <p><i>(This is not applicable to non-residential facilities).</i></p>	None	During the Client's 1 st day in the facility	Houseparent

4. Submits self for examination	4.1 Refers or submits client for physical examination and pre-natal check-up in case client is pregnant.	None	During client's first day in the facility	Medical Officer, Nurse
	4.2 Endorses the client to the Houseparent on duty, and brief the latter on the client's disposition as well as the case background to enable the Houseparent to understand the client's behavior and interact with his/her properly. <i>(This is not applicable to non-residential facilities)</i>	None	During client's first day in the facility	Social Worker, Houseparent
Center-based Intervention Phase				
1. Submits for interview	1.1 Conducts further interview with the client to gather additional relevant information on problem presented as basis for assessment and recommendation.	None	During client's 1 st day in the facility	Social Worker
	1.2 Conducts initial psychological	None	During 2 nd to 7 th day of client in the	Psychologist, Psychom

	assessment of the client. Psychological assessment will only be administered to children who are 5 years old and above.		facility.	etrician or Outsourced service of a psychologist should there be no resident Psychologist/ Psychometrician in the CRCFs.
	<p>1.3 Gathers additional information from the client, significant others and the worker's own observation on the client</p> <p>At this stage, the request for Parental/Family Capability Assessment (PCA) is also coordinated by the Social Worker to the concerned LGU.</p>	None	During client's 2 nd to 3 rd week of in the facility	Helping Team/Multidisciplinary members, Referring Party, LGU Social Worker
	1.4 Drafts the Initial Social Case Study Report, and Intervention Plan with the client/resident. The Social		<p>Within 30 days after admission</p> <p>Within 15 days after admission for the</p>	Social Worker, Client/Resident

	Worker addresses with the clients/residents collaboratively to identify the problem areas and needs, then formulate a structured plan for achieving both short- and long-term goals.		Intervention Plan	
	<p>1.5 Present the case to the Rehabilitation team. The result of the case conference shall be the basis for the formulation and implementation of the Intervention Plan</p> <p>Case conference is also conducted as need arises</p>	None	During client's 4 th week in the facility;	Helping Team/Multidisciplinary Team, Referring Party, LGU
	1.6 Review and update the Intervention Plan based on the result of the case conference, if necessary.	None	During client's 4 th week in the facility;	Helping Team/Multidisciplinary Team
2. Receives the provisions of the center and various interventions provided	2.1 Implements and facilitates provision of services to the client towards improvement of social	None	During the client's/resident's stay in the facility which is a minimum of six months	Helping Team/Multidisciplinary Team

	functioning and rehabilitation goal		with exception to the following: a. Early reintegration/rehabilitation prior to six months; b. Six months and beyond depending on the coping of client/resident and other circumstances of the case and the assessment of the Social Worker.	
	2.2 Monitors the progress of the client in relation to achievement of goals. The Helping Team/Multidisciplinary Team conducts regular case conducts regular case conference as part of monitoring the case	None	Monthly	Helping Team/Multidisciplinary Team
	2.3 Reassesses and modifies the intervention plan per developments/c	None	During client's 3 rd month in the facility	Social Worker, Helping Team/Multidisciplinary

	hanges along helping process and based on the assessment of other members of the Helping Team/ Multidisciplinary Team.			plinary Team
Evaluation and Termination				
	1. The Social Worker conducts individual or group session with clients/residents and meets with the Helping Team/ Multidisciplinary Team to evaluate the progress of the clients/residents in relation to the helping goals set.	None	3 months prior to discharge	Helping Team/Multidisciplinary Team, Referring Party, LGU Social Worker, Client's family if available
	2. Informs the referring party regarding the client's achievement of rehabilitation/helping goals, and requests for Parental Capability Assessment Report (PCAR). For CICL cases, the Social Worker informs the court of the achievement of the rehabilitation	None	Upon receipt of P/FCAR submitted by LGU	Social Worker

	goals of the client/resident.			
1. Attends pre-discharge conference	<p>1.1 Conducts pre-discharge conference either through virtual meeting or in person. The result of the pre-discharge conference is confirmed to the receiving LGU/Agency/other facilities with reintegration agreement duly signed by all parties.</p> <p>The Helping Team/Multidisciplinary Team prepares After Care Plan</p> <p>The results of case review and assessment of the Helping Team/Multidisciplinary Team and referring party shall be the basis for the client's transfer to other agency, placement to other form of alternative care or reunification to the family and community. Likewise, the receiving agency is hereby informed</p>	None	2 hours	Helping Team/Multidisciplinary Team, Accepting Party, Client's family, Key members in the community such as Barangay Officials among others

	<p>of the necessary preparation for the transfer of the client.</p> <p>If the family is assessed to be not yet ready for the reunification, the LGU is requested to provide the necessary intervention.</p>			
	1.2 Prepares Termination Report if client is for reintegration, and Transfer Summary if the client is for transfer to other SWA.	None	5 days	Social Worker
2. Submit to medical examination	2.1 The Medical Officer or any available medical personnel in the facility conduct general medical examination to the client.	None	One-week prior scheduled discharge	Medical Officer/Nurse or other medical personnel in the facility
3. Attends discharged conference and turnover to the either to the LGU, family, SWA, placement to independent living, group home living arrangement, adoption or foster care.	2.2 Facilitates discharge conference for the turn-over of the client either to the LGU, family, SWA, or placement to independent living.	None	2 hours	Helping Team/ Multidisciplinary Team, Client, Family, concerned SWDAs, LGU

	2.3 The Social Worker administers satisfaction survey to the client to determine satisfaction of the resident on the programs and services of the CRCF. This will also serve as basis to enhance or improved the existing programs and services of the CRCF to its clients/residents .	None	After conduct of Discharge Conference.	Social Worker, Client/ Resident
Post Center based Intervention Phase				
	1. Sends request to concerned LGU for the submission of detailed progress report on the adjustment of the client in his/her family and community, likewise the status of implementation of after-care services provided based on the agreed After Care Plan. The submission of Progress Report is also discussed with the LGU during	None	3 months to 6 months after discharge	Social Worker, LGU, other Stakeholders, Client, Client's family

	<p>the Discharge Conference.</p> <p>In some facility, the request for LGU to submit aftercare report is incorporated in the Final Report submitted to Honorable Courts.</p>			
	2. Reviews and evaluates the after-care service report, and check if the agreed after care plan/reintegration agreement is achieved or not.	None	Upon receipt of the report	Social Worker
	3. Follows-up the LGU for the submission of aftercare report.		<p>Within first three months; Monthly</p> <p>For CICL: Quarterly</p>	Social Worker
	4. After receipt of Progress Report and or detailed information /feedback directly from the client, the Social Worker recommends to the Helping Team/ Multidisciplinary Team the closing of the case or for referral to other		Upon completion of at least 50% of the After-Care Program Plan	Social Worker

	agencies for other support services, and thus prepares the Closing Summary Report.			
TOTAL		NONE	6 months for Center Based Phase	

18. Records and Archives Management Section

18.1.Receiving Request for Information

The Administrative Division – Records and Archives Management Section (AD – RAMS) shall be receiving requests on Freedom of Information (FOI) being received by the Department and immediately transmit it to the Legal Section for appropriate action. This process covers requests for information/data of Department through FOI pursuant to Executive Order No. 02, series of 2016, on FOI.

These are information involving transactions, general operations, thrusts, and programs of the Department involving public interest subject to the procedures and limitations provided in the Executive Order 02, series of 2016.

Office or Division:	Records and Archives Management Section – Administrative Division
Classification:	Covered by special law (Executive Order No. 02, s. of 2016)
Type of Transaction:	G2C – Government to Citizens
Who may avail:	Individuals with Filipino Citizenship

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Standard Request One (1) Request letter addressed to Director Grace Q. Subong at DSWD Field Office VIII, Government Center, Candahug, Palo, Leyte	Request letter to be prepared by client without any prescribed format

CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Present the communication/ mail together with the receiving copy to the AD-RAMS staff</p> <p>2. Keep the receiving copy of the forwarded communication/ mail for future reference</p>	<p>Review document details such as:</p> <ul style="list-style-type: none"> • Name of the recipients/ sender; • Document address; • Completeness of attachments (if there is any); • Document Reference Number. <p>All documents shall be processed and recorded into the DATS/EDTMS accordingly.</p> <ul style="list-style-type: none"> • If incomplete, return to sender and indicate in the Request for Messengerial Service (RMS) form the missing attachment. 	None	1 minute	Receiving Clerk
	Provide the customer feedback form to the requesting party.	None	2 minutes	Receiving Clerk
	<p>Stamp "Receive" the document and assign to concerned staff through the DATS/EDTMS.</p> <p>If a communication has been received from a courier, such communication shall be sanitized</p>	None	1 minute	Receiving Clerk

	for 10 minutes (if applicable).			
	Review and process the documents.	None	2 minutes	Encoder
	Prepare Incoming Documents Transmittal Sheet to be endorsed to the RAMS - Section Head for review/approval.	None	3 minutes	Encoder
	Review and sign for approval of Incoming Documents Transmittal Sheet by the RAMS Section Head.	None	2 minutes	RAMD/S Section Head
	Route the document to the Legal Unit and request the receiving clerk to accomplish the Incoming Documents Transmittal Sheet.	None	10 minutes	Encoder
	Update the document status in the DATS/EDTMS by stating the following info: <ul style="list-style-type: none"> • Name of the Incoming/ Receiving Clerk; • Date and time of receipt. 	None	3 minutes	Encoder
	File Transmittal Sheet	None	3 minutes	Encoder
TOTAL		None	28 minutes	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Through client satisfaction measurement form
How feedbacks are	Through client satisfaction measurement form database, all

processed	<p>feedbacks are easily generated and consolidated in quarterly basis.</p> <p>AD-RAMS will conduct evaluation regarding the data gathered through root cause analysis, and identify plans and actions that must recommended for execution</p>
How to file a complaint	<p>Requesting party may submit an appeal for requests that have been denied or complaint letter addressed to DSWD Field Office VIII Regional Director with address at Government Center, Candahug, Palo, Leyte 6501</p>
How complaints are processed	<p>Complaint letter received by the Office of the Regional Director shall be forwarded to the concerned office to address the concern.</p> <p>Reply letter shall be sent to the complainant.</p>
Contact Information	<p>Regional Director DSWD Field Office VIII (053) 552-3698</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</p>

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 Section Policy and Plans Division Field Office VIII			
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 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. 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 request for approval to the Director/ NHTS PPD Chief.	None	5 minutes	<i>Administrative Assistant</i>
	2. Review, input comments and decide if the request is for processing or not then endorse to the Information	None	4 hours	<i>Director/ NHTS PPD Chief</i>

	Technology Officer.			
	3. Review and facilitate 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 IT *Note: For NHTS- If Approved, the request will be processed.	None	10 minutes	<i>Information Technology Officer</i>
	4. 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 required template - Inform the requesting party for revision. • If in accordance – Inform the Administrative Assistant of the schedule of release of the results. 	None	1 hour	<i>Information Technology Officer</i>
	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)	<i>Information Technology Officer</i>
	6. Review the result of the name matching.	None	3 days	<i>Information Technology Officer</i>
	7. Secure the data by	None	2 days	<i>Information</i>

	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.			<i>on Technol ogy Officer</i>
	8. Sign the memorandum/ endorsement letter.	None	4 hours	<i>Regional Director</i>
	9. Track and scan the document before releasing the result to the requesting Party.	None	5 minutes	<i>Administ rative Assistan t</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>Informati on Technol ogy 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	<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) 552-3698</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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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 Section Policy and Plans Division Field Office VIII			
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 letter of request with attached e-copy of data requirements to NHTS.	1. Receive and record the request in the 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.	None	5 minutes	<i>Administrative Assistant</i>

	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 Approved, the request will be processed.	None	10 minutes	<i>Information Technology Officer</i>
	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.	None	1 day	<i>Information Technology Officer</i>

	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			
	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 Section will track and scan the document before releasing the result to the requesting Party.	None	5 minutes	<i>Administrative 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	<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) 552-3698</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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1.3. Data Sharing with DSWD OBSUs – 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 Policy and Plans Division Field Office VIII			
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 <i>Listahanan</i> (specify purpose and data requested).	1. Receive and record the request in the transaction/ tracking system. 1.1. Forward request to the Office of the Director/ PPD Chief.	None	10 minutes	<i>Administrative Assistant</i>
	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

	<p>3. Review the request if:</p> <p>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.</p> <p>b. <i>Clear</i> – Endorse request to the Associates Statisticians for data generation.</p>	None	5 hours	<i>NHTS Regional Field Coordinators</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 letter/ memorandum</p> <p>4.2 Submit the</p>	None	1 day	<i>Associate Statisticians</i>

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

	<p>for revisions.</p> <p>b. <i>Accurate and acceptable</i> – Sign the reply letter/memorandum.</p> <p>The facilitated data request will be approved for release.</p>			
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 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	Fill out the complaint form to be provided by the Administrative Officer and shall be forwarded to the designated Complaints Officer.

	Complaints may also be filed via electronic mail at nhts.fo8@dswd.gov.ph specifying the staff being complained, incident, and evidence if available.
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) 552-3698</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. 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) Human Resource Management and Development Division
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	DSWD Field Office VIII			
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 issuance and attach the necessary documents	none	30 minutes	
	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	none	10 minutes	Personnel Officer CO & FO Personnel

	through chat, e-mail or phone call)			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) Human Resource Management and Development Division DSWD Field Office VIII			
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 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	1. Receive the complete documents submitted	none	10 minutes	Incoming/Outgoing Clerk PAS Receiving Area

Request Form and submit to PAS				
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 call)	none	10 minutes	Personnel Admin. Asst. MOA Section (for COS Workers) Personnel Admin. Asst. 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	none	10 minutes	Incoming/Outgoing Clerk PAS Receiving Area

	Customer Feedback Form			
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) Human Resource Management and Development Division DSWD Field Office VIII			
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 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 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 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
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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) Human Resource Management and Development Division DSWD Field Office VIII			
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 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 encode	none	3 days (may take longer hours depending on the period of retrieving files, if	Personnel Admin. Asst.

	the details of the Leave Ledger in the ELARS ⁵ .		needed)	
	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. Section
	2.5. Inform the client that CLC is ready (either through chat,	none	10 minutes	Personnel Admin. Asst.

⁵ Electronic Leave Administration Recording System

	e-mail or phone call)			
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	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

	<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

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 DSWD Field Office VIII
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 vacancy	1.1 Three (3) working days upon receipt of Request for Publication of Vacant Position/s (Memorandum), the Human Resource Planning and	None	3 days processing of request for posting and 10-day mandatory posting of the vacant position	<i>Regional Centers/Hiring Office</i> <i>CSC Field Office Focal</i> <i>HRPPMS/RSP</i>

		<p>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>		Total of 13 days	<i>Focal Person</i>
1. Processing and of evaluation applicants	2.1 Within three (3) working days upon closing of publication, the HRPPMS focal Person shall assess the	None	3 working days	<i>Note: This can be done simultaneously with the publication period</i>	<i>HRPPMS/ RSP Focal Person/Test administrators and Human Resource Planning and</i>

	<p>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> <p>Note: Only those Next-In-Ranks who submitted their reply slip or intent to apply with complete requirements within</p>			<p><i>Performance Management Head</i></p>
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	the deadline shall be evaluated.			
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</p>			

	<p>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	<p>4.1 Within one (1) working day after the Test administration, the IQT/Aptitude Test results shall be forwarded to the other HRPPMS/RSP Focal Person for (or the RSP focal person shall proceed on the) preparation of the Longlist of Applicants (hereinafter referred to as "Longlist" for brevity) including the Summary of Education, Training and Experience</p>	None	7 working days after the end of publication	HRPPMS/RSP Focal Person

	<p>(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 Longlist are consolidated and packaged. Likewise, applicants with incomplete requirements will not be part of the Longlist.</p>			
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	4.5 Send letter of regret to applicants that have not met the prescribed IQT cutoff for the position.			
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 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</p>	None	within 3 working days	HRPPMS/RS P Focal Person

	<p>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> <p>5.5 The hiring office shall forward within three (3) working days the corrected answer sheets to the HRPPMS to decode the examination</p>			
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	<p>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, 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</p>	None	14 working days	<i>HRPPMS/RS P Focal Person, FO-HRMPSB Secretariat and FO-HRMPSB</i>

	<p>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 their turn <p>7.3 The FO-HRMPSB Secretariat shall seek the confirmation of the shortlisted</p>			
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Preparation of PSB Resolution	<p>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> <p>7.5.3 FO-HRMPSB Deliberation proper</p> <p>7.5.4 Commitments of the FO-</p>			
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	<p>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 Publication Requirement and Deliberation of HRMPSB.</p> <p>8.1 The hiring office shall submit the approved</p>			<i>RSP focal person</i>

	<p>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>			
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</p>	None	Simultaneously with the preparation of resolution	<i>Appointing Authority Appointee</i>

	<p>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 upon receipt of approved selection, the HRPPMS Focal Person shall prepare the appointment paper of the selected applicant/personnel</p>			
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	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.			
9. Issuance of Appointment Submission of requirements to CSC	<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> <p>10.2 Should the appointee not accept the appointment, the FO-HRMPST Secretariat/HRPPMS Focal will prepare the cancellation of appointment and</p>	None	Immediately upon issuance of appointment	HRPPMS/RS P Focal person

	<p>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 HRPMS, 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 Quarantine (ECQ) and Modified Enhanced Community Quarantine, the appointee may submit a promissory note for approval of the HRMDS</p>			
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	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 DSWD Field Office VIII		
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 Request for Certificate of Performance Rating	1.1 The incoming clerk from the Performance Management Section (PMS) shall receive	None	8 Hours (1 Day)	Requesting party PMS Staff

	<p>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>			
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, the PMS staff shall prepare the Certificate of No Rating for approval.</p>	None	12 Hours (1 ½ Days)	Recommending and Approving Authorities as per the Manual of Delegation and Delineation of Authority

3. Releasing Certificate	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. 3.2 Receiving copy of the issued Certificate and filled-out Client Feedback Form shall be filed in the appropriate filing folder.	None		PMS Staff
TOTAL		None	20 hours (2 1/2 days)	

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: hrppms.fo8@dswd.gov.ph
How feedbacks are processed	Every end of the month, your feedbacks are consolidated and summarized by the designated HRPPMS 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: hrppms.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

	<p>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 DSWD Field Office VIII	
Classification:	Non-Frontline Service	
Type of Transaction:	G2C – Government to Citizens	
Who may avail:	Regular, Casual, and Contractual Employees	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
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 orientation on the purpose and procedures of the needs assessment to the HOBS and/or Division Chiefs as necessary.	None	1 hour (Office orientation is subject to the agreed schedule with the OBS and HRMDS)	<i>LDS Staff</i>

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>	<p>None</p>	<p>7 working days (OBS are given 7 working days on the accomplishment of the OCAT)</p>	<p><i>OBS Head</i></p>
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>	<p>None</p>	<p>20 working days (Summarization of all submitted accomplished OCAT from all CO/OBSUs) (timelines are due to validation/ summarization of submitted accomplished OCAT)</p>	<p><i>LDS Staff</i></p>
	<p>PREPARATION OF LNA REPORT</p> <p>The focal person prepares a LNA Report which highlights the following:</p> <ul style="list-style-type: none"> ▪ Background and objectives of the assessment; 	<p>None</p>	<p>20 working days (timelines is based on the time needed to fully analyze the submitted OCAT and ensure the completeness of data)</p>	<p><i>LDS Staff</i></p>

	<ul style="list-style-type: none"> ▪ Profile of the respondents; ▪ Summary of learning needs assessment results; and ▪ Conclusion and recommendation 			
	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 Report and L&D Plan are submitted to the Cluster Heads for information/comments/further instructions and	None	7 working days	

	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)	

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	<p>Every end of the month, your feedbacks are consolidated and summarized by the designated LDS 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: lds.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 LDS - 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: lds.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 LDS 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</p>

Contact Information of CCB, PCC, ARTA	E-mail: lds.fo8@dswd.gov.ph <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
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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 DSWD Field Office VIII
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	
WHERE TO SECURE	
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 Resource Welfare Section (HRWS)	REQUEST FOR ASSISTANCE Upon knowledge that an employee needs assistance or when an employee proactively informs the focal person, the same requests	None	1 hour	<i>Distressed Employee (for formal request)</i> <i>Welfare staff (through information)</i>

	<p>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>			
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 documents. • For other financial need, refer to CIU for the needed requirements. Upon receipt of 	None	30 minutes	Welfare staff

	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.	ASSESS COMPLETENESS OF DOCUMENTS RECEIVED Upon receipt of documents, assess the completeness of the documents presented.	None	30 minutes	<i>Welfare staff</i>
4. Accomplish the Client Satisfaction Survey Form	IDENTIFY THE TYPE OF REQUEST AND REFER TO CONCERNED OFFICE/STAFF FOR FURTHER ASSESSMENT AND APPROPRIATE ACTION For requests for Financial Assistance, endorse/ refer the request to the CIU for further assessment and appropriate action. For requests for Emotional/Mental Assistance or	None	1 hour	<i>Welfare staff</i>

	<p>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>			
	<p>UPDATE DATABASE AND FILE DOCUMENTS</p> <p>The focal person shall update the monitoring tool file copies of documents for records</p>	None	10 minutes	<i>Welfare staff</i>

	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 DSWD Field Office VIII
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: 1. OBSU which the complaint will be endorsed to shall need to contact the client/	None	1 hour	<i>Complainant Welfare staff</i>

	<p>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> <p>The same shall update details in the monitoring tool</p>	None	1 hour	<i>Welfare staff</i>

	<p>CLOSURE</p> <p>Once settled, request for the closure of the complaint is initiated by the focal person.</p> <p>Once closed, the same shall mark the complaint in the monitoring as closed/resolved.</p> <p>For anonymous complaints, closure is not necessary since the request for closure cannot be acquired.</p>	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	<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: hrws.fo8@dswd.gov.ph</p>
How feedbacks are processed	<p>Every end of the month, your feedbacks 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>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</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 HRWS

	<ul style="list-style-type: none"> - 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>	Property and Supply Section Administrative Division DSWD Field Office VIII
Classification: <i>Kinabibilangan</i>	Simple Payak
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>
<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-isyuhan ng Sticker Pass</i></p> <p><u>In the absence of the authorized signatory secure any of the following:</u> <u>Sa pagkakataong wala ang awtorisadong lumagda:</u></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 <i>Digital na nilagdaan gamit ang rehistradong digital na lagda ng PNPKI</i> 	<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> <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>

<div>3. Printed copy of email using the official DSWD email account requesting for the issuance of sticker pass</div> <div>Na print na kopya ng email gamit ang opisyal na DSWD email account na hinihingi ang pag proseso ng pag-isyu ng Sticker Pass</div>	<div>3. From the:</div> <div>Mula sa</div> <div><div><div>• Authorized signatory or;</div><div>Awtorisadong mag lagda</div></div><div><div>• Authorized representative with attached 1 photocopy of SO for order of succession</div><div>Awatorisadong kinatawan na may kalakip na 1 kopya ng SO para sa order of succession</div></div></div>			
CLIENT STEPS MGA HAKBANG	AGENCY ACTION AKSYON NG AHENSYA	FEES TO BE PAID MGA DAPAT BAYARAN	PROCESSING TIME PANAHONG KAILANGAN	PERSO N RESPO NSIBLE TAONG DAPAT GUMAWA
<div>1. Submit duly accomplished request for Sticker Pass</div> <div>Isumite ang napunang dokumento para ma-isyuhan ng Sticker Pass</div>	<div>1. Receipt of duly accomplished request for issuance Sticker Pass from 8am to 3pm</div> <div>Pagtanggap ng napunang dokumento para ma-isyuhan ng Sticker Pass mula 8 ng umaga hanggang 3 ng hapon</div> <div>1.1 Validate request:</div> <div>Kumpirmahin ang request</div> <div>If not duly signed: request for the lacking signature</div> <div>Kung ang dokumento ay di maayos na napunan: hilingin ang kakulangang lagda</div> <div>if duly signed: Update expiration date of the 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.</div>	<div>None</div> <div>Wala</div>	<div>1 Hour & 5 minutes</div> <div>1 Oras. 5 minuto</div>	<div>Property Staff</div> <div>Kawani ng Property</div>

	<p>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>	None Wala	5 Minutes 5 Minuto	Head of Property Office Puno ng Tanggapan ng 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</i></p>	None Wala	10 Minutes 10 Minuto	Property Staff

	<i>dokumento para sa pag isyu sticker pass at ilagay sa kalupi at ayusin ng naaayon sa pagkakasunod-sunod na bilang</i>			
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 isinuniteng 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 isinuniteng dokumento o request bilang patunay na nakuha na ang ni-request na sticker pass</i></p> <p>2.2 Update PREMIS and marked sticker pass as claimed</p> <p><i>I-update ang PREMIS at markahan ang kahon na nag sasaad ng “claimed”</i></p>	None Wala	30 Minutes 30 minuto	Property Staff <i>Kawani ng Property</i>
TOTAL		None Wala	1 HOUR, 50 MINUTES 1 Hour, 50 Minuto	

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>	Property and Supply Section Administrative Division DSWD Field Office VIII			
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>		
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 iahanda ng DPSC ng tanggapan ng kliyente sa pamamagitan ng PREMIS</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. Submit duly accomplished request for	1. The incoming/outgoing clerk shall receive	None <i>Wala</i>	5 Minutes <i>5 Minuto</i>	Property Staff <i>Kawani ng</i>

Furniture and Equipment Transfer Slip (FETS) <i>Isumite ang napunang FETS</i>	the document submitted by the requesting Office from 8 AM to 5 PM Mondays to Fridays except holidays and forward to concerned staff. <i>Pagtanggap ng isinumiteng dokumento mula 8 ng umaga hanggang 5 ng hapon Lunes hanggang Biyernes maliban sa mga pista opisyal. Ito ay ibibigay sa kinauukulang kawani ng property.</i>			<i>Property</i>
	1.1. Once received the property personnel shall review the accomplished FETS form if the needed signatures are complete <i>Ang kawani ng property ay susuriin ang natanggap na FETS kung nalagadaan ang lahat ng bahagi ng dokumento na kailangan punan</i>	None <i>Wala</i>	15 Minutes <i>15 Minuto</i>	Property Staff <i>Kawani ng Property</i>
	1.2. If incomplete, FETS shall be returned to the requester for completion. <i>Kung hindi kumpleto, ang FETS ay ibabalik sa tanggapan na nag sumite upang ang lahat ng bahagi ay mapunan.</i> If complete, proceed to the next step <i>Kung kumpleto, maaari ng magpatuloy sa susunod na hakbang</i>	None <i>Wala</i>	30 Minutes <i>30 Minuto</i>	Property Staff <i>Kawani ng Property</i>

	<p>Check the received FETS Request and process the approval of the request through the Property Records and Equipment Monitoring Inventory System (PREMIS) FETS request module</p> <p><i>Suriin ang na natanggap na FETS Request at aprubahan ito sa PREMIS FETS Request module</i></p> <p>Ensure that the client has provided their satisfaction feedback in PREMIS which will automatically register the service providers upon approval of the submitted request.</p> <p><i>Tiyakin na ang kliyente ay nakapagbigay ng feedback sa pamamagitan ng PREMIS, dito ay agad na tataala ang pangalan ng kawani ng property na nag proseso ng isinumiteng FETS Request</i></p> <p>Further, Property staff shall ensure compliance with the rule of identifying the primary and secondary accountable persons (see procedure under</p>			
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	Recording, Documentation and Issuance of PPE and Semi-expendable properties) <i>Dapat na tiyakin ng kawani ng property na ang panuntunan sa pag tukoy ng pangunahing kawani sa pangalawang kawani na may pananagutan sa kagamitan ng Departamento ay naayon sa panuntunan. (Maaring sumangguni sa proseso ng Recording, Documentation and Issuance of PPE and Semi-expendable properties)</i>			
	1.3. Generate and print the Property Acknowledgement Receipt (PAR)/Inventory Custodian Slip (ICS), Undertaking (if there is a secondary accountable person) into two (2) copies and barcode sticker through PREMIS Report Module, the applicable forms shall depend on the acquisition cost of the property (see procedure under the Recording, Documentation and Issuance of PPE and Semi-expendable properties. <i>I-generate at i-print</i>	None <i>Wala</i>	30 Minutes <i>30 Minuto</i>	Property Staff <i>Kawani ng Property</i>

	<p>ang PAR/ICS, Undertaking (kung aktwal na kawaning gumagamit ay isang Contract of Service o COS) sa dalawang kopya kasama ang barcode sticker sa pamamagitan ng PREMIS Report Module. Ang nararapat na dokumento na dapat i-print ay depende sa halaga ng kagamitan (maaring sumangguni sa proseso ng Recording, Documentation and Issuance of PPE and Semi-expendable properties)</p> <p>Generate and print barcode sticker with number of copies as follows: <i>I-generate at i-print ang bilang barcode sticker ng naayon sa sumusunod:</i></p> <table><tr><td>Computer Desktop</td><td>4</td></tr><tr><td>Split Type Air condition unit</td><td>2</td></tr><tr><td>Partition</td><td>Depends on the number of partition per property number</td></tr><tr><td>Bliinds</td><td>Depends on the number of blinds per property number</td></tr><tr><td>Other</td><td>1</td></tr></table>	Computer Desktop	4	Split Type Air condition unit	2	Partition	Depends on the number of partition per property number	Bliinds	Depends on the number of blinds per property number	Other	1			
Computer Desktop	4													
Split Type Air condition unit	2													
Partition	Depends on the number of partition per property number													
Bliinds	Depends on the number of blinds per property number													
Other	1													

	<div>property</div> <p>Generated PAR/ICS with/without undertaking and barcode stickers shall be forwarded to the requesting office for signature.</p> <p><i>Ang na-generate at na-print na PAR/ICS, undertaking at barcode stickers ay dadalhin sa tanggapan na nag sumite ng FETS Request.</i></p>			
	<p>1.4. The transaction shall be recorded by the incoming/outgoing clerk in the logbook for "Transfer for PAR/ICS" and/transmittal slip, for monitoring purposes.</p>	<p>None Wala</p>	<p>5 Minutes 5 Minuto</p>	<p>Property Staff Kawani ng Property</p>
<p>2. Upon receipt of the same, the previous end user shall sign on the "Received from" portion and new end user shall sign on the "Received by" portion of the PAR/ICS, If end user is COS Worker, COS shall sign on the "Sub-PAR to"/" Sub-ICS to" portion of the document, as well as the undertaking which will be</p>				

<p>also signed by the primary accountable personnel.</p> <p><i>Ang kawani na may dating pananagutan sa kagamitang inililipat ay lalagda sa "Received from" na bahagi ng dokumento, habang ang kawani na tatanggap ng inilipat na kagamitan ay lalagda sa "Received by" na bahagi ng dokumento. Kung ang aktwal na gagamit ng inilipat na kagamitan ay isang COS, sya ay lalagda sa "Sub-PAR to"/"Sub-ICS to" na bahagi ng dokumento. Ang COS ay lalagda din sa kalakip na undertaking na kung saan ito ay nilagdaan din ng pangunahing may pananagutang kawani</i></p>				
<p>3. The old barcode stickers shall be replaced with the new barcode sticker before the transfer of item/s including accessories to the new end user. The Property personnel/Designated Property and Supply Custodian (DPSC)/Design</p>				

ated Property Officer (DPO)/Designated Property Custodian (DPC) shall ensure that the barcode sticker is attached to the most visible and secured are of the property. <i>Papalitan ang lumang barcode sticker ng bagong barcode sticker na pinadala ng property office bago mailipat ang kagamitan sa bagong kawani na gagamit nito. Titiyakin ng kawani ng property/DPSC/DPO/DPC na ang barcode sticker ay nailagay sa bahagi ng kagamitan na hindi na galaw at madaling Makita</i>				
4. The end user shall return the signed PAR/ICS, undertaking (if with secondary accountabler person) to the property office <i>Ang nilagdaang PAR/ICS, undertaking ay ibabalik sa property office</i>	4. Forward to the Division/Section Chief for signature on the "Approved by" portion of the PAR/ICS <i>Ang nalagdaang PAR/ICS ay ibibigay sa Division/Section Chief ng property upang lagdaan ang "Approved by" na bahagi nito</i>	None <i>Wala</i>	15 Minutes <i>15 Minuto</i>	Property Staff <i>Kawani ng Property</i>
	4.1. Provide one copy of PAR/ICS and undertaking (if with secondary accountable peron) to the end user for their reference	None <i>Wala</i>	5 Minutes <i>5 Minuto</i>	Property Staff <i>Kawani ng Property</i>

	<i>Magbigay ng isang kopya ng aprubadong PAR/ICS sa bagong kawani na may pananagutan sa inilipat na kagamitan</i>			
	<p>4.2. PREMIS shall be updated as to the following information: <i>I-update ang PREMIS ng naayon sa mga sumusunod:</i></p> <p>a. Date the PAR/ICS and undertaking (if with secondary accountable person) was returned with signature of the end user <i>Araw kung kalian naibalik ng kawani ang nilagdaang PAR/ICS at undertaking</i></p> <p>b. Date of approval of PAR/ICS <i>Araw kung kalian naaprubahan ang naibalik na PAR/ICS</i></p>	None Wala	15 Minutes 15 Minuto	Property Staff Kawani ng Property
	<p>4.3. The copy of PAR/ICS and undertaking (if with secondary accountable person) shall be filed for reference. <i>Ang kopya ng PAR/ICS at undertaking ay itatabi upang maging batayan kung kakailanganin</i></p>	None Wala	10 Minutes 10 Minuto	Property Staff Kawani ng Property
TOTAL		None Wala	2 HOURS, 10 MINUTES 2 Oras, 10 Minuto	

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 magagamit o kaya ay hindi na kailangan ng taong may pananagutan upang tanggalin ang pananagutang yaon.

Office/Division: <i>Tanggapan/Dibisyon</i>	Property and Supply Section Administrative Division DSWD Field Office VIII
Classification: <i>Kinabibilangan</i>	Simple Payak
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>	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> • 1 photocopy of Technical Assistance Report <i>1 kopya ng ulat ng tulong teknikal</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,</i>

<ul style="list-style-type: none"> • Inspection Report <i>Ulat ng pagsusuri</i> 		<i>Furniture and Fixtures – GSD/GSS; Maintenance Equipment – BGMD/GSS)</i> General Accounting Manual Volume II Appendix 62 with prescribed format		
3. Actual Property for turnover <i>Pagsasauli ng kagamitan</i>		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>
1. Submit duly accomplished Furniture and Equipment Transfer Slip (FETS) for turnover and property for turnover <i>Ipasa ang napunang FETS para sa pagsasauli ng kagamitan</i>	1. Receive the duly accomplished and approved FETS along with the pre-inspection report and the property for surrender forwarded to Property, Supply and Asset Management Division (PSAMD)/Property and Supply Section (PSS) <i>Pagtanggap ng nagawang FETS kalakip ang pre-inspection report kasama ang kagamitang dinala sa PSAMD/PSS.</i>	None <i>Wala</i>	150 Minutes <i>150 Minuto</i>	Property Staff <i>Kawani ng Property</i>
	1.1. The property staff will validate the submitted documents and verify the condition of the surrender property/item <i>Sisyasatin ng kawani ng property ang isinumiteng dokumento pati na ang kondisyon ng</i>	None <i>Wala</i>	15 Minutes <i>15 Minuto</i>	Property Staff <i>Kawani ng Property</i>

	<p><i>isinasauling kagamitan</i></p> <p>The property staff shall provide customer feedback form to the requesting party for the service provided</p> <p><i>Ang kawani ng property ay mag bibigay ng feedback form para sa serbisyong naibigay</i></p>			
	<p>1.2. The property staff shall process the submitted FETS through PREMIS</p> <p><i>Ang kawani ng property ay mag sasagawa ng pagproseso ng isinumiteng FETS sa PREMIS</i></p> <p>a. If there are discrepancies, inquire for the correct details of the surrendered equipment</p> <p><i>Kung ang impormasyon ay di tugma, isangguni ang tamang detalye ng isinauling kagamitan</i></p> <p>b. If details are the same no discrepancy, the property staff shall sign the "Received by" portion in the FETS</p> <p><i>Kung ito naman ay tugma, ang kawani ng property ay lalagda sa</i></p>	<p>None</p> <p><i>Wala</i></p>	<p>1 Hour</p> <p><i>1 Oras</i></p>	<p>Property Staff</p> <p><i>Kawani ng Property</i></p>

	"Received by" na bahagi ng FETS											
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. Generate Property Acknowledgement Receipt (PAR)/Inventory Custodian Slip (ICS) and Barcode <i>Mag-generate ng PAR/ICS at Barcode</i> Generate and print two (2) copies of PAR/ICS from PREMIS "Report Module" <i>Mag generate ng 2 kopya ng PAR/ICS sa PREMIS "Report Module"</i> Note: <i>Tandaan:</i> Under the "Report Module" in PREMS, select whether to print PAR or ICS based on the following: <i>Piliin sa "Report Module" ng PREMIS kung PAR o ICS ang dapat na i-print base sa sumusunod:</i> <table><tr><th>Type of Report</th><th>Acquisition Cost</th></tr><tr><td>PAR</td><td>P50,000.00 and above</td></tr><tr><td>ICS</td><td>P49,999.99 and below</td></tr></table> Generate and print barcode sticker with number of copies as follows: <i>I-generate at i-print ang bilang ng barcode sticker base sa sumusunod:</i> <table><tr><td>Computer Desktop</td><td>4</td></tr></table>	Type of Report	Acquisition Cost	PAR	P50,000.00 and above	ICS	P49,999.99 and below	Computer Desktop	4	None <i>Wala</i>	15 Minutes <i>15 Minuto</i>	Property Staff <i>Kawani ng Property</i>
Type of Report	Acquisition Cost											
PAR	P50,000.00 and above											
ICS	P49,999.99 and below											
Computer Desktop	4											

	Split Type Air condition unit	2			
	Partition	Depends on the number of partitions per property number			
	Binds	Depends on the number of blinds per property number			
	Other property	1			
	2.1. The printed barcode stickers shall be attached to the most visible and secured area of the property. <i>Ang nalimbag o na-print na mga barcode stickers ar marapat na i-dikit sa nakikita ngunit ligtas na bahagi ng kagamitan.</i>	None <i>Wala</i>	15 Minutes <i>15 Minuto</i>	Property Staff <i>Kawani ng Property</i>	
	2.2. The property staff who processed the request shall sign the generated PAR/ICS under the “Received by” portion and forward to the Property Division/Section Chief for signature on the “Approved by” portion. <i>Ang kawani ng property na nag bigay ng serbisyo sa kliyente ang syang lalagda sa “Received by” na bahagi ng PAR/ICS. At lto ay</i>	None <i>Wala</i>	5 Minutes <i>5 Minuto</i>	Property Staff <i>Kawani ng Property</i>	

	<i>iaabot sa Property Division/Section Chief upang malagdaan ang "Approved by" na bahagi nito.</i>			
	2.3. Upon receipt of the approved PAR/ICS, the property officer shall undertake the cancellation of property accountability of the end user in: <i>Pag tanggap ng naaprubahang PAR/ICS, ang kawani ng property ang mag sasagawa ng pagkansela ng pananagutan ng end user sa naisoling kagamitan sa:</i> a. PREMIS b. File Folders	None Wala	15 Minutes 15 Minuto	Property Staff Kawani ng Property
	2.4. The copy of PAR/ICS shall be scanned for uploading in PREMIS, the hard copy shall be filed for reference <i>Ang kopya ng PAR/ICS ay i-scan upang ma-upload sa PREMIS at ang hard copy naman ay itatabi kung sakaling kailanganin</i>	None Wala	10 Minutes 10 Minuto	Property Staff Kawani ng Property
TOTAL		None Wala	4 HOURS, 45 MINUTES 4 ORAS, 45 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 naihanda at natalaang 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>	Property and Supply Secion Administrative Division DSWD Field Office VIII
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>	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. One (1) Photocopy of approved PPMP of requesting Office <i>Isang kopyang di-orihinal ng aprobadong PPMP ng humihiling na opisina</i>	2. Designated Supply/Property Officer of respective Office, Bureaus, Services, Units; <i>itinalagang Supply/Property na kawani ng bawat 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>	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. One (1) Photocopy of project proposal, if required <i>Isang kopyang di-orihinal ng panukalang proyekto, kung kinakailangan lang</i>	4. Focal person of proponent Office <i>Itinalagang tauhan ng isang opisina</i>
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CLIENT STEPS MGA HAKBANG	AGENCY ACTION AKSYON NG AHENSYA	FEES TO BE PAID MGA DAPAT BAYARAN	PROCESSING TIME PANAHONG KAILANGAN	PERSON RESPONSIBLE TAONG DAPAT GUMAWA
1. Submit duly approved Requisition Issue Slip (RIS) to Procurement Management Division (PMD)/Procurement Management Section (PMS) including required attachment such as Project Procurement Management Plan (PPMP) and Technical Assistance Request (TAR) <i>Magpasa ng aprubadong RIS sa PMD/PMS kalakip ang PPMP at TAR</i>	1. Receive and validate the accuracy and completeness of all attached documents. <i>Tanggapin at tingnan kung tama at kumpleto ang mga nararapat na dokumentong isinumite.</i> Upon receipt of RIS from PMD/PMS the Property/Supply Officer shall review and verify the completeness of information and attachments as follows: <i>Masusing suriin ang natanggap na RIS mula sa PMD/PMS kung ito ay kumpleto at may kalakip na mga:</i> a. Photocopy of approved PPMP <i>Kopya ng naaprubahang PPMP</i> b. Inventory of Supplies on-hand duly noted by the requesting Office's Head; <i>Imbentaryo ng mga supplies na mayroon ang tanggapan. Ito ay dapat na may lagda ng pinuno ng tanggapan</i> c. Technical Report from concerned	None <i>Wala</i>	35 Minutes <i>35 Minuto</i>	Property Staff <i>Kawani ng Property</i>

	<p>Offices, if necessary; <i>Ulat na pang teknikal mula sa nararapat na tanggapan kung ito ay kinakailangan</i></p> <p>d. Pre-repair inspection, if necessary. <i>Pre-repair inspection, kung kinakailangan</i></p> <p>Property/Supply Staff shall return the RIS should the following be encountered: <i>Ang RIS ay ibabalik ng Property/Supply Staff kung ito ay:</i></p> <p>a. Incomplete documents <i>Hindi kumpleto</i></p> <p>b. Issuance will result in surplus of inventory of the requesting office. <i>Kung ang pag issue ng hinihinging supplies ay magiging sanhi ng labis na supplies ng humihinging tanggapan.</i></p> <p>c. Item requested is not the intended item for replacement <i>Kung ang hinihinging supplies ay hindi ang nilalayong kagamitan na papalitan.</i></p> <p>d. The specification of the item requested is not the same as provided in the Technical Report. <i>Kung ang detalye o spesipikasyon ng kagamitan ay hindi naayon sa nakasaad sa Teknikal na ulat</i></p>			
	1.1 If documents are complete, assign the	None <i>Wala</i>	30 Minutes <i>30 Minuto</i>	Property Staff <i>Kawani ng</i>

	<p>RIS number, encode the RIS details in the monitoring tool, check the availability of the stocks</p> <p><i>Kung ang dokumento ay kumpleto, mag talaga ng RIS at i-encode ang detalye sa itinalagang talaan, suriin kung ang hinihing gamit ay mayroon sa stocks</i></p>			Property
	<p>1.2 Assess the availability of the requested supplies. Fill-out the RIS Form. Put “√” for available items and/or “X” for items that are not available.</p> <p><i>Suriin ang pagkakaroon ng mga hinihiling na supply. Punan ang RIS Form. Lagyan ng “√” para sa mga available na item at/o “X” para sa mga item na hindi available.</i></p> <p>If not available, prepare a Memorandum for the end-user returning the RIS with instruction to prepare Purchase Request (PR) to procure those marked as unavailable items.</p> <p><i>Kung ang hinihining gamit ay wala sa stock, ang property staff ay maghahanda ng isang Memorandum para sa end-user upang ipagbigay alam na ang hinihining gamit ay wala sa stock at upang sila ay bigyan ng alituntunin na mag handa ng PR para sa mga kagamitang wala sa stocks</i></p> <p>If available, request the approval of the Division/Section Chief in the RIS for the issuance of the item/s.</p> <p><i>Kung ang hinihining kagamitan ay mayroon sa</i></p>	<p>None Wala</p>	<p>30 Minutes 30 Minuto</p>	<p>Property Staff Kawani ng Property</p>

	<p>stocks, <i>Hingin ang pag apruba ng Division/Section Chief upang ma-issue nila ang mga tablet.</i></p> <p>Indicate the quantity issued in the “issued-quantity” column and any remarks in the “issued-remarks” column.</p> <p><i>Isaad ang bilang ng na-issue sa “issued quantity” na kolumn at remarks sa “issued remarks kolumn.</i></p> <p>Prepare the items to be issued by observing the First In First Out (FIFO)/First Expired First Out (FEFO) method. Issue and sign the “Issued by” portion.</p> <p><i>handang mga bagay na ibibigay. Sigurhin na ang gagamiting proseso ay ang First In First Out (FIFO)/First Expired First Out (FEFO). I-isyu at lagdaan ang bahaging “Inisyu ni”.</i></p> <p>Goods to be issued must be recorded in the Stock and Bin Card and existing database.</p> <p><i>Ang mga kalakal na ibibigay ay itatala sa Stock at Bin Card at at sa ginagamit na database.</i></p>			
2. Receipt and validate the quantity and specification of received items. If accurate/in order, sign the “received by” portion of RIS.	<p>2. The property staff shall issue the available requested items to the end user.</p> <p><i>Ang property staff ay i-isyu ang mga kagamitang ninanais ng humihingi kung ito ay available lamang.</i></p> <p>The property/supply staff shall retain the original copy of the duly signed RIS for preparation of Report of Supplies and Materials Issued (RSMI), while</p>	None Wala	4 Hours 4 Oras	Property Staff <i>Kawani ng Property</i>

	the 2 nd copy shall be given to the end-user. <i>Ang kawani ng property/supply ay dapat mapanatili ang orihinal na kopya ng nilagdaang RIS para sa paghahanda Report of Supplies and Materials Issued (RSMI), habang ang ika-2 kopya ay dapat ibigay sa end-user.</i>			
3. Fill up Customer Satisfaction Measurement Form (CSMF)	3. The property staff shall provide CSMF to the client for the service provided. <i>Ang kawani ng property ay dapat magbigay ng CSMF sa kliyente para sa ibinigay na serbisyo</i>	None Wala	2 Minutes 2 Minuto	Property Staff Kawani ng Property
	3.1. After completion of the issuance of expendable/consumable supplies, the concerned property personnel shall prepare monthly RSMI to be submitted to the Accounting Division/Section <i>Matapos makumpleto ang pag-isyu mga kagamitan, ang kawani ng property ay dapat maghanda ng buwanang RSMI na isusumite sa accounting division/seksyon</i>	None Wala	30 Minutes 30 Minuto	Property Staff Kawani ng Property
TOTAL:		None Wala	6 HOURS, 7 MINUTES 4 Oras, 7 Minuto	

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>		Property and Supply Section Administrative Division DSWD Field Office VIII		
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> 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> 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>		1. From concerned OBSUs and personnel, interoffice memorandum format <i>Mula sa kinauukulang OBSUs at mga tauhan, na naka-memorandum</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. 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 <i>MGA HAKBANG</i>	AGENCY ACTION <i>AKSYON NG AHENSYA</i>	FEES TO BE PAID <i>MGA DAPAT BAYARAN</i>	PROCESSING TIME <i>PANAHO NG KAILANGAN</i>	PERSON RESPONSIBLE <i>TAONG DAPAT GUMAWA</i>

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>	None <i>Wala</i>	1 Hour <i>1 Oras</i>	Requesting Office <i>Opisinang humihingi</i> Property Staff <i>Kawani ng Property</i>
	1.1. Inform requesting Office on the availability/non-availability of items <i>Ipaalam sa tanggapang humihingi ng kagamitan kung ito ay maibibigay o hindi</i>	None <i>Wala</i>	1 Hour <i>1 Oras</i>	Property Staff <i>Kawani ng Property</i>
	1.2. Request approval of FETS for confirmation of transfer <i>Pa-aprubahan ang FETS para sa katiyakang paglipat</i>	None <i>Wala</i>	1 Hour <i>1 Oras</i>	Property Staff <i>Kawani ng Property</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/ICS and barcode <i>I-update ang PREMIS at gumawa ng PAR or ICS</i>	None <i>Wala</i>	1 Hours, 30 Minutes <i>1 Oras at 30 minuto</i>	Requesting Office <i>Opisinang humihingi</i> Property Staff <i>Kawani ng Property</i>

	2.1 Transfer accountability through updating of database and issuance of PAR or ICS <i>Ilipat ang pananagutan sa kagamitan sa pamamagitan ng pag-update ng database at pagbigay ng PAR o ICS</i>	None <i>Wala</i>	30 Minutes <i>30 minuto</i>	Property Staff <i>Kawani ng Property</i>
	2.2 Process the approval of PAR or ICS <i>Asikasuhin ang pag-apruba sa PAR o ICS</i>	None <i>Wala</i>	15 Minutes <i>15 minuto</i>	Property Staff <i>Kawani ng Property</i>
	2.3 Attach generated barcode sticker on the requested item <i>Ilapat ang nagawang barcode sa hininging kagamitan</i>	None <i>Wala</i>	15 Minutes <i>15 minuto</i>	Property Staff <i>Kawani ng Property</i>
3. Confirm acceptance of item or property through signing of PAR or ICS <i>Kumpirmahin ang pagtanggap ng kagamitan sa pamamagitan ng paglagda sa PAR o ICS</i>	3. Physical issuance of item or equipment and filing of PAR or ICS <i>Mismong pagbibigay ng kagamitan at pag-file ng PAR o ICS</i>	None <i>Wala</i>	1 Hour <i>1 Oras</i>	Requesting Office <i>Opisinang humihingi</i> Property Staff <i>Kawani ng Property</i>
	3.1. Provide customer feedback form to the requesting party for the the service provided <i>Magbigay ng customer feedback form sa kliyente para sa naibigay na serbisyo</i>	None <i>Wala</i>	5 Minutes <i>5 Minuto</i>	Property Staff <i>Kawani ng Property</i>
TOTAL:		None <i>Wala</i>	6 Hours, 35 Minutes <i>6 Oras, 35 Minuto</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>	Property and Supply Section Administrative Division DSWD Field Office VIII
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 MGA HAKBANG	AGENCY ACTION AKSYON NG AHENSYA	FEES TO BE PAID MGA DAPAT BAYARAN	PROCESSING TIME PANAHONG KAILANGAN	PERSON RESPONSIBLE TAONG DAPAT GUMAWA
1. Forward the request for Technical Assistance (TA) indicating the specific topics and concerns to be discussed from 8 AM to 5 PM, Mondays to Fridays except holidays <i>Magpaabot ng kahilingang tulong teknikal na nagsasaad ng tiyak na usapin at interes na dapat talakayin mula ika-walo ng umaga hanggang ika-lima ng hapon, Lunes hanggang Biyernes maliban sa mga araw ng pahinga</i>	1. Received request for TA from 8 AM to 5 PM, Mondays to Fridays except holidays, and forward to the Head of Property Office <i>Tanggapin ang request mula ika-walo ng umaga hanggang ika-lima ng hapon, Lunes hanggang Biyernes maliban sa mga araw ng pahinga at ito ay ibibigay sa Pinuno 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 TA. <i>Suriin ang request. Alamin ang bakanteng araw ng Kawaniang Teknikal kung ito ay naaayon sa hinihiling na araw ng tanggapanang humihingi ng teknikal na tulong</i>	None <i>Wala</i>	15 Minutes <i>15 Minuto</i>	Head of Property Office <i>Puno ng Tanggapan ng Property</i>

	<p>If not available - Assign request to concerned Technical Staff and advise staff to request for reschedule of TA through Memorandum <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 <i>Kung bakante ang araw ng Kawaning 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 For scheduled TA Request, Technical Staff shall prepare a reply for confirming the date of TA/prepare reply for reschedule of	None Wala	5 Days 5 Araw	Property Staff Kawani ng Property

	<p>TA. <i>Para sa TA request na may takdang araw, ang kawaning teknikal ay mag hahanda ng tugon ng pag kumpirma sa hinihinging araw na tulong teknikal o tugon na humihingi ng ibang araw kung kailan isasagawa ang tulong teknikal.</i></p> <p>a. Prepare Special Order (If Field Office) for the period of TA. <i>Maghanda ng Special Order (kung Field Office) sa mga araw ng tulong teknikal</i></p> <p>b. Prepare the needed documents and information for the conduct of TA <i>Maghanda ng mga kakailanganing dokumento at impormasyon para sa isasagawang tulong teknikal</i></p>			
	<p>1.3 Conduct TA for immediate request and/or scheduled TA request <i>Magsagawa ng tulong teknikal sa itinakdang araw</i></p>	None Wala	<p>1 day for OBSU/4 days for Field Office <i>1 Araw kung Tanggapan sa Sentral na Tanggapan/ 4 na araw sa Field Offices</i></p>	Property Staff <i>Kawani ng Property</i>
2. Accomplished the TA Evaluation Form and/or Client Satisfaction Measurement	<p>2. Receive the duly accomplished TA Evaluation Form and/or CSMF. <i>Tanggapin ang napunang dokumento ng pakilatiis sa isinagawang tulong teknikal at/o</i></p>	None Wala	10 Minutes 10 Minuto	Property Staff <i>Kawani ng Property</i>

Form (CSMF) <i>Punan ang dokumento ng pagkilatis sa isinagawang tulong teknikal at/o Client Satisfaction Measurement Form (CSMF)</i>	CSMF			
	<p>2.1 Consolidate the TA Evaluation Form. <i>Pagsama-samahin ang mga nakalap na impormasyon sa napunang dokumento ng pagkilatis sa isinagawang tulong teknikal</i></p> <p>2.2 Prepare TA Feedback Report for review and signature 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 suriin at lagdaan</i></p> <p>2.3 Provide copy of TA Feedback Report to the requester of TA <i>Magbigay ng kopya ng ulat puna sa tanggapan na humingi ng tulong teknikal</i></p> <p>For CSMF – will be reported on the succeeding month after the conduct of TA, this will be included in the Client Satisfaction Measurement Survey Report (CSMR)</p>	None <i>Wala</i>	<p>10 Days from returned to Official Station <i>10 Araw pagkabalik sa opisyal na tanggapan</i></p> <p>CSMF report will be submitted to CART every 10th of the succeeding month <i>Ang ulat para sa CSMF ay isusumite sa CART tuwing ika-sampung araw ng sumunod na buwan</i></p>	Property Staff <i>Kawani ng Property</i>

	submitted to DSWD Central Office (CO)/Field Office (FO) Committee on Anti Red Tape (CART) focal every 10 th of the succeeding month <i>Para sa CSMF – ito ay iuulat sa susunod na buwan pagkatapos na maisagawa ang tulong teknikal. Ito ay isasama sa CSMR na isusumite sa DSWD CO/DSWD FO CART focal tuwing ika-sampu ng sumunod na buwan</i>			
	TOTAL	None <i>Wala</i>	16 Days and 30 Minutes for immediate TA/19 Days and 30 Minutes for scheduled TA <i>16 Araw at 30 Minuto para sa agarang tulong teknikal/19 Araw at 30 Minuto para tulong teknikal na may itinakdang araw</i>	

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>	Property and Supply Section Administrative Division DSWD Field Office VIII
Classification:	Complex Transaction

Kinabibilangan	<i>Komplikado</i>
Type of Transaction: Uri ng Transaksyon	G2G – Government to Government <i>Pamahalaan sa Pamahalaan</i>
Who may avail: Sino ang maaaring makinabang?	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>
<ol style="list-style-type: none"> One (1) original copy of duly accomplished and notarized Report of Loss, Stolen, Damaged and Destroyed Property (RLSDDP). <i>1 Orihinal na kopya ng napunan at napa-notaryong RLSDDP</i> One (1) original copy of duly notarized Affidavit of Loss <i>1 Orihinal na kopya ng napunan at napa-notaryong kasulatan hinggil sa pagkawala ng kagamitan</i> One (1) original copy of duly notarized Joint Affidavit of Two (2) Disinterested Person. <i>1 Orihinal na kopya ng napunan at napa-notaryong pinagsamang kasulatan ng dalawang hindi interesadong tao</i> One (1) original copy of Police Report <i>1 Orihinal na kopya ng Ulat ng Pulisya</i> One (1) original copy Comments of the Head Cluster/Regional Director <i>1 Orihinal na kopya ng Head ng Cluster / Regional Director</i> One (1) original copy of Certification from Competent Authority on the Destruction brought by Natural Calamity and Insurgency. <i>1 Orihinal na kopya ng Sertipikasyon mula sa Karampatang Awtoridad hinggil sa Pagkapinsala ng Kagamitan na Sanhi ng Natural na Kalamidad at Insurgency</i> One (1) original copy of Inspection 	<ol style="list-style-type: none"> 10From PSAMD Office through PREMIS <i>Mula sa PREMIS</i> To be prepared by the client without any prescribed format <i>Ihahanda ng mga kliyente na walang itinalagang dokumento</i> To be prepared by the client without any prescribed format <i>Ihahanda ng kliyente na walang itinalagang dokumento</i> To be prepared by the client without any prescribed format <i>Ihahanda ng kliyente na walang itinalagang dokumento</i> To be prepared by the client without any prescribed format <i>Ihahanda ng kliyente na walang itinalagang dokumento</i> To be prepared by the client without any prescribed format <i>Ihahanda ng Kliyente na walang itinalagang dokumento</i>

Report of Damaged Property. <i>1 Orihinal na kopya ng Ulat sa Pagsisiyasat ng Napinsalang Kagamitan</i>		7. To be prepared by the client without any prescribed format <i>Ihahanda ng kliyente na walang itinalagang dokumento</i>		
8. One (1) photocopy of Property Acknowledgement Receipt (PAR)/Inventory Custodian Slip (ICS) <i>1 Orihinal na kopya ng PAR/ICS</i>		8. From Property Office <i>Mula sa tanggapan ng Property</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
5.1 Processing of Request for Relief <i>Pagproseso ng Kahilingang Maipawalang Bisa ang Pananagutan</i>				
1. Submit copy of notarized Report of Lost, Stolen, Damaged or Destroyed Property (RLSDDP) with proof of receipt by the Commission on Audit (COA) and/or request for relief duly endorsed by the Head of Office, Bureaus, and Services (HOBS) / Head of Offices, Divisions, and Sections (HODS) concerned. <i>Magsumite ng kopya ng notaryadong RLSDDP na may patunay na ito ay na-isumite na sa COA at/o liham</i>	1. Receive copy of notarized RLSDDP with proof of receipt by COA and/or Request for Relief duly endorsed by the HOBS concerned and record in the Enhanced Documents Transaction Management System (EDTMS)/Logbook <i>Tanggapin ang kopya ng RLSDDP na may katibayan ng ito ay natanggap na ng COA/ liham kahilingan na mapawalang bisa ang pananagutan sa kagamitan na ini-endorso ng HOBS/HODS at ito ay itatala sa EDTMS/Logbook</i>	None <i>Wala</i>	5 Minutes <i>5 Minuto</i>	Property Staff: Incoming Outgoing Clerk <i>Kawani ng Property</i>

<p><i>kahilingang na mapawalang bisa ang pananagutan sa kagamitan, ang liham ay marapat na ini-endorso ng HOBS/HODS ng tanggapan.</i></p>				
	<p>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></p> <p>1.2 Verify if the property is already tagged in PREMIS as lost/damaged/destroyed; If not, tag property as lost under the module 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 submissio</p>	<p>None <i>Wala</i></p>	<p>2 Hours 2 Oras</p>	<p>Property Staff <i>Kawani ng Property</i></p>

	<p>n of the identified lacking document ary requirement/s</p> <p><i>Kung may kakulangan: Maghanda ng Memorandum para sa kawani 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 next step <i>Kung walang kakulangang dokumento, magpatuloy sa susunod na hakbang</i></p>			
	<p>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</p>	<p>None <i>Wala</i></p>	<p>3 Hours 3 Oras</p>	<p>Property Staff <i>Kawani ng Property</i></p>

	<p>Director <i>Maghanda ng rekomendasyon / mga komentaryo na nakatuon sa COA, at mag bigay ng kopya sa kawaning may pananagutan at sa nararapat na HOBS, ito ay lalagdaan ng ng Undersecretary ng GASSG/ Regional Director</i></p> <p>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 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</p>			<p>Administrative Service Director/ Administrative Division Chief</p> <p>Head of Property Office <i>Puno ng Tanggapan ng Property</i></p>
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	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>			
	1.4. Route the original copy to COA and photocopy to the Accountable Officer and HOB/HODS concerned <i>Ibigay ang orihinal na kopya sa COA at photocopy sa kawani na may pananagutan sa kagamitan at sa pinuno ng kanilang tanggapan</i>	None <i>Wala</i>	5Minutes <i>5 Minuto</i>	Property Staff/ Incoming/ Outgoing Clerk <i>Kawani ng Property</i>
	1.5. The property staff shall scan and file the receiving copy of the recommendation/comment/s <i>I-scan at i-file ng kawani ng property ang kopya ng rekomendasyon/puna na may lagda bilang patunay na nakapag bigay ng kopya ang tanggapan ng property ng dokumento sa kinauukulang tanggapan</i>	None <i>Wala</i>	5Minutes <i>5 Minuto</i>	Property Staff/ Incoming/ Outgoing Clerk <i>Kawani ng Property</i>

TOTAL:	None Wala	5 HOURS, 15 MINUTES 5 Oras, 15 Minuto	
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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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6.2 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 na mapawalang bisa ang pananagutan sa kagamitan at ito ay itala sa DTS/Logbook</i>	None Wala	5 Minutes 5 Minuto	Property Staff: Incoming Outgoing Clerk <i>Kawani ng Property</i>
	a. Review the Decision of COA to determine the appropriate assistance to be provided to the accountable officer, as follows: <i>Suriin ang naging desisyon ng COA upang matukoy ang naaangkop na tulong sa kawani na may pananagutan ayon sa sumusunod</i> If Relief is Granted <i>Kung ang kahilingan ay ipinagkaloob</i>	None Wala	3 Hours 3 Oras	Property Staff <i>Kawani ng Property</i>

	<p>—</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 furnished the Accountable Officer through the HOBS/HODS</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 <i>I-update ang mga</i></p>			
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	<p><i>tala sa PREMIS</i></p> <p>If Relief is Denied – <i>Kung ang kahilingan ay hindi ipinagkaloob</i></p> <p>1. 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. <i>Ipaalam sa kawani sa 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. Replacement Pagpapalit– 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 <i>Ang kawaning may pananagutan ay mag susumite sa tanggapan ng property sa</i></p>			
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	<p><i>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>b. Payment – Accountable Officer to settle/pay the “money value” of the lost property based on the existing COA accounting rules and guidelines <i>Ang may pananagutang opisyal ay kailangang ayusin/ bayaran ang halaga ng nawalang kagamitan batay sa umiiral alituntunin ng COA</i></p>			
<p>2. For Replacement:</p> <p>Present replacement unit for the lost property <i>Ilahad ang ipapalit sa naiwalang kagamitan</i></p>	<p>2. Inspect/Validate the offered replacement item/s <i>Suriin ang kagamitang ipapalit</i></p> <p>If Non-Compliant <i>Kung ang ipapalit na kagamitan ay hindi naayon sa alituntunin</i></p> <p>Inform the Accountable Officer of the reason/s for non-compliance and require to meet the needed requirements <i>Ipagbigay alam ang</i></p>	<p>None <i>Wala</i></p>	<p>15 Minutes <i>15 Minuto</i></p>	<p>Property Staff / <i>Kawani ng Property</i></p>

	<p>mga sumusunod na dahillan kung bakit di maaaring tanggapin ang inilahad na kapalit sa naiwalang kagamitan. Gayundin ipabatid na nararapat na matutugunan ang kinakailangang detalye sa pagpapalit ng naiwalang kagamitan.</p> <p>If Compliant Kung ang ipapalit na kagamitan ay naayon sa alituntunin</p> <p>Proceed to next step Mag patuloy sa susunod na hakbang</p>			
	<p>2.1. Once the replacement unit is compliant with the approved recommendation, the Property Personnel shall:</p> <p><i>Kung ang ipapalit na kagamitan ay naayon sa rekomendasyon, ang kawani ng property ay:</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 necessary documentation/ update record in PREMIS <i>Maghanda ng mga kinakailangan document / i-update</i></p>	<p>None Wala</p>	<p>2 HOURS 2 Oras</p>	<p>Property Staff Kawani ng Property</p>

	<p>ang talaan sa PREMIS</p> <p>c. Prepare Memorandum to Finance and Management Service (FMS)/Finance and Management Division (FMD) and COA on the acceptance of offered replacement items for reference and recording in the Books of Accounts</p> <p>Maghanda ng Memorandum para sa FMS/FMD at COA hinggil sa pagtanggap ng ipinalit na kagamitan upang kanilang maging sanggunian sa pag-upate ng kanilang aklat talaan ng kagamitan</p>			
<p>For Reimbursement</p> <p><i>Para sa pagbabayad ng naiwalang kagamitan</i></p> <p>Request for Assistance for securing the Order of Payment from Accounting Division/Accounting Section and pay the money value of the lost property in accordance with the approved</p>	<p>2.1. Assist the accountable officer in securing from the Accounting Division/Accounting Section the Order of Payment and in paying in the Cash Division/Section the money value of the lost property in accordance with the approved recommendation.</p> <p><i>Magbigay tulong sa kawani na makakuha ng Order of Payment mula sa Accounting</i></p>	<p>None</p> <p><i>Wala</i></p>	<p>2 HOURS</p> <p>2 Oras</p>	<p>Property Staff</p> <p><i>Kawani ng Property</i></p>

<p>recommendation <i>Humiling ng tulong upang makakuha ng Order of Payment mula sa Accounting Division/Accounting Section at magbayad ng halaga ng naayon sa inaprubahang halaga</i></p> <p>Upon receipt of the Official Receipt (OR), forward original copy to property office for facilitation of cancellation of property accountability in the the property records</p>	<p><i>Division/Section hanggan sa pag babayad ng kagamitan ng naayon sa inaprubang halaga sa Cash Division/Section</i></p> <p>2.1 Faciliate the cancellation of property accountability in the property records upon receipt of copy of the OR from the accountable officer <i>Pagtanggap ng OR, ay agad na Ipawawalang bisa ang pananagutan ng kawani sa kagamitan</i></p> <p>2.2 Forward to the Accounting Division/Section the original copy of OR together with the relevant documents for purposes of dropping from the books of accounts. <i>Ibigay sa Accounting Division/Section ang orihinal na kopya ng OR kalakip ang mga kinakailangan dokumento upang kanilang maging sanggunian sa pag tanggal sa talaan ng kagamitan</i></p> <p>In the same Memorandum, a copy of Journal Entry Voucher (JEV) shall be requested from the Accounting Division for records purposes. <i>Gamit ang parehong Memorandum, ang property office ay</i></p>			
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	<i>hihingi ng kopya ng JEV mula sa Accounting Division/Section</i>			
	2.3. Upn completion of the process, the Property Personnel shall secure feedback from the client/accountable officer through the prescribed customer feedback from <i>Matapos ang lahat ng proseso, ang kawani ng property ay kukuha ng</i>	None <i>Wala</i>	5 Minutes <i>5 Minuto</i>	Property Staff <i>Kawani ng Property</i>
TOTAL:		None <i>Wala</i>	For Replacement: 5 Hours, 25 Minutes For Reimbursement : 5 Hours, 10 Minutes	

Note:

Tanda:

Computation of the Money Value of Lost Properties

Pagkuha ng katumbas na halaga ng naiwalang kagamitan

Rule:

Panuntunan:

1. 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.

2. 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)
3. 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
4. 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, pagnanakaw / 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>		Property and Supply Section Administrative Division DSWD Field Office VIII		
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) 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 <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. Submit copy of Request for Replacement/ Reimbursement with the notarized Report of Lost, Stolen,	1. Receive copy of Request for Replacement/Reimbursement with notarized RLSDDP, with proof of submission to COA and with PAR/ICS	None <i>Wala</i>	20 Minutes <i>20 minuto</i>	Property Staff: Incoming/ Outgoing Clerk <i>Kawani ng Property</i>

<p>Damaged, Destroyed Properties (RLSDDP) with proof of submission to Commission on Audit (COA) and Property Acknowledgment Receipt (PAR)/Inventory Custodian Slip (ICS) addressed to the Undersecretary for GASSG/Regional Director. This shall be endorsed by the Head of Offices, Divisions and Sections, copy furnished the Property Office.</p> <p><i>Mag sumite ng kopya ng liham na nag lalayong palitan o bayaran ang kagamitan kalakip ang notaryadong RLSDDP na naka address sa Undersecretary ng GASSG/Regional Director. Ito ay nararapat na i-indorso ng pinuno ng tanggapan</i></p>	<p><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></p> <p>1.1. Record the same in the Enhanced Data Tracking Management System (EDTMS)/Logbook and forward to the Property Division/Section Chief for action. The Division/Section Chief shall assign the request to the personnel concerned for review/preparation of recommendation/response, as the case maybe</p> <p><i>Itatala ang natanggap na dokumento sa EDTMS/aklat talaan at ito ay ibibigay sa pinuno ng Property Office upang ito ay maitalaga sa nararapat na kawani na mag susuri/mag hahanda ng rekomendasyon at sagot ng naaayon sa sitwasyon</i></p>			<p>Head of Property Office Pinuno ng Property Office</p>
	<p>1.2. Review the request and determine the completeness of data and attachments</p>	<p>None Wala</p>	<p>2 Hours 2 Oras</p>	<p>Property Staff Kawani ng Property</p>

	<p><i>Suriin ang request kung ang mga kinakailangang impormasyon at dokumento ay kumpleto</i></p> <p>a. If not complete – Prepare a Memorandum to the Accountable Officer thru the HOBS/HODS concerned to require submission of the identified lacking requirement/s <i>Kung hindi kumpleto – Maghanda ng Memorandum para sa kawani na idadaan sa Pinuno ng kanilang tanggapan upang hilingin isumite ang mga kinakailangang dokumento</i></p> <p>a.1. The Memorandum shall be signed by the Administrative Service Director/Administrative Division Chief <i>Ang Memorandum ay kinakailangan nilagdaan ng Direktor ng Administrative Service o Pinuno ng Adminsitrative Division</i></p> <p>b. If Complete – Proceed to the next step <i>Kung kumpleto – Magpatuloy sa susunod na hakbang</i></p>			
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	<p>1.1 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 the Money Value</p> <p><i>Mag handa ng rekomendasyon na naka-address sa Undersecretary ng GASSG/Regional Director para sa kahilingang palitan o bayaran ang kagamitang nawala. Ito ay idadaan din sa tanggapan ng Accounting upang kanilang masuri kung nararapat ba ng ginawang paraan ng pag bilang ng halaga ng kagamitan</i></p> <p>The following factors should be taken into consideration when preparing a recommendation (as provided in AO 6, S. 2017)</p> <p><i>Ang mga sumusunod ang dapat na bigyan pansin sa pag handa ng rekomendasyon ng naayon sa AO 6, S. 2017</i></p> <p>a. The replacement unit must be of similar or higher specification than that of the unit sought to be replaced.</p> <p><i>Ang kagamitang ipapalit ay kahalintulad o mas</i></p>	<p>None Wala</p>	<p>3 Hours 3 oras</p>	<p>Property Staff <i>Kawani ng Property</i></p>
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	<p><i>mataas na specification kumpara kagamitang nais palitan</i></p> <p>b. The replacement unit must be in good working condition, regardless of the lost property's condition at the time of loss. <i>Ang kagamitang ipapalit ay dapat na nasa mabuting kondisyon, anuman ang kondisyon ng nawalang kagamitan</i></p> <p>c. The replacement of the lost property is more advantageous to the government. Otherwise, payment of the money value of the property shall be required. <i>Ang kagamitang ipapalit ay mas kapaki-pakinabang sa gobyerno. Kung hindi, ang pagbabayad ng aprubadong halaga ng kagamitan ang kinakailangan</i></p> <p>In preparing the recommendation, the Property personnel should determine the money value of the lost property in accordance with the applicable rules: <i>Sa paghahanda ng rekomendasyon, tutukuyin ng kawani ng property ang halaga ng kagamitan alinsunod sa naaangkop na</i></p>			
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	<p><i>batas:</i></p> <p>a. Money value of the lost Property, Plant and Equipment (PPE) shall be based on the Depreciated Replacement Cost (DRC) <i>Ang halaga ng nawalang kagamitan ay naayon sa DRC</i></p> <p>Please refer to the sample computation of the DRC provided hereunder. <i>Sumangguni sa halimbawang komputasyon ng DRC</i></p> <p>b. Money value of lost semi-expendable properties shall be based on the Current Replacement Cost (CRC) with the same condition and specifications of the lost semi-expendable property. <i>Ang halaga ng nawawalang kagamitan ay naaayon sa CRC na kahalintulad ng spesipikasyon ng nawalang kagamitan</i></p> <p>The property personnel shall conduct the necessary market research to determine the appropriate computation of money value of the lost property. <i>Ang kawani ng property ay magsasagawa ng kinakailangang pananaliksik sa merkado upang matukoy ang naaangkop na halaga ng nawalang kagamitan</i></p>			
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	<p>Note: for lost IT and communication equipment, system upgrades, installed applications and licenses, as well as the cost incurred for the said upgrades shall be considered in the determination of the value of lost property.</p> <p><i>Tandaan: Para sa nawalang IT at kagamitang pagn komunikasyon, pag-upgrade ng system, naka-install na mga aplikasyon at lisensya, kasama ang halaga sa pag-upgrade ay dapat na isaalang-alang sa pag tukoy ng halaga ng nawalang kagamitan.</i></p>			
	<p>1.3. 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 the Money Value</p> <p><i>Mag handa ng rekomendasyon na naka-address sa Undersecretary ng GASSG/Regional Director para sa kahilingang palitan o bayaran ang kagamitang nawala. Ito ay idadaan din sa tanggapan ng Accounting upang kanilang masuri kung nararapat ba ng ginawang paraan ng pag bilang ng halaga ng kagamitan</i></p> <p>The following factors</p>	<p>None Wala</p>	<p>3 Hours 3 oras</p>	<p>Property Staff Kawani ng Property</p>

	<p>should be taken into consideration when preparing a recommendation (as provided in AO 6, S. 2017)</p> <p><i>Ang mga sumusunod ang dapat na bigyan pansin sa pag handa ng rekomendasyon ng naayon sa AO 6, S. 2017</i></p> <p>c. The replacement unit must be of similar or higher specification than that of the unit sought to be replaced.</p> <p><i>Ang kagamitang ipapalit ay kahalintulad o mas mataas na specification kumpara kagamitang nais palitan</i></p> <p>d. The replacement unit must be in good working condition, regardless of the lost property's condition at the time of loss.</p> <p><i>Ang kagamitang ipapalit ay dapat na nasa mabuting kondisyon, anuman ang kondisyon ng nawalang kagamitan</i></p> <p>d. The replacement of the lost property is more advantageous to the government. Otherwise, payment of the money value of the property shall</p>			
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	<p>be required. <i>Ang kagamitang ipapalit ay mas kapaki-pakinabang sa gobyerno. Kung hindi, ang pagbabayad ng aprubadong halaga ng kagamitan ang kinakailangan</i></p> <p>In preparing the recommendation, the Property personnel should determine the money value of the lost property in accordance with the applicable rules: <i>Sa paghahanda ng rekomendasyon, tutukuyin ng kawani ng property ang halaga ng kagamitan alinsunod sa naaangkop na batas:</i></p> <p>c. Money value of the lost Property, Plant and Equipment (PPE) shall be based on the Depreciated Replacement Cost (DRC) <i>Ang halaga ng nawalang kagamitan ay naayon sa DRC</i></p> <p>Please refer to the sample computation of the DRC provided hereunder. <i>Sumangguni sa halimbawang komputasyon ng DRC</i></p> <p>d. Money value of lost semi-expendable properties shall be based on the Current Replacement Cost (CRC) with the same condition and specifications of the</p>			
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	<p>lost semi-expendable property. <i>Ang halaga ng nawawalang kagamitan ay naaayon sa CRC na kahalintulad ng spesipikasyon ng nawalang kagamitan</i></p> <p>The property personnel shall conduct the necessary market research to determine the appropriate computation of money value of the lost property. <i>Ang kawani ng property ay magsasagawa ng kinakailangang pananaliksik sa merkado upang matukoy ang naaangkop na halaga ng nawalang kagamitan</i></p> <p>Note: for lost IT and communication equipment, system upgrades, installed applications and licenses, as well as the cost incurred for the said upgrades shall be considered in the determination of the value of lost property. <i>Tandaan: Para sa nawalang IT at kagamitang pagn komunikasyon, pag-upgrade ng system, naka-install na mga aplikasyon at lisensya, kasama ang halaga sa pag-upgrade ay dapat na isaalang-alang sa pag tukoy ng halaga ng nawalang kagamitan.</i></p>			
	<p>1.4 Upon receipt of the decision (approval/disapproval) from the Undersecretary for GASSG/Regional Director on the request, the Property personnel</p>	<p>None <i>Wala</i></p>	<p>2 Hours <i>2 oras</i></p>	<p>Property Staff <i>Kawani ng Property</i></p>

	<p>shall assess the same and advise the accountable officer through the HOBs/HODs for the next steps to be undertaken:</p> <p><i>Pagkatanggap ng desisyon kung ang kahilingan ay katanggap-tanggap o hindi mula sa Undersecretary ng GASSG/Regional Director, ito ay susuriin ng kawani ng property at magbibigay payo sa kawaniing may pananagutan sa pamamagitan ng Memorandum na dadaan sa pinuno ng kanilang tanggapan</i></p> <p>If the request is disapproved <i>Kung ang kahilingan ay hindi tinanggap</i></p> <p>Prepare a Memorandum informing the Accountable Officer of the disapproval of the request and/or require compliance with the lacking requirements, within 7 working days upon receipt of the Memorandum.</p> <p><i>Ipapaalam sa kawaniing may pananagutan sa pamamagitan ng Memorandum ang hindi pagsangayon sa kanyang kahilingan at/o ipapaalam ang mga kalilangang dokumento na dapat na isumite sa loob ng 7 pitong araw ng pag gawa mula sa araw na natanggap ang Memorandum.</i></p> <p>Upon receipt of the lacking requirements or compliance with the instructions of the</p>			
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	<p>Undersecretary for GASSG/Regional Director, repeat the 3rd step of this Citizen's Charter</p> <p><i>Pagkatanggap ng mga kakulangang dokumento o pagkasunod sa mga tagubilin ng Undersecretary for GASSG/Regional Director ay uulitin ang pangatlong hakbang ng Citizen's Charter na ito.</i></p> <p>If the request is approved <i>Kung ang kahilingan ay tinanggap</i></p> <p>Proceed to next step <i>Magpatuloy sa susunod na hakbang</i></p>			
	<p>1.5 Prepare Memorandum to Accountable Officer through his head informing the approval of the request for reimbursement/replacement of the lost property and the steps to be undertaken for the execution of the decision (e.g. submission of the replacement unit and TA Report, if applicable) or payment of the money value to the Cash Division/Section within 15 calendar days from receipt of the decision</p> <p><i>Ipapaalam sa kawani ng may pananagutan na ang kahilingang palitan o bayaran ang nawalang kagamitan ay tinanggap</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>

	<p><i>sa pamamagitan ng isang Memorandum. Kasabay nito, ipapaalam sa kawaning may pananagutan ang mga hakbang na isasagawa para sa pagpapatupad ng desisyon (e.g. pag sumite ng kapalit na kagamitan at TA Report, kung ito ay naaangkop) o pagbabayad ng kaukulang halaga sa Cash Division/Section sa loob ng 15 araw mula ng matanggap ang desisyon</i></p>			
2. Present replacement unit/Settle the money value of the lost property	<p>2. In case of replacement of IT and communication equipment, the accountable officer should be advised to request technical assistance from the Regional/Information and Communications Technology Management Service (R/ICTMS) for the assessment of the replacement unit. The technical assistance report from the R/ICTMS shall be presented to the Property Office upon submission of the replacement unit in accordance with the approved recommendation</p> <p><i>Sa pagpapalit ng IT at komunikasyong kagamitan, ang kawaning may pananagutan ay hihing ng tulong teknikal sa R/ICTMS upang masuri ang kagamitang ipapalit. Ang R/ICTMS ay mag bibigay ng ulat hinggil sa kagamitang ipapalit na ibibigay sa tanggapan ng property alinsunod sa</i></p>	None Wala	2 Hours 2 oras	Property Staff Kawani ng Property

	<p><i>naaprubahan rekomendasyon</i></p> <p>Inspect/Validate the offered replacement item/s <i>Suriin ang kagamitang nilalayong ipalit sa nawalang kagamitan</i></p> <p>If Non-Compliant <i>Kung ang kagamitan ay hindi naayon sa naaprubahang rekomendasyon</i></p> <p>Inform the Accountable Officer of the reason/s for non-compliance and require to meet the needed requirements. <i>Ipaalam sa kawaning may pananagutan ang mga dahilan kung bakit nasabing hindi ito naaayon sa naaprubahang rekomendasyon nang sa gayon kanila ito matugunan</i></p> <p>If Compliant <i>Kung naaayon sa naaprubahang rekomendasyon</i></p> <p>Proceed to next step <i>Magpatuloy sa susunod na hakbang</i></p>			
	<p>2.1. Once the replacement unit is compliant with the approved recommendation, the Property Personnel shall:</p> <p><i>Kung ang kagamitang ipapalit ay naaayon sa naaprubahang rekomendasyon, ang kawani ng Property ay:</i></p> <p>a. Accept replacement unit <i>Tatanggapin ang kagamitang ipinapalit</i></p> <p>b. Prepare</p>	<p>None <i>Wala</i></p>	<p>2 Hours <i>2 oras</i></p>	<p>Property Staff <i>Kawani ng Property</i></p>

	<p>necessary documentation/update record in PREMIS</p> <p><i>Maghahanda ng kinakailangang dokumento o i-update ang talaan sa PREMIS</i></p> <p>c. Prepare Memorandum to Finance and Management Service (FMS)/Finance and Management Division (FMD) and copy furnish Accountable Officer on the acceptance of the offered replacement items for reference and recording in the Books of Account</p> <p><i>Ipapaalam sa FMS/FMD ang pagtanggap sa ipinalit na kagamitan para maging kanilang sanggunian sa pag tala sa sa Books of Account. Ang kawani na may pananagutan ay bibigyan din ng kopya ng Memorandum para sa kanyang kaalaman</i></p>			
	<p>2. In case of reimbursement, the accountable officer, through the assistance of property personnel shall secure from the Accounting</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>Division/Section the order of payment and pay to the Cash Division/Section the money value of the lost property in accordance with the approved recommendation.</p> <p><i>Kung ang nawalang kagamitan ay babayaran, ang kawani ng property office ang kukuha ng order of payment mula sa Accounting Division/Section at magbabayad ng halaga ng kagamitan ng naaayon sa naaprubahang rekomendasyon.</i></p>			
<p>3. Forward original copy of Official Receipt (OR)</p> <p><i>Ibigay ang orihinal na kopya ng OR</i></p>	<p>3. Facilitation of cancellation of property accountability in the property records.</p> <p><i>Ipawalang bisa ang pananagutan ng kawani sa nawalang kagamitan</i></p> <p>The Property Office shall, through the Memorandum forward to the Accounting Division/Section the original copy of OR together with the relevant documents for purposes of dropping from the books of accounts.</p> <p><i>Ipaaabot ng tanggapan ng Property sa tanggapang ng Accounting ang orihinal na kopya ng OR kalakip ang dokumentong may kaugnayan sa nawalang kagamitan upang kanilang maging basehan sa pag tanggal</i></p>	<p>None</p> <p><i>Wala</i></p>	<p>1 Hour</p> <p><i>1 oras</i></p>	<p>Property Staff</p> <p><i>Kawani ng Property</i></p>

	<p><i>nito mula sa talaan ng mga kagamitan. Ito ay gagawin sa pamamagitan ng isang Memorandum</i></p> <p>In the same Memorandum a copy of Journal Entry Voucher (JEV) shall be requested from the Accounting Division, for records purposes.</p> <p><i>Sa parehong Memorandum, ang tanggapang ng property ay hihingi ng kopya ng JEV mula sa tanggapan ng Accounting.</i></p>			
	3.1 Upon completion of the process, the Property personnel shall secure feedback from the client/accountable officer through the prescribed customer feedback form	None Wala	5 MINUTES 5 minuto	Property Staff Kawani ng Property
	TOTAL:	None Wala	Replacement: 11 Hours, 55 Minutes Reimbursement: 7 Hours, 25 Minutes	

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.

2. 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)
3. 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
4. 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>

6.9. 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>	Property and Supply Section Administrative Division DSWD Field Office VIII			
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 to Property Office: <i>Ipasa ang kumpletong dokument sa Property Office</i>	1. Receive the following documents from Inspection Committee 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> a. Purchase Order (PO) Or Contract	None <i>Wala</i>	5 Minutes <i>5 Minuto</i>	Property Staff <i>Kawani ng Property</i>

	<ul style="list-style-type: none"> b. Sales Invoice (SI)/Delivery Receipt (DR) c. Certificate of Completion d. Inspection and Acceptance Report (IAR) e. Property Transfer Report (PTR) for transferred property from Central Office (CO) to Field Office (FO), FO to CO, FO to FO f. Deed of Donation (DOD) g. Contract to properties attached to subscription plan h. Liquidation Report for fabricated properties i. Approved distribution list <p>***Ensure that the items are property inspected prior to transmittal of documents***</p> <p><i>Sigurihin na ang mga kagamitan ay masusing nasiyasat bago tanggapin ang mga dokumneto</i></p>			
	<p>1.1 Validate the accuracy and completeness of all attached documents</p> <p><i>Kumpirmahin kung ang ipinasang mga dokumento ay kumpleto</i></p> <p>If no, request for the lacking document/s</p> <p><i>Kung kulang, hingin ang kinakailangang dokumento</i></p> <p>If yes, proceed to the next step</p> <p><i>Kung kumpleto, maari ng magpatuloy sa susunod na hakbang</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 Property</i></p>

	<p>1.2 Determine the Property's acquisition cost. <i>Alamin ang halaga ng binili o mga biniling kagamitan</i></p> <p>If Php 50,000.00 and above - record the property details in the Property Records and Equipment Monitoring Inventory System (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></p> <p>If PHP 49,999.99 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></p> <p>Upon successful encoding electronically, a property number shall be automatically generated by the system for property identification</p>	<p>None <i>Wala</i></p>	<p>10 Minutes <i>10 Minuto</i></p>	<p>Property Staff <i>Kawani ng Property</i></p>
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	<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 Encode to PREMIS the identified end user and other information <i>Itala sa PREMIS and natukoy na aktwal na gagamit ng kagamitan o end user at iba pang mahahalagang impormasyon</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 <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. <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 recorded as the secondary accountable personnel with the regular, coterminous, contractual, or casual employee within their office</p>	<p>None <i>Wala</i></p>	<p>15 Minutes <i>15 Minuto</i></p>	<p>Property Staff <i>Kawani ng Property</i></p>

	<p>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/Property Label</p> <p><i>Mag-print ng forms at Barcode Sticker/Property Label</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 kopya ng barcode sticker na dapat i-print ay ang sumusunod:</i></p>	<p>None Wala</p>	<p>15 Minutes 15 Minuto</p>	<p>Property Staff Kawani ng Property</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>	None <i>Wala</i>	15 Minutes <i>15 Minuto</i>	Property Staff <i>Kawani ng Property</i>										
	<p>1.6 Approve Property Acknowledgement Receipt (PAR)/ICS <i>Pagpapatibay ng PAR/ICS</i></p> <p>The Property Division Chief/Property and Supply Section Chief shall sign on the “Approved by” portion of the PAR or ICS</p>	None <i>Wala</i>	5 Minutes <i>5 Minuto</i>	Head of Property Division/Section <i>Pinuno ng Property Division/Section</i>										

	<i>Pagtitibayin ng Property Division Chief/Property and Supply Section Chief ang PAR/ICS sa pamamagitan ng paglagda sa "Approved by" na bahagi ng dokumento</i>			
	<p>1.7. Endorse the approved PAR/ICS and Undertaking (if with secondary end user) to the end user with attached Client Satisfaction Measurement Form (CSMF)</p> <p><i>I-endorso ang naaprubahang PAR/ICS at Undertaking (kung may pangalawang end user) sa end user na may kalakip na Client Satisfaction Measurement Form (CSMF)</i></p> <p>The property staff shall prepare a Memorandum to endorse the PAR/ICS and undertaking (if with secondary end user) forms with the attached CSMF to the identified end user. The Property Division/Section Chief shall sign the Memorandum as well as the "Approved by" portion of the PAR/ICS.</p> <p><i>Ang kawani ng property ay i-endorso ang PAR/ICS at undertaking (kung may pangalawang end user) na may kalakip ng CSMF sa pamamagitan ng Memorandum. Ang Memorandum at ang bahagi ng PAR/ICS na may nakalagay na "Approved by" ay lalagdaan ng Property Division/Section Chief</i></p> <p>Once signed the Memorandum together with the approved PAR/ICS shall be transmitted to the end user for signature.</p> <p><i>Pagkalagda ng Memorandum at</i></p>	None Wala	15 Minutes 15 Minuto	Property Staff Kawani ng Property

	<p><i>ng PAR/ICS, ito ay ipaparesib sa end user upang kanya din itong malagdaan</i></p> <p>The transaction should be recorded by the incoming/outgoing clerk in the logbook/transmittal for monitoring purposes</p> <p><i>Ito ay dapat na maitala ng klerk sa logbook/transmittal upang ito ay maayos na masubaybayan.</i></p>			
	<p>1.8 Issue Property to the End User</p> <p><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.</p> <p><i>Pag tanggap ng property officer ng nalagdaang PAR/ICS kanya ng i-isyu ang kagamitan sa end user</i></p> <p>Upon issuance of the property, the property officer shall sign on the "Issued by" portion in the PAR/ICS</p> <p><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>1.9 Provide copy of PAR/ICS and undertaking (if with secondary accountabler person) 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 upang</i></p>	<p>None Wala</p>	<p>30 Minutes 30 Minuto</p>	<p>Property Staff Kawani ng Property</p>

	<p><i>maging kanilang batayan</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 PTR sa Finance Management Service / Division</i></p>			
	<p>1.10 Update PREMIS <i>I-update ang PREMIS</i></p> <p>PREMIS shall be updated as to the following information: <i>I-update ang record sa PREMIS sa sumusunod na impormasyon:</i></p> <ol style="list-style-type: none"> 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> 	<p>None <i>Wala</i></p>	<p>10 Minutes <i>10 Minuto</i></p>	<p>Property Staff <i>Kawani ng Property</i></p>
	<p>1.11. File the copy of</p>	<p>None</p>	<p>5 Minutes</p>	<p>Property</p>

	PAR/ICS and Undertaking (if with secondary accountable person) <i>I-file ang kopya ng PAR/ICS at undertaking (Kung may pangalawang accountable na kawani)</i> The copy of PAR/ICS and undertaking (if with secondary accountable person) shall be filed for reference <i>Ang kopya ng PAR/ICS at undertaking (kung may pangalawang accountale na kawani) ay itatabi upang maging batayan</i>	Wala	5 Minuto	Staff Kawani ng Property
TOTAL		None Wala	3 HOURS, 20 MINUTES 3 oras, 20 minuto	

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>	Property and Supply Section Administrative Division DSWD Field Office VIII
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 opisyaes ng Kagawaran ng Kagalingang Panlipunan at Pagpapaunlad</i>
<div> <div>CHECKLIST OF REQUIREMENTS MGA KINAKAILANGAN</div> <div>WHERE TO SECURE SAAN KUKUHA</div> </div>	
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>
1. Section 7.0 of DSWD Administrative Order No. 06, S. 2017 Conduct of Inventory/ Physical Count of Properties and Inventories	<p>1. The Inventory Committee in Central Office (ICCO)/Inventory Committee in 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.</p> <p><i>Ang ICCO/ICFO, ay magsagawa ng Taunang Pisikal na Bilang ng mga PPE sa pamamagitan ng Secretariat, sila ay dapat maghanda ng mga alituntunin sa imbentaryo at iba pang kinakailangang mga dokumento.</i></p> <p>The secretariat shall facilitate the preparation of Special Order (SO)/Regional Special Order (RSO) for the Constitution/Reconstitution of Membership of the Inventory Committee.</p> <p><i>Ang secretariat ay maghahanda ng Special Order (SO)/Regional Special Order (RSO) para sa Konstitusyon/Reconstitution ng Samahan ng Inventory Committee</i></p> <p>The Secretary/Regional Director shall sign the SO/RSO</p> <p><i>Ang Kalihim/Rehiyonal na Direktor ay lalagda sa</i></p>	None <i>Wala</i>	3 Days <i>3 araw</i>	ICCO/ICFO Secretariat

	SO/RSO			
	<p>1.1. Prepare Notice of Meeting <i>Maghanda ng Pabatid ng Pagpupulong</i></p> <p>Once the SO is approved, Secretariat shall prepare the Notice of Meeting ofr signature of ICCO/ICFO Chairpersons. <i>Kapag naaprubahan ang SO, ihahanda ng Secretariat ang Notice of Meeting ng lagda ng ICCO/ICFO Chairpersons.</i></p> <p>The agenda to be indicated in the Notice shall be as follows: <i>Ang isasaad na paguusapan sa ihahandang pabatid ay ang mga sumusunod:</i></p> <p>a. Inventory procedures as indicated in the SO/RSO and other guidelines related to inventory taking activity <i>Mga pamamaraan ng imbentaryo gaya ng nakasaad sa SO/RSO at iba pang mga alituntunin na may kaugnayan sa pagbibilang ng mga kagamitang o pagmbentaryo</i></p> <p>b. Specific assignments/roles of ICCO/ICFO members and other personnel involved, schedule, dates, location and target completion of Inventory Taking activity <i>Mga partikular na gawain/gampanan ng mga kasapi ng ICCO/ICFO at iba pang manggagawa na may kinalaman, takdang araw ng pag sasagawa ng pagbibilang, lugar at takdang araw kung kalian matatapos at makukumpleto ang pagbibilang ng mga</i></p>	None Wala	30 Minutes 30 Minuto	ICCO/ICFO Secretariat

Ang Physical Inventory Plan (PIP) ay papaarubahan sa Undersecretary ng General Administration and Support Services Group (GASSG)/Regional Director (RD).

1.3. Prepare invitation to Commission on Audit (COA) and Internal Audit Service (IAS)/Management Audit Analyst (MAA) and Memorandum to Offices.

Maghanda ng paanyaya sa COA at IAS/MAA at Memorandum para sa iba't ibang tanggapan ng Departamento

The Secretariat shall gather the relevant documents as bases for the conduct of inventory taking, as provided in the Guidelines.

Ang Secretariat ay matitipon ng mga dokumento upang maging batayan sap ag sasagawa ng pagbibilang ng mga kagamitan/pag imbentaryo ng naaayon sa alituntunin.

The Secretariat shall also prepare the following documents for signature of the GASSG Undersecretary/RD

Ihahanda din ng Secretariat ang mga sumusunod na dokumento na lalagdaan ng Underscretary ng GASSG/RD:

- Memorandum addressed to all offices informing about the schedule of inventory taking in ther stations.

Memorandum patungkol sa nakatakdang pagsasagawa ng pagbibilang ng kagamitan sa bawat tanggapan ng Departamento.

- Letter/Memorandum to COA and IAS/MAA to reques representatives who will witness the conduct of physical count

Liham/Memorandum sa COA

	<i>at IAS/MAA para magiging kinatawan ng kanilang tanggapan upang maging saksi sa pagsasagawa ng pisikal na pagbilang ng mga kagamitan</i>			Administrative Service (AS)/Administrative Division (AD)
	<p>1.4. Route/Disseminate Information to Concerned Offices <i>Magpamahagi/ 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. <i>Kapag ang mga dokumento ay nalagdaan, ang incoming/outgoing na klerk ay dapat na ipoamamahagi ang parehong dokumento sa mga kinauukulang tanggapan para sa kanilang kaalaman.</i></p>	None <i>Wala</i>	5 Minutes 5 Minuto	Incoming /Outgoing Clerk
TOTAL:		None <i>Wala</i>	3 Days, 6 Hours, 5 Minutes <i>3 Days, 6 Hours, 5 Minutes</i>	

Conduct of Physical Count of PPE

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. Provide Instruction <i>Magbigay ng mga tagubilin</i></p> <p>Prior to the actual conduct of the physical count, the ICCO/ICFO Chairperson shall provide specific</p>	None <i>Wala</i>	30 Minutes 30 Minuto	ICCO/ICFO Chairperson Inventory Team

	instructions to the Team for the smooth conduct of physical count <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 ng pagbibilang</i>			
	1.1. Conduct the Physical Count <i>Pagsasagawa ng pisikal na pagbibilang</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. <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.</i> Replace property stickers/barcodes, if necessary. <i>Palitan ang mga sticker/barcode ng ari-arian, kung kinakailangan.</i> Each member of the inventory team shall forward the accomplished inventory sheet to the Secretariat for consolidation. <i>Ipapasa ng bawat miyembro ng pangkat ang natapos na sheet ng imbentaryo sa Secretariat upang ito ay pagsamahin sa iisang document.</i>	None Wala	2 Minutes per Property Item 2 Minuto bawat Property Item	ICCO/IC FO Inventory Team ICCO/IC FO Secretariat ICCO/IC FO Inventory Team
	1.2 Prepare the inventory findings <i>Paghahanda ang ulat ukol sa isinagawang pag iimbentaryo</i>	None Wala	4 Hours 4 na oras	ICCO/IC FO Secretariat

	<p>After the conduct of physical count, the Secretariat shall prepare a Memorandum to concerned offices to be signed by the ICCO/ICFO Chairperson. This is to inform them of the result of the result of the physical count in their office.</p> <p><i>Pagkatapos ng pagsasagawa ng pisikal na pagbibilang, ang sekretariat ay maghahanda ng Memorandum sa mga kinauukulang tanggapan na lalagdaan ng Tagapangulo ng ICCO/ICFO, upang ipaalam ang naging sa kanila ang kinalabasn ng isinagawang pisikal na pagbibilang ng kagamitan sa kanilang tanggapan.</i></p> <p>All discrepancies between the physical count and records shall be reported to Head of Office concerned and reconcile immediately.</p> <p><i>Ang mga natukoy na dahilan ng di pag tutugma ng pisikal na bilang ng kagamitan at ng talaan ng kagamitan ay iuulat sa Pinuno ng tanggapan upang ito ay agad na maisaayos.</i></p> <p>The result must specify ICCO/ICFO's findings such as:</p> <p><i>Ang ulat ukol sa resulta ng isinagawang pag bibilang ing ICCO/ICFO ay marapat na nagsasaad ng mga sumusunod:</i></p> <ol style="list-style-type: none"> Properties that are located in the station; and <i>Mga kagamitan na matatagpuan sa istasyon; at</i> Properties that are not located in the station (discrepancies); in this case, ICCO/ICFO shall schedule the conduct of 			
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	re-inventory/revalidation <i>Mga kagamitan na hindi matatagpuan sa istasyon (mga pagkakaiba); dito sa kaso, ang ICCO/ICFO ay dapat iiskedyul ang pagsasagawa ng muling imbentaryo/revalidation</i>			
	1.3. Forward signed Inventory Report/ Findings <i>Ipasa ang nilagdaang Inventory Report/Findings</i> Once the Report/Findings are signed, the incoming/outgoing clerk shall route/forward the same to concerned office/s <i>Kapag ang Ulat/Mga Natuklasan ay nilagdaan, ang papasok/papalabas clerk ay dapat ruta/pasulong ang pareho sa kinaauukulang opisina</i>	None <i>Wala</i>	5 Minutes <i>5 Minuto</i>	Incoming /Outgoing Clerk
	1.4. Conduct Re-Inventory/Revalidation <i>Magsagawa ng Re-Inventory/ Revalidation</i> This activity will address the result/findings of discrepancies during the conduct of physical count of properties <i>Ang aktibidad na ito ay tutugon sa resulta/mga natuklasan ng mga pagkakaiba sa panahon ng pagsasagawa ng pisikal bilang ng mga ari-arian</i>	None <i>Wala</i>	2 Hours <i>2 Oras</i>	ICCO/ICFO Inventory Team ICCO/ICFO Secretariat
	1.5. Conduct Reconciliation of Property Records and Books of Accounts <i>Magsasagawa ng Reconciliation ng Property Records at Books of Accounts</i> Upon completion of the conduct of physical count, ICCO/ICFO shall conduct reconciliation of property	None <i>Wala</i>	30 Days <i>30 Araw</i>	ICCO/ICFO Inventory Team ICCO/ICFO Secretariat

	<p>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 batayan sa paghahanda ng RPCPPE</i></p> <p>For properties not found in station, the property office will issue a Memorandum to the concerned office requesting to produce the property. If the same cannot be produced at a given date the same shall be reported as loss property and be reported to the Accounting Division /Accounting Unit for proper accounting/recording.</p> <p><i>Para sa mga kagamitang hindi natagpuan sa nararapat na lugar, ang tanggapan tagapangasiwa ng mga kagamitan ng Departamento ay maglalabas ng isang Memorandum sa kinauukulang tanggapan na naglalayong maipakita ng naturang tanggapan ang kagamitang hindi natagpuan. Kung ang naturang kagamitan ay hindi maipakita ng naturang tanggapan sa itinakdang araw, ito ay ituturing na nawala at ipagbibigay alam sa Accounting Division/Accounting Unit upang maisayos ang talaan ng kagamitan.</i></p>			
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	<p>1.6. Prepare the Report on the Physical Count of Property, Plant and Equipment (RPCPPE) <i>Paghahanda ng Report on the Physical Count of Property, Plant and Equipment (RPCPPE)</i></p> <p>Upon completion of the physical count, the ICCO/ICFO, through the Secretariat shall prepare the RPCPPE. <i>Ihahanda ng ICCO/ICFO Secretariat ang RPCPPE kung ang lahat ng kagamitan ng bawat taggapan ng Departamento ay natapos ng mabilang.</i></p> <p>All ICCO/ICFO members shall review and affix their signatures in the RPCPPE. <i>Ang bawat kasapi ng ICCO/ICFO ay susriin at lalagdaan ang inihandang RPCPPE ng ICCO Secretariat.</i></p>	None Wala	4 Hours 4 Oras	ICCO/ICFO Secretariat
	<p>1.7. Endorse the RPCPPE for approval <i>I-endorso ang RPCPPE upang ito ay maaprubahan ng kinauukulang opisyal</i></p> <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. <i>I-endorso ang RPCPPE na nalagdaan ng ICCO/ICFO sa Direktor ng Administrative Service at Assistant Secretary for Administration (Central Office)/Division Chief ng</i></p>	None Wala	30 Minutes 30 Minuto	Director of Administrative Service/ GASSD Chief

	<p><i>Administrative Division at Assistant Regional Director for Administration (Field Office), upang ito ay mairekomenda sa nakatataas na kinauukulan.</i></p> <p>Once signed, the RPCPPE shall be forwarded to the Undersecretary of GASSG/Regional Director, for approval.</p> <p><i>Ang RPCPPE na nilagdaan ng Direktor ng Administrative Service at Assistant Secretary for Administration/Division Chief ng Administrative Division at Assistant Regional Director ay dadalhin sa Undersecretary ng GASSG/Regional Director, upang ito ay maaprubahan.</i></p>			Assistant Secretary for Administration/ Assistant RD for Administration
	<p>1.8. Submit/ Transmit the Approved RPCPPE to COA and IAS/MAA <i>Isumite/ipadala ang naaprubahang RPCPPE sa COA at IAS/MAA</i></p> <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 nalagdaan at naaprubahang RPCPPE ay isusumite sa COA sa o bago ang Enero 31 ng taon, ang IAS/MAA ay babahaginan ng kopya ng RPCPPE.</i></p>	None Wala	15 Minutes 15 Minuto	GASSG Undersecretary/ Regional Director Incoming /Outgoing Clerk
	<p>1.9. File Copy of RPCPPE <i>I-file ang kopya ng RPCPPE</i></p> <p>The receiving copy of the RPCPPE will be kept and filed by the Secretariat for reference.</p> <p><i>Ang kopya ng RPCPPE na</i></p>	None Wala	5 Minutes 5 Minuto	ICCO/ICFO Secretariat

	<i>nilagdaan ng bawat tanggapan bilang pagpapatunay na natanggap nila ang kopya ng RPCPPE na inilaan sa kanilang tanggapan ay itatabi ng ICCO/ICFO Secretariat.</i>			
TOTAL:		None Wala	30 Days, 11 Hours, 27 Minutes 30	

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 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>
How complaints are processed	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
Contact Information	Regional Director DSWD Field Office VIII (053) 552-3698 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

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 Section Administrative Division DSWD Field Office VIII		
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		End-user Unit (OBSUs) submit to BAC Secretariat located at the 2 nd Floor, Mahusay	

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.	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 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 –</p>	None	<p>One (1) calendar day</p> <p>Three (3) calendar days</p>	<i>PMS - PPMD and PMS - BAC Secretariat</i>

	<p>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 BAC Secretariat e-mail. Forwards to PPMD-RU to update PMR and endorse to BAC Secretariat</p>	None	one (1) calendar day	PMS-PPMD
Attendance to the Pre-procurement	Conduct of Pre-Procurement	None	Within two (2)	PMS - BAC Secretariat

Conference	<p>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 what is written in the BD.</p> <p>1.4. Prepare the necessary documents for the conduct of pre-procurement conference.</p>		calendar days	
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	<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 signature of all the parties concerned.</p>			
Prospective bidder/supplier, contractor/consultant and service provider may	<p>Posting of Procurement Opportunities</p> <p>1.1 Update the</p>	None	Eight (8) calendar days	<i>PMS BAC Secretariat</i>

check all DSWD procurement opportunities at PhilGEPS, DSWD Website and DSWD Bulletin Board (conspicuous place)	content of the BD based on the agreements during the Pre-Procurement Conference			
	<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 copy of the ITB will be posted at DSWD designated BAC Bulletin Board (conspicuous place).</p> <p>1.6 Issuance of</p>			

	posted soft copy of ITB / Bidding documents to PPMD Procurement Officer to invite prospective Suppliers / Service Providers.			
Bring a copy of the ITB to the Accounting Division at 2 nd 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>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>	Cost of bidding document depends on the Approved Budget for the Contract (ABC) of the procurement at hand.	Within the posting period indicated above	<i>PMS – BAC Secretariat</i>
	<p>Sending of Invitation to Observers</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</p>	None	One (1) calendar day	<i>PMS – BAC Secretariat</i>

	Chairperson. b. Forward the Notice to the BAC Chairperson for his/her signature. c. Send thru electronic mail (email) an advance copy of the Notice to the Observers. d. Prepare Records Transmittal Sheet for the Records and Archives Management Division (RAMD)			
Review the Bidding Documents which can be downloaded from the PhilGEPS or DSWD Website for free; 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. Pre-Bid Conference will be conducted to give chance for the suppliers to clarify the terms of reference and propose amendments. Pre-Bid Conference	Conduct of Pre-Bid Conference Actual conduct of Pre-Bid Conference. BAC Secretariat moderates the conduct of the Pre-Bid Conference. Pre-Bid Conference may be done thru Video Conferencing. <i>Note: All clarifications issues and concerns raised will be responded by the BAC (BAC Secretariat) through a Supplemental/Bid Bulletin to be disseminated to all prospective bidder/supplier, contractor/ consultant, service provider who purchased the BD.</i>	None	One (1) calendar day (must be 12 calendar days before the deadline of submission and receipt of bids)	<i>PMS – BAC Secretariat</i>

may not be conducted if the Approved Budget for the Project (ABC) is below PHP 1,000,000.00.				
Secure a copy of the posted Supplemental Bid Bulletin which shall be included in the submission of Bid Proposal	Posting of Supplemental Bid Bulletin 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	None	At least seven (7) calendar days before the deadline of submission and receipt of bids	<i>PMS – BAC Secretariat</i>
Submit Bid Proposal not later than the set deadline of submission to the venue indicated in the ITB or Supplemental Bid Bulletin; May attend the conduct of the Opening of Bids	Conduct of the Opening of Bids On the day of the Bid Opening/ Eligibility Screening, the BAC members will evaluate the submitted bid documents based on the pass/fail criteria. Only the financial bid of bidders who passed the Eligibility Screening will be opened. The Result of the Eligibility Screening shall be recorded in the Abstract of Bids and signed by the BAC.	None	One (1) calendar day	<i>PMS – BAC Secretariat</i>
	Conduct of Bid Evaluation The BAC shall	None	Seven (7) calendar days	<i>PMS – BAC Secretariat</i>

	<p>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>			
	<p>Creation of Technical Working Group (TWG), if necessary</p>	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 complies with and is responsive to all the requirements and conditions as specified in the Bidding Documents. The post-qualification shall verify, validate, and ascertain all</p>	None	Twelve (12) calendar days from the determination of the Lowest Calculated Bid / Highest Rated Bid	<i>PMS – BAC Secretariat</i>

[illegible]

	<p>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 review of LS and package four (4) copies. Prepare the Commission on Audit Checklist.</p>	None	one (1) calendar day	<i>PMS – PPMD / PMS-CMD</i>
	Expedite signing of	None	three (3)	<i>PMS-CMD</i>

	contract by End-User/OBSU's HOPE; Coordinate with FMS Budget Division and Accounting Division for immediate funding and creation of OBRS; Receive signed copy of the contract for endorsement to Supplier/Service Provider		calendar days	
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 percentage of the total contract price in accordance with the schedule provided in	one (1) calendar day	<i>PMS-CMD</i>

		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 items and request for immediate replacement)	None	one (1) calendar day	<i>PMS-CMD / PSAMD</i>
	Prepare Request for Inspection of the delivered goods then	None	one (1) calendar day	<i>PMS-CMD</i>

	Endorse to PSAMD for preparation of necessary PAR/ICS or PTR, if applicable			
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 Signing of Disbursement Vouchers	Check and consolidate all necessary supporting documents for attachment to the Disbursement Voucher and forwarding Bank information of the payee to the FMS – Cash Division	None	Fifteen (15) to Thirty (30) calendar days	<i>PMS-CMD /FMS</i>

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 Section Administrative Division DSWD Field Office VIII		
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 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		<p>End-user Unit (OBSUs) submit to BAC Secretariat located at the 2nd Floor, Mahusay Building, DSWD Central Office</p>	

- 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 more than PhP50,000.00.

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 the approved project proposal/ approved</p>	Not applicable	Three (3) calendar days	End-user Unit/s (OBSUs), PMS-BAC-Secretariat, PMS-PPMD

	<p>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 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.</p>	Not applicable	One (1) calendar day	PMS-PPMD

	<p>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>			
	<p>Posting at PhilGEPS and DSWD Website 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</p>	Not applicable	Three (3) calendar days	BAC Secretariat, End-user Unit/TWG

	<p>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 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</p>			
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	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> <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</p>	Not applicable	Seven (7) calendar days	BAC Secretariat, Consultant, End-user Unit

	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.			
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</p>	Not Applicable	Three (3) calendar days	PMS-CMD, Supplier/ Consultant

		CMD Procurement Officer shall facilitate the signing of PO/Contract, notifies and serves immediately to the supplier, or contractor.			
		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 of 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)	Not Applicable	As indicated in the approved TOR	End-user Unit

	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.			
Preparation and Signing of 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

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 Section Administrative Division DSWD Field Office VIII
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 • 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> <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 	<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"> • 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 posted in the PhilGEPS website. 	
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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,</p>	Not applicable	Three (3) calendar days	End-User Unit/s (OBSUs), PMS-BAC-Secretariat, PMS-PPMD

	<p>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 and endorses to the PPMD Procurement Officer.</p>			
	<p>Approved PR received</p> <p>The PPMD receiving</p>	Not applicable	Three (3) calendar days	PMS-PPMD, BAC Secretariat/

	<p>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/ proposal that is responsive to the minimum technical specifications set by the end-user unit/s (OBSUs).</p> <p>The PPMD</p>			TWG
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	<p>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>			
	<p>Preparation of BAC Resolution and Issuance of Notice of Award (NOA)</p> <p>The BAC Sec Procurement Officer then prepares the BAC Resolution recommending adoption of the Negotiated</p>	Not applicable	Ten (10) calendar days	PMS-PPMD, BAC Secretariat, End-user Unit

	<p>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>			
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</p>	Not Applicable	Three (3) calendar days	PMS-CMD, End-user Unit

	<p>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 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 Sales Invoice, Billing Statement or Statement of Accounts	<p>Contract Implementation</p> <p>End-User Unit/s (OBSUs) shall monitor the implementation of the project. The</p>	Not Applicable	Three (3) calendar days	PMS-CMD, AS-PSAMD

		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.			
Preparation and of Signing 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	

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 Section Administrative Division DSWD Field Office VIII
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 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>End-user Unit (OBSUs) submit to BAC Secretariat located at the 2nd Floor, Mahusay Building, DSWD Central Office</p>

Conditions for Shopping under Section 52.1 (a):

- 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 one (1) RFQ will suffice.
- Posting of the RFQ may be dispensed with

Conditions for Shopping under Section 52.1 (b):

- Procurement of ordinary or regular office supplies and equipment not available in PS-DBM
 - The BAC shall send the RFQs to at least three (3) suppliers of known qualifications, and at least three (3) price quotations must be obtained.
- The deadline for submission **may be extended thrice**, 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

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit the PR to PMS Receiving Officer located at PMS – BAC	The PMS-BAC Secretariat (BAC Sec) receives, records the approved	Not applicable	Three (3) calendar days	End-user Unit/s (OBSUs), PMS-BAC-

Secretariat	<p>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) / Technical Assistance.</p> <p>If found in order, the</p>			Secretariat , PMS-PPMD
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	<p>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 consistent with the approved TOR and/or supporting documents. He/She then endorses the relevant supporting documents to the PPMD receiving</p>	Not applicable	One (1) calendar day	PMS-PPMD

	<p>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>			
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	Posting at PhilGEPS and DSWD Website 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. 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	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 Section Administrative Division DSWD Field Office VIII		
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; 		<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"> Scientific, technical, economic, business, trade or legal journal, magazine, paper, subscription, or other exclusive statistical publications and references; 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 				
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>			
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	<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 PPMD Procurement Officer who will facilitate the review of the</p>	Not applicable	One (1) Calendar day	PMS-PPMD

	<p>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: 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/</p>	Not applicable	Ten (10) Calendar days	BAC Secretariat, End-user Unit

	<p>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 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 recommendatio</p>			
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	<p>ns.</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 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</p>			
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	<p>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 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	Not applicable	Three (3) calendar day	PMS-CMD, End-user Unit

	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).			
	Receipt of the funded PO/Contract Upon receipt of the duly funded PO/Contract,	Not Applicable	Three (3) calendar days	PMS-CMD, Supplier

	the CMD 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	<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

7.6. 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 Section Administrative Division DSWD Field Office VIII
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 supplier.	Not Applicable	Three (3) calendar days	PMS-CMD, FMS

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 Section Administrative Division DSWD Field Office VIII		
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 the Servicing Agency is more efficient and economical to the government• The Servicing Agency has the mandate to		<p>End-user Unit (OBSUs) submit to BAC Secretariat located at the 2nd Floor, Mahusay Building, DSWD Central Office</p>	

<p>deliver the goods and services required to be procured or to undertake the infrastructure project or consultancy required by the Procuring Entity</p> <ul style="list-style-type: none"> • 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 				
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</p>	Not applicable	Three (3) calendar days	End-user Unit/s (OBSUs), PMS-BAC-Secretariat, PMS-PPMD

	<p>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>			
	<p>Approved PR received</p> <p>The PPMD receiving officer records, updates the PMT and endorses to the PPMD Procurement</p>	Not applicable	One (1) calendar day	PMS-PPMD

	<p>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 Procurement Officer shall then proceed the creation of Technical Working Group (TWG) from the</p>	Not applicable	Ten (10) calendar days	BAC Secretariat, End-user Unit

	<p>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> <p>The BACSec Procurement Officer shall then endorse the approved BAC Resolution</p>			
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	(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).			
Prepare the OBRs and have the PO signed by the HoPE	<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>	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	Preparation of Disbursement Voucher (DV) for Payment	Not Applicable	Three (3) calendar days	PMS-CMD, FMS
Preparation Signing Disbursement Vouchers	and of	<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>			

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 Section Administrative Division DSWD Field Office VIII		
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		End-user Unit (OBSUs) submit to BAC Secretariat located at the 2 nd Floor, Mahusay Building, DSWD	

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

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 – and with complete supporting documents, and for encoding in the Procurement Monitoring	Not applicable	Three (3) calendar days	End-user Unit/s (OBSUs), PMS-BAC-Secretariat, PMS-PPMD

	<p>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 further action and compliance.</p>			
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	<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 identified by the End-User Unit concerned in its market survey (if</p>	Not applicable	Three (3) calendar days	PMS-PPMD, SUPPLIER

	<p>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 and award of contract to the supplier. Likewise, the Notice of Award</p>	Not applicable	Ten (10) calendar days	BAC Secretariat

	<p>(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 complete documents, e.g. certified true copies of the BAC Resolution,</p>	Not Applicable	Three (3) calendar days	PMS-CMD, End-user Unit

	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. The Inspection Committee shall inspect	Not Applicable	Three (3) calendar days	PMS-CMD, AS-PSAMD

		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.			
Preparation and of Signing Disbursement Vouchers	Preparation of Disbursement Voucher (DV) for Payment	<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 Section Administrative Division DSWD Field Office VIII	
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"> • 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 • Availed 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 		<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		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 Section Administrative Division DSWD Field Office VIII		
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> <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</p>	Not applicable	Three (3) calendar days	BAC Secretariat, End-user Unit/TWG

	<p>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 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</p>			
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	<p>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 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>			
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	<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 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,</p>	Not applicable	Seven (7) calendar days	BAC Secretariat, Consultant, End-user Unit
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	<p>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 preparation and</p>	<p>Not Applicable</p>	<p>Three (3) calendar days</p>	<p>PMS-CMD, End-user Unit</p>

	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	Not Applicable	Three (3) calendar days	PMS-CMD, AS-PSAMD

	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 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	Not Applicable	Three (3) calendar days	PMS-CMD, FMS

	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.			
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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 Section Administrative Division DSWD Field Office VIII		
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 (TOR) • Justification Letter • Market Survey/Market Research <p>Applicability:</p> <ul style="list-style-type: none"> • Goods 		<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"> • 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 	
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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	Not applicable	Three (3) Calendar days	End-user Unit/s (OBSUs), PMS-BAC-Secretariat, PMS-PPMD

	<p>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</p>			
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	<p>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 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</p>	Not applicable	Three (3) calendar days	PMS-PPMD, SUPPLIER, BAC Secretariat, TWG

	<p>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 emergency cases and award of contract to the legally, technically and financially capable supplier, service provider, contractor and consultant.</p>			
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	<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 the goods.</p> <p>The BAC Sec Procurement Officer then prepares the BAC Resolution recommending adoption of the Emergency Cases</p>	Not applicable	Ten (10) calendar days	PMS-PPMD, BAC Secretariat, End-user Unit

	<p>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 the approved BAC Resolution (CTC) with complete supporting documents to BAC Sec receiving officer for the updating of PMT and afterwards endorse to PMS-</p>			
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	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 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. In the same manner, in case of infrastructure projects and consulting services a corresponding Notice to Proceed (NTP) shall also be 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. The Inspection Committee shall inspect and examine	Not Applicable	Three (3) calendar days	PMS-CMD, AS-PSAMD

	<p>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 Signing of 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

7.12. 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 Section Administrative Division DSWD Field Office VIII		
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:<ul style="list-style-type: none">a. Direct retail purchase of POL products estimated to be necessary for the operations of the Procuring Entity within the fiscal year, including provisions for foreseeable		End-user Unit (OBSUs) submit to BAC Secretariat located at the 2 nd Floor, Mahusay Building, DSWD Central Office	

<p>emergencies based on historical records, shall be reflected in the annual procurement plan (APP) in its entirety including any amendment thereto which shall be reflected in the supplemental APP.</p> <p>b. Direct purchase must be made from any available retailers, dealers or gas stations at retail pump price.</p> <p>c. The requirement must be intended to be used for any official government vehicles and equipment for immediate consumption; and</p> <p>d) Payment may be made through cash advance, reimbursement or other allowable payment modalities subject to pertinent auditing and accounting rules.</p> <p>• For airline tickets:</p> <p>a. Direct purchase of airline tickets required for official travels within the fiscal year, including provisions for foreseeable emergencies based on historical records, shall be reflected in the APP in its entirety including any amendment thereto which shall be reflected in the supplemental APP.</p> <p>b. Direct purchase must be made from any commercial airline at fairly reasonable rates, subject to flight availability at the time of booking, travel days, stopovers, routes, additional visa requirements and other reasonable considerations as determined by the end-user.</p> <p>c. Payment may be made through cash advance, reimbursement or other allowable payment modalities subject to pertinent auditing and accounting rules.</p> <p>d. Procurement of airline tickets must be in accordance with existing rules and regulations governing official local and foreign travels of government personnel and Executive Order No. 77, s. 2019</p>	
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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	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</p>			<p>PMS-BAC-Secretariat, PMS-PPMD</p>
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	<p>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 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 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 Resolution with the following recommendation:</p>	Not applicable	Ten (10) calendar days	BAC Secretariat, PMS-CMD

	<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 accordance with pertinent accounting 			
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	<p>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 Officer shall then endorse the approved BAC</p>			
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	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-user Unit/s (OBSUs) shall facilitate the signing of MOU/A, notifies and serves immediately to the	Not Applicable	Three (3) calendar days	End-user Unit

	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 Signing of 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 signature and for processing and facilitation of payment to the supplier.	Not Applicable	Three (3) calendar days	End-user Unit, FMS

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

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:	General Services Section Administrative Division DSWD Field Office VIII			
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				
Air Transport Order (ATO)				
Written Justification				
			General Services Section (GSS)	
			GSS	
			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 (ATO) with the following details: Name of employee Scheduled flights Place of destination	1. Receives and stamps “Received” in the receiving copy.	None	1-2 minutes	Requesting Party DATS Controller
2. Keeps the receiving copy of	2. Reviews/validates the ATO and	None	6-10(dependi	Administrative Assistant

the ATO and the Authority to Travel.	Authority to Travel.		ng on the number of officials listed on the ATO)	
<p>Note: Please proceed to Step 4 if payments are updated, otherwise, proceed to Step 3.</p> <p>3. OBS to process the overdue accounts to update payments.</p>	<p>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.</p> <p>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.</p>	None	25 minutes	Admin. Officer (System Administrator)
<p>4. Receives an e-mail to proceed with the conduct of the booking of scheduled flight/s.</p>	<p>3.2. If concerned OBS has been found to be updated with their payments, access to portal system of the concerned OBS shall be opened;</p> <p>4. Prepares an e-mail addressed to the concerned OBS informing the</p>	None	6-10 minutes (depending on the number of officials listed on the ATO)	Admin. Officer (System Administrator)

	Air Transport Reservation Officer (ATRO) that they can now proceed to the booking of scheduled flights through the online Portal System.			
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:	General Services Section Administrative Division DSWD Field Office VIII
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		WHERE 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 Note: Submission of request must be at least 2 days prior to the actual travel.	1.1 Receives and stamps "Received" in the receiving copy.	None	1-2 minutes	Requesting Party
	1.2 Reviews/ validates the received request if properly accomplished; special directives or emergencies, request may be received through the accomplishment of the Vehicle Request Form.		3-5 minutes	Administrative Clerk

<p>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>	<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>	<p>None</p>	<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>
<p>3. Receives the Certification of non-availability of vehicle. (end of transaction if vehicle is not available)</p>	<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>	<p>None</p>	<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>
<p>4. Receives the confirmation of travel details from the AS-GSD personnel.</p>	<p>4.1. If vehicle is available, the MVD identifies the appropriate vehicle to accommodate the request through number of passengers and</p>	<p>None</p>	<p>10-15 minutes</p>	<p>MVD</p>

	<p>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

6. End of travel and/or back to work station 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.	6. Driver must travel back to work station or park the vehicle at the designated DSWD garage.	None		
	6.1 The driver and Security Guard shall briefly assess the condition of the vehicle and check if there are major damage/s.		As needed	Driver
	6.2 The Security Guard shall record the vehicle's condition on the Guard's Report / Security Guard Logbook.		5-10 minutes	Driver/security Guard
	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.		3-5 minutes	Security Guard
	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.		3-5 minutes	Driver/GSS Personnel

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)

9. Policy Development and Planning Section

9.1. Review and Approval of DSWD-initiated Research and Evaluation Studies

The Regional Research and Evaluation Technical Working Group (RRE-TWG) shall review Research and Evaluation (R&E) proposals that are identified as priority topics in the Department of Social Welfare and Development (DSWD) Research and Evaluation Agenda as well as related studies that cover more than

one region. The review process shall cover the assessment of the study design, methodologies, objectives, and tools, among others.

To ensure the quality of all research and evaluation designs, the RRE-TWG shall assist in the implementation of the outsourced, in-house, and joint studies by helping in the review of relevant documents submitted by the proponents or research partners. For joint and outsourced R&E studies, it shall ensure that the third-party lens is within the bounds of the actual experience of the DSWD programs. Moreover, the Policy Development and Planning Section (PDPS) and/or the members of the RRE-TWG can also be tapped in the conduct of spot checks, specifically during the data collection activity, to make sure that the processes being undertaken on the ground are based on the study design.

The following studies are exempt from review (as per Memorandum Circular No. 9, s. 2019, section VII, Item No. A.4):

- Studies led by the Social Technology Bureau that are part of the social technology development process
- Urgent studies directed by the Secretary or other studies directed by the Management that are not included in the Department's Agenda

Meanwhile, the following studies shall be subjected to expedited review :

- Studies that involve no more than minimal risk but which do not meet any of the criteria for exempt status
- Studies that does not involve any vulnerable populations
- Studies that cover only one (1) region

Lastly, the following studies shall undergo full review (as per Memorandum Circular No. 9, s. 2019, section VII, Item No. A.3):

- Studies that does not qualify for Exempt or Expedited Review
- Studies that are identified as priority or similar topics in the DSWD R&E Agenda
- Studies that cover more than one (1) region

Office or Division:	Policy Development and Planning Section (PDPS) Policy and Plans Division (PPD) DSWD Field Office VIII
Classification:	Highly Technical
Type of Transaction:	G2G - Government to Government
Who may avail:	DSWD Offices, Divisions, Sections, and Units (ODSU) or research partner who intend to conduct/manage outsourced, in-house, or joint R&E studies related to or involving the Department.

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Memorandum/Letter of Intent 2. Research/Evaluation proposal/report 3. Study tools (survey questionnaire, key informant interview and focus group discussion guide questions) 4. Informed Consent Form		Proponent ODSU/research partner		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (WORKING DAYS/HOURS/MINUTES)	RESPONSIBLE PERSON
1. Submit the R&E proposal/ report with memorandum	1. Receive request 1.1. Receive the R&E proposal/report with a memorandum addressed to the RRE-TWG Chairperson (PPD Chief) and encode the details in the office's tracking system for incoming documents 1.2. Furnish the proponent Office/respective research partner/s with a receiving copy of the memorandum. 1.3. If the documents	None	4 hours	Administrative staff <i>PPD/PDPS</i>

	<p>are received through email, reply and acknowledge receipt, then perform Step 1.4.</p> <p>1.4. Endorse to the RRE-TWG Secretariat (PDPS) for initial review as to completeness of the submitted documents</p>			
	<p>1.5. Review the R&E proposal/report based on R&E Agenda, coverage and completeness of submitted documents using the <i>Checklist for Documentary Requirements for the conduct of R&E studies in DSWD</i>. If found complete, proceed to step 1.7.</p>	None	1 Day	<p>Technical Staff</p> <p><i>RRE-TWG Secretariat</i></p>

	<p>1.6. If the submitted documents are incomplete, return to the proponent office/research partner for completion and give them 3 days to re-submit. Once re-submitted by the proponent office/research partner and returned to the NRE-TWG Secretariat, go back to step 1.5.</p>			
	<p>1.7. Review the R&E proposal/report and determine the R&E proposal's/report's exemption from review or the kind of review required – full or expedited review using the <i>Checklist for Exemption</i></p>	None	1 Day	<p>Technical Staff <i>RRE-TWG Secretariat</i></p>

	<i>from Review or Kind of Review Required</i>			
	1.8. For proposals/ reports that are exempted or that need not go through the review process , refer to <i>Memorandum Circular No. 9, s. 2019, Section VII. Item No, A.4)</i> 1.8.1. If identified as exempted, RRE-TWG Chairperson to endorse the R&E proposal/ report to the respective Head of the concerned Office/s for	None	2 Days	Technical Staff <i>RRE-TWG Secretariat</i>

	approval and proceeded to step 1.12.			
	1.9. For R&E proposals/reports that need to go through the expedited or full process of review , endorse the proposals/reports to RRE-TWG members using the <i>Research Review Checklist</i>	None	1 Day	Technical Staff <i>RRE-TWG Secretariat</i>
	1.9.1. Review R&E proposals/reports within three (3) working days for expedited review and seven (7) working days	None	3 Days (expedited review) or 7 days (full review)	Members <i>RRE-TWG</i>

	for full review. 1.9.2. Submit the accomplished research review checklist to the RRE-TWG Secretariat.	None	1 Day	Members <i>RRE-TWG</i>
	1.9.3. RRE-TWG Secretariat to receive and consolidate all accomplished research review checklist and inputs from members using the <i>Matrix of Inputs and Recommendations</i>	None	2 Days	Technical Staff <i>RRE-TWG Secretariat</i>

	<p>1.10. Provide the proponent office/ research partner with the consolidated inputs from RRE-TWG and require to enhance the proposal/report if necessary. Five (5) days will be given to the proponent office/research partner to officially respond and enhance the R&E proposal/report</p>	None	1 Day	<p>Technical Staff</p> <p><i>RRE-TWG Secretariat</i></p>
	<p>1.11. To recommend approval?</p> <p>1.11.1. es - Prepare recommendation for approval</p>	None	1 Day	<p>Technical Staff</p> <p><i>RRE-TWG Secretariat</i></p>

		(Regional Director-propos al; Division Chief - final report) using the <i>Outline Memorandum of Recommendation on the Approval of R&E Proposal/Report</i> for review and signature of the RRE-TWG Chairperson. This shall include the consolidated inputs and			
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	recom mendat ions from the RRE- TWG membe rs.			
	1.11.2. o - Comm unicate decisio n to the propon ent office/r esearc h partner and inform them of relevan t revision s that are still needed to be made. Three (3) days will be given to the propon ent office/r esearc h			Technical Staff <i>RRE-TWG Secretariat</i>

	partner to officially respond and further enhance the R&E proposal/report. If R&E proposal/report is already found in order, go back to Step 1.11.1			
	1.12. Request the proponent office/research partner to fill up the <i>Client Satisfaction Measurement Survey</i> (either online or paper-based) and proceed to step 2.		15 Minutes	Administrative staff <i>PDPB</i>
2. Accomplish the <i>Client Satis-</i>	2. Receive the accomplished	None		Technical Staff

<i>faction Measure- ment Survey</i>	<i>Client Satisfaction Measurement Survey (either online of paper- based)</i>			<i>RRE-TWG Secretariat</i>
	Total	None	4 working days, 4 hours, and 15 minutes (exempted) 10 working days, 4 hours, and 15 minutes (expedited review) 14 working days , 4 hours, and 14 minutes (full review)	

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) 552-3698</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>

10. Records and Archives Management Section

10.1. Processing of Incoming Documents

Administrative Division-Records and Archives Management Section (AD – RAMS) shall review and receive communications from the stakeholders/interested parties and encode the document details in the Data

Archiving and Tracking System (DATS) and disseminate to FO VIII Divisions/Sections by AD-RAMS in-house messengerial.

Office or Division:	Records and Archives Management Section Administrative Division DSWD Field Office VIII
Classification:	Simple Non-Frontline Service
Type of Transaction:	G2C Government-to-Citizens G2B Government-to-Businesses G2G Government-to-Government
Who may avail:	All
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. One (1) communication/mail (original copy) with complete attachment 2. One (1) Receiving copy (for client reference)	To be prepared by the client without any prescribed format.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the communication/mail together with the receiving copy to the DSWD-RAMD staff. 2. Keep the receiving copy of the forwarded communication/mail for future reference	Review document details such as: <ul style="list-style-type: none"> • Name of the recipients/sender; • Document address; • Completeness of attachments (if there is any); • Document Reference Number. All documents shall be processed and recorded into the EDTMS accordingly.	None	1 minute	<i>Receiving Clerk</i>
	If incomplete, return to sender and indicate in the Request for Messengerial Service (RMS) form the missing attachment.	None	1 minute	<i>Receiving Clerk</i>

	Provide the customer feedback form to the requesting party.	None	2 minutes	<i>Receiving Clerk</i>
	Stamp "Receive" the document and assign to concerned staff through the DATS. If a communication has been received from a courier, such communication shall be sanitized for 10 minutes (if applicable).	None	1 minute	<i>Receiving Clerk</i>
	Review and process the documents.	None	2 minutes	<i>Encoder</i>
	Prepare Incoming Documents Transmittal Sheet to be endorsed to the RAMD Section Head for review/approval.	None	3 minutes	<i>Encoder</i>
	Review and sign for approval of Incoming Documents Transmittal Sheet by the RAMD/S Section Head.	None	2 minutes	<i>RAMD/S Section Head</i>
	Route the document to the concerned office and request the receiving clerk to accomplish the Incoming Documents Transmittal Sheet.	None	10 minutes	<i>Encoder</i>
	Update the document status in the EDTMS by stating the following info: <ul style="list-style-type: none"> • Name of the Incoming/ Receiving Clerk; • Date and time of receipt. 	None	3 Minutes	<i>Encoder</i>
	File Transmittal Sheet	None	3 minutes	<i>Encoder</i>
TOTAL		None	28 Minutes	

10.2. Request for Messengerial Services

Administrative Division-Records and Archives Management Section (AD – RAMS) shall review and receive communications from the DSWD office/s and encode document details in the Data Archiving and Tracking System (DATS) and disseminate to Private Individual, Government Agencies, DSWD Field Offices, Stakeholders and Partners through Philippine Postal, messengerial and courier services of the AD-RAMS.

Office or Division:	Records and Archives Management Section Administrative Division DSWD Field Office VIII			
Classification:	Simple Non-Frontline Service			
Type of Transaction:	G2G Government-to-Government G2C Government-to-Citizens G2B Government-to-Businesses			
Who may avail:	DSWD FO VIII Officials and Employees			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
1. One (1) communication/mail (original copy) 2. Attach one (1) Records Transmittal Sheet 3. One (1) communication/ mail (Photocopy for AS-RAMD reference) 4. One (1) receiving copy (for client reference)	1. Communication/mail to be prepared by client without any prescribed format. 2. Records Transmittal Sheet to secure in AD-RAMS			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the communication/mail in proper mailing format and complete attachment and Records Transmittal Sheet (GASRAMD-RPS-01) together with the receiving copy to the AD-RAMS	Review document details such as: <ul style="list-style-type: none"> Name of the recipients/ sender; Document address; Completeness of attachments (if there is any). Document Reference Number. All documents shall be	None	3 minutes	<i>Receiving Clerk Records Processing Section</i>

	processed and recorded into the EDTMS accordingly.			
2. Keep the receiving copy of the forwarded communication/ mail for future reference	If incomplete, return to sender and indicate in the RMS form the missing attachment.	None	1minute	<i>Receiving Clerk Records Processing Section</i>
	Provide the customer feedback form to the requesting party and receiving agency for messengerial.	None	2 minutes	<i>Receiving Clerk / Messenger Records Processing Section</i>
	Stamp "Receive" the document and assign to concerned staff through the DATS. If a communication has been received from a courier, such communication shall be sanitized for 10 minutes, if applicable.	None	15 minutes	<i>Receiving Clerk Records Processing Section</i>
	Review and process the documents.	None	2 minutes	<i>Encoder Records Processing Section</i>
	Prepare Outgoing Documents Transmittal Sheet (ODTS) to be endorsed to the Section Head for review/ approval. If messengerial, attach the Messenger Locator Slip (MLS) for review/approval of the RAMS Section Head. 1. For courier: - Attach Proof of Delivery (POD) 2. For postal: - Attach necessary stamp 3. For messengerial: - Prepare MLS	None	3 minutes	<i>Encoder Records Processing Section</i>

	Review and sign for approval the Outgoing Documents Transmittal Sheet/MLS.	None	2 minutes	<i>RAMS Section Head</i>
	Disseminate document to the recipient through any of the following: 1. Private Courier; 2. Philpost; 3. Messengerial.	None	1 minute	<i>Encoder Records Processing Section</i>
	Update the document status and approve task in the DATS by stating the following info: • Name of the recipient; • Date and time of receipt. If the document was disseminated through PhilPost, the messenger shall update status of documents in the Transmittal Sheet and forward the same to the assigned staff. If messengerial, upon return, review and sign for approval the MLS by the Division Chief concerned.	None	3 minutes	<i>Encoder Records Processing Section</i>
	File POD, Transmittal Sheet and MLS	None	1 minute	<i>Encoder Records Processing Section</i>
TOTAL		None	34 minutes	

10.3. Certification and Dissemination of Administrative Issuance/s

Administrative Division-Records and Archives Management Section (AD – RAMS) shall review and receive Administrative issuances from the DSWD Offices for numbering, certification, dissemination, digitization in the Document Databases and archival in the Records Data Center of the AD-RAMS.

Office or Division:	Records and Archives Management Section Administrative Division DSWD Field Office VIII
Classification:	Simple Non-Frontline Service
Type of Transaction:	G2G Government-to-Government
Who may avail:	DSWD FO VIII Officials and Employees
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1.One (1) Administrative Issuance (original copy) 2.One (1) Receiving copy (for client reference)	To be prepared by the client with prescribed format set by the Department.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the issuances in proper format and complete attachment together with the receiving copy to the DSWD-RAMS	Review document details such as: <ul style="list-style-type: none"> • ISO standard template; • Completeness of attachments; • Document Reference Number. All documents shall be processed and recorded into the DATS accordingly.	None	3 minutes	<i>Receiving Clerk Records Processing Section</i>
2. Keep the receiving copy of the forwarded communication/mail for future reference	If incomplete, indicate in the form the missing attachment and return to the requesting office.	None	2 minutes	<i>Receiving Clerk Records Processing Section</i>
	Stamp "Receive" the document and assign to concerned staff through the DATS.	None	3 minutes	<i>Receiving Clerk Records Processing Section</i>

	Review and assign number series using the official numbering machine;	None	10 minutes	<i>Focal Person / Staff-in-Charge Records Processing Section</i>
	Reproduce number of copies thru photocopier for certification of true copy;			
Receive "Certified True Copy" of issuance	Stamp Certified True Copy;			
	Update status in the DATS.			
	Review and sign the reproduced copies of issuance/s as "Certified True Copy".	None	10 minutes	<i>Section Head of RAMS</i>
	Prepare and print Transmittal Sheet.	None	5 minutes	<i>Outgoing Clerk Records Processing Section</i>
	Review and sign the Transmittal Sheet.	None	2 minutes	<i>Section Head Records Processing Section</i>
	Issue copy/ies of the issuance/s to concerned offices and disseminate thru email if applicable.	None	10 minutes	<i>Focal Person / Staff-in-Charge Outgoing Clerk Records Processing Section</i>
	Provide the customer feedback form to the requesting party.	None	2 minutes	<i>Focal Person / Staff-in-Charge Records Processing Section</i>
	Update the document status in the DATS and monitoring report upon dispatch by stating the name of receiver and date received.	None	5 minutes	<i>Outgoing Clerk Records Processing Section</i>

	File original copy/ies of Administrative Issuance/s and Transmittal Sheet.	None	3 minutes	<i>Focal Person / Staff-in-Charge</i> <i>Outgoing Clerk Records Processing Section</i>
TOTAL		None	47 minutes	

10.4. Provision of Certified True Copies

Administrative Division-Records and Archives Management Section (AD – RAMS) shall provide certified true copies of received and stored original copy of records from the DSWD Offices.

Office or Division:	Records and Archives Management Section Administrative Division DSWD Field Office VIII
Classification:	Simple Non-Frontline Service
Type of Transaction:	G2G Government-to-Government
Who may avail:	DSWD FO VIII Officials and Employees
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
One accomplished Document Request Form	To be prepared by the requesting party with prescribed format set by the Department.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the accomplished Document Request Form	Receive the request for copies of filed documents through hardcopy or e-mail; If receipt is through hardcopy, the Receiving Clerk shall endorse the request to the Focal Person.	None	3 minutes	<i>Receiving Clerk Records Processing Section</i>
2. Keep the receiving copy of the forwarded communication/	Review and assess the details of the request and check availability of the requested	None	5 minutes	<i>Focal Person / Staff-in-Charge</i>

mail for future reference	document/s; If not available, return the document request form or reply to email/system with remarks indicating the unavailability of the requested document/s.			<i>Records Processing Section / Records Maintenance and Disposition Section</i>
3. Receive "Certified True Copy" of issuance	Retrieve requested document/s through Document Management System/Mobile File Compactor/Records Data Center/Storage Area; reproduce needed copy/ies and stamp Certified True Copy.	None	10 minutes	<i>Focal Person / Staff-in-Charge</i> <i>Records Processing Section / Records Maintenance and Disposition Section</i>
	Approve the Request; Review and sign as "Certified True Copy" of the reproduced copy/ies of document/s.	None	5 minutes	<i>RAMD/S Head</i>
	Issue certified true copy/ies of the document/s to requesting office.	None	10 minutes	<i>Focal Person / Staff-in-Charge</i> <i>Outgoing Clerk</i>
	Provide the customer feedback form to the requesting party.	None	2 minutes	<i>Focal Person / Staff-in-Charge</i>
	Update the status of request thru ASETS/DATS/ Monitoring Report or reply thru email.	None	5 minutes	<i>Focal Person / Staff-in-Charge</i> <i>Outgoing Clerk</i>
	File Document Request and Transmittal Sheet.	None	3 minutes	<i>Focal Person / Staff-in-Charge</i>
TOTAL		None	43 minutes	

10.5. Request for Technical Assistance on Records Management

Administrative Division-Records and Archives Management Section (AD – RAMS) provides technical support for disposition of documents wherein examination/review and inspection of files for records analysis are conducted to determine its proper disposition in accordance with the approved Records Disposition Schedule (RDS) of the Department and rules and regulations of the National Archives of the Philippines.

The said technical assistance are as follows:

1. Maintenance and Safekeeping of Physical Records
2. Disposal of Valueless Records
3. Digitization of Vital/Permanent Records
4. Good Housekeeping to Records Management pursuant to the 7S Methodology Principles
5. Orientation on Enhanced Document and Transaction Management System
6. Process of receiving FOI Request

Office or Division:	Records and Archives Management Section Administrative Division DSWD Field Office VIII			
Classification:	Highly Technical			
Type of Transaction:	G2G Government-to-Government			
Who may avail:	DSWD FO VIII Officials and Employees			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
1. One (1) request letter	1.Request letter to be prepared by client without any prescribed format			
2. Attach one (1) Technical Assistance Request Form	2.Technical Assistance Request Form to secure in the AD-RAMS			
3. One (1) Receiving copy (for client reference)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the letter request and/or Technical Assistance Request Form together with the	Receive Request for Technical Assistance on Records Management thru communication/email/ technical request from	None	2 minutes	<i>Requesting Party</i> <i>Receiving Clerk Records</i>

receiving copy to the AD-RAMS				<i>Processing Section</i>
2. Keep the receiving copy of the forwarded communication/ mail for future reference	Review the Request details such as: <ul style="list-style-type: none"> • Name of the recipients/ sender; • Document address; and • Completeness of attachments (if there is any). And • Document Reference Number. 	None	3 minutes	<i>Receiving Clerk Records Processing Section</i>
3. Receive the Reply letter and will prepare for the scheduled date of activity	If incomplete, indicate in the form the missing attachment and return to the requesting office.	None	2 minutes	<i>Receiving Clerk Records Processing Section</i>
	Stamp "Receive" the Request Form and endorse it to the RAMS Head for instruction; All documents shall be processed and recorded into the DATS.	None	2 minutes	<i>Receiving Clerk Records Processing Section</i>
	Upon receipt of document, reassign task in DATS; and Endorse to the RAMS Head.	None	1 minute	<i>Encoder Records Processing Section</i>
	Review the Request and assign task to concerned focal person.	None	5 minutes	<i>RAMS Head</i>
	Inform the requesting office of the available schedule of the conduct of the Technical Assistance.	None	10 minutes	<i>Focal Person/ Staff-in-Charge</i> <i>Records Maintenance and</i>

				<i>Disposition Section</i>
	Approve the Request for Technical Assistance.	None	3 minutes	<i>RAMS Head</i>
	Conduct the Technical Assistance Session.	None	30 minutes	<i>Focal Person/ Staff-in-Charge</i> <i>Records Maintenance and Disposition Section / Records Processing Section</i>
	Provide the customer feedback form to the requesting party.	None	5 minutes	<i>Focal Person/ Staff-in-Charge</i> <i>Records Maintenance and Disposition Section / Records Processing Section</i>
	Prepare and submit Technical Assistance Report to the requesting office.	None	60 mins.	<i>Focal Person/ Staff-in-Charge</i> <i>Records Maintenance and Disposition Section / Records Processing Section</i>
	Update the document status in EDTMS with the following info: <ul style="list-style-type: none"> ● Action Date/Time ● Final Action taken 	None	3 minutes	<i>Focal Person/ Staff-in-Charge</i> <i>Records Maintenance and</i>

				<i>Disposition Section / Records Processing Section</i>
	File accomplished Request and Technical Assistance Report.	None	2 minutes	
TOTAL		None	2 hours and 8 minutes	

10.6. Request for Disposal of Valueless Records

Administrative Division-Records and Archives Management Section (AD – RAMS) provides technical support for proper disposal of valueless records pursuant with rules and regulations of the National Archives of the Philippines (NAP). This valueless records are those which have already reached its retention period based on the approved Records Disposition Schedule of the Department and not involved nor connected in any administrative or judicial cases with approved request authority to dispose from the NAP.

Office or Division:	Records and Archives Management Section Administrative Division DSWD Field Office VIII			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	DSWD FO VIII Officials and employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. One (1) request letter 2. Attach one (1) Records Disposal Request Form 3. One (1) Receiving copy (for client reference)			1. Request letter to be prepared by client without any prescribed format 2. Records Disposal Request Form to secure in the AD-RAMS	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the letter request with: Records Disposal Request together with the receiving copy to the AD-RAMS	Review document details such as: <ul style="list-style-type: none"> • Name of the recipients/ sender; • Completeness of attachments (if there is any); • Document Reference Number. 	None	3 minutes	<i>Receiving Clerk Records Processing Section</i>

2.Keep the receiving copy of the forwarded communication/ mail for future reference	If incomplete, indicate in the Routing and Tracking Slip the missing attachment and return to the requesting office.	None	2 minutes	<i>Receiving Clerk Records Processing Section</i>
	Stamp "Receive" Request Form and endorse it to RAMD/S Head for instruction; All documents shall be recorded thru the EDTMS accordingly.	None	5 minutes	<i>Receiving Clerk Records Processing Section</i>
3. Provide necessary actions if there are findings during ocular inspection. If none, prepare documents for turn-over to AD-RAMS	Review the document and assign task to concerned technical staff	None	15 minutes	<i>RAMS Head</i>
	Appraise the enlisted records in the Request in accordance to DSWD and National Archives of the Philippines Records Disposition Schedules.	None	30 minutes	<i>Focal Person / Staff-in-Charge Records Maintenance and Disposition Section</i>
	Conduct inspection to validate the physical condition and completeness of the records from the Request; If there are findings, inform the concerned RMO/RC or indicate such in the Request as the reason for disapproval and return the same to the requesting office; If there are no significant findings, inform the Division to	None	1 hour	<i>Focal Person / Staff-in-Charge Records Maintenance and Disposition Section</i>

	<p>endorse the records to the RAMS for archival.</p> <p>Include in the Request form the date of inspection.</p>			
	Endorse to RAMS Head for signature/ approval of the submitted Request and forward to focal person/staff in-charge.	None	5 minutes	<i>RAMS Head</i>
Turn-over of requested records for disposal to AD-RAMS	Receive actual documents for disposal. Indicate the date and time of receipt in the Request for Records disposal.	None	1 hour	<i>Focal Person / Staff-in-Charge</i> <i>Records Maintenance and Disposition Section</i>
Receive copy of approved Request for Disposal Form	Issue copy of the approved Request for Records Disposal to the requesting offices, for reference.	None	5 minutes	<i>Focal Person / Staff-in-Charge</i> <i>Records Maintenance and Disposition Section</i>
	Provide the customer feedback form to the requesting office.	None	2 minutes	<i>Focal Person / Staff-in-Charge</i> <i>Records Maintenance and Disposition Section</i>
	Update the status of the document in the EDTMS indicating the approval and archival date.	None	2 minutes	<i>Focal Person / Staff-in-Charge</i> <i>Records Maintenance</i>

				<i>and Disposition Section</i>
	File Request for Records Disposal	None	2 minutes	<i>Focal Person / Staff-in- Charge</i> <i>Records Maintenance and Disposition Section</i>
TOTAL		None	3 hours and 11minutes	

10.7. Request for Archival of Vital/Permanent Records

Administrative Division-Records and Archives Management Section (AD – RAMS) provides technical support for proper archival of vital/permanent records of the Department in accordance with rules and regulations of the National Archives of the Philippines and approved Records Disposition Schedule of the Department.

Vital records are those which are required to recreate the Department's legal and financial status, to preserve its rights, and to ensure that it can continue to fulfill its obligations to its stakeholders and client in the event of disaster. These records are the ones required in order to operate an office, such as Administrative Issuances, Land Titles, Annual Reports, Plantillas of Personnel, Adoption Files, Case Folders, etc.

This records shall be digitized, upload in the Documents Databases and archive in the Records Data Center of the AD-RAMS to ensure the preservation, safe keeping and accessibility of historical, permanent and vital records of the Department for future reference.

Office or Division:	Records and Archives Management Section – Administrative Division
Classification:	Highly Technical
Type of Transaction:	G2G – Government to Government
Who may avail:	DSWD FO VIII Officials and employees
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
1. One (1) request letter 2. Attach one (1) Records Archival Request	1. Request letter to be prepared by client without any prescribed format

Form 3. One (1) Receiving copy (for client reference)		2. Request for Records Archival Form to secure in the AD-RAMS		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the letter request with Records Archival Request Form together with the receiving copy to the AD-RAMS	Receive Request for Records Archival	None	1 minute	<i>Requesting Party</i> <i>Receiving Clerk</i> <i>Records Processing Section</i>
2. Keep the receiving copy of the forwarded communication/mail for future reference	Review of Request for Records Archival details such as: <ul style="list-style-type: none">• Name of the recipients/ sender;• Completeness of attachments (if there is any);• Document Reference Number.	None	3 minutes	<i>Receiving Clerk</i> <i>Records Processing Section</i>
3. Provide necessary actions if there are findings during ocular inspection. If none, prepare documents for turn-over to AD-RAMS	If incomplete, indicate in the Routing and Tracking Slip the missing attachment and return to the requesting office.	None	2 minutes	<i>Receiving Clerk</i> <i>Records Processing Section</i>
	Stamp "Receive" the Request for Records Archival and endorse it to RAMD/S Head for instruction; All documents shall be recorded through the EDTMS accordingly.	None	3 minutes	<i>Receiving Clerk</i> <i>Records Processing Section</i>

	Review the request and assign task to concerned focal person/staff in-charge.	None	5 minutes	<i>RAMD/S Head</i>
	Appraise the enlisted records in the Request in accordance to DSWD and National Archives of the Philippines Records Disposition Schedules.	None	10 minutes	<i>Focal Person / Staff-in-Charge</i> <i>Records Maintenance and Disposition Section</i>
	<p>Conduct inspection to validate the physical condition and completeness of the records from the Request;</p> <p>If there are findings, inform the concerned Records Management Officer/Custodian or indicate such in the Request as the reason for disapproval and return the same to the requesting office;</p> <p>If there are no significant findings, inform the Divisions/Sections to endorse the records to the RAMS for archival.</p>	None	30 minutes	<i>Focal Person / Staff-in-Charge</i> <i>Records Maintenance and Disposition Section</i>
	Endorse to RAMS Head for signature/approval of the submitted Request and forward to focal person/staff in-charge.	None	5 minutes	<i>RAMS Head</i>
1. Turn-over of records for archival to AS-RAMD	Receive actual documents for archival. Indicate the date and time receipt in the Request for records	None	2 minutes	<i>Focal Person / Staff-in-Charge</i> <i>Records Maintenance and</i>

	archival.			<i>Disposition Section</i>
	Check, sort, classify and label the records for archival based on existing guidelines, maintain back-up copies and stored in a secured electronic data storage as submitted by the requesting office.	None	30 minutes	<i>Focal Person / Staff-in-Charge Records Maintenance and Disposition Section</i>
	Archive the records in the Mobile File Compactor/ Records Data Center/Storage Area; Update Inventory of Records Holding.	None	2 minutes	<i>Focal Person / Staff-in-Charge Records Maintenance and Disposition Section</i>
5.Receive copy of approved Records Archival Request Form	Issue copy of the approved Request for Records Archival to the requesting offices, for reference.	None	5 minutes	<i>Focal Person / Staff-in-Charge Records Maintenance and Disposition Section</i>
	Provide the customer feedback form to the requesting office.	None	2 minutes	<i>Focal Person / Staff-in-Charge Records Maintenance and Disposition Section</i>
	Update the status of the document in the EDTMS indicating the approval and archival date.	None	2 minutes	<i>Focal Person / Staff-in-Charge Records Maintenance and Disposition Section</i>

	File Request for Records Archival	None	2 minutes	<i>Focal Person / Staff-in- Charge Records Maintenance and Disposition Section</i>
TOTAL		None	1 hour and 44 minutes	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Through client satisfaction measurement form
How feedbacks are processed	<p>Through client satisfaction measurement form database, all feedbacks are easily generated and consolidated in quarterly basis.</p> <p>AD-RAS will conduct evaluation regarding the data gathered through root cause analysis, and identify plans and actions that must recommended for execution</p>
How to file a complaint?	Requesting party may submit an appeal for requests that have been denied or complaint letter addressed to DSWD Field Office VIII Regional Director with address at Government Center, Candahug, Palo, Leyte 6501
How complaints are processed	<p>Complaint letter received by the Office of the Regional Director shall be forwarded to the concerned office to address the concern.</p> <p>Reply letter shall be sent to the complainant.</p>
Contact Information	<p>Regional Director DSWD Field Office VIII (053) 552-3698</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>

LIST OF OFFICES

Office Assignment	Specific Location	Name & Position	E-mail Address
Office of the Regional Director (ORD)	Government Center Candahug, Palo, Leyte	Grace Q. Subong Director IV/ RD	gqsubong@dswd.gov.ph
Office of the Assistant Regional Director for General Administration and Support Services (OARDA)	Government Center Candahug, Palo, Leyte	Clarito T. Logronio Director III/ ARDA	ctlogronio@dswd.gov.ph
Office of the Assistant Regional Director for Operations (OARDO)	Government Center Candahug, Palo, Leyte	Antonio R. Dolaota Director III/ ARDO	ardolaota@dswd.gov.ph
Social Technology Unit	Government Center Candahug, Palo, Leyte	Leo Nito L. Caliba SWO II	lnlcaliba@dswd.gov.ph
Internal Audit Unit	Government Center Candahug, Palo, Leyte	Lassie F. Madelo Management Audit Analyst II	lfmadelo@dswd.gov.ph
Social Marketing Unit	Government Center Candahug, Palo, Leyte	Atty. Jonalyndie B. Chua Attorney III	jbchua@dswd.gov.ph
Legal Unit	Government Center Candahug, Palo, Leyte	Atty. Jonalyndie B. Chua Attorney III	jbchua@dswd.gov.ph
Policy and Plans Division	Government Center Candahug, Palo, Leyte	Ofelia O. Pagay SWO V/ Division Chief	oopagay@dswd.gov.ph

Policy Development & Planning Section	Government Center Candahug, Palo, Leyte	Carol B. Gerilla PO IV/ Section Head	cbgerilla@dswd.gov.ph
Information & Communications Technology Section	Government Center Candahug, Palo, Leyte	Elvin A. Chua ITO II/ Section Head	eachua@dswd.gov.ph
National Household Targeting Section	Government Center Candahug, Palo, Leyte	Leizel B. Astorga PDO IV/ Program Focal	lbastorga@dswd.gov.ph
Standards Section	Government Center Candahug, Palo, Leyte	Carissa O. Mendoza PDO III/ Section Head	comendoza@dswd.gov.ph
Financial Management Division	Magsaysay Blvd., Tacloban City	Brigida D. Espejo CAO/ Division Chief	bdespejo@dswd.gov.ph
Budget Section	Magsaysay Blvd., Tacloban City	Mark Lorben E. Vicuña AO V/ Section Head	mlevicuna@dswd.gov.ph
Accounting Section	Magsaysay Blvd., Tacloban City	Christopher I. Bacason Accountant III/ Section Head	cibacason@dswd.gov.ph
Cash Section	Magsaysay Blvd., Tacloban City	Julieta S. Redoña AO IV/ OIC Section Head	jsredona@dswd.gov.ph
Administrative Division	Magsaysay Blvd., Tacloban City	Orville C. Berino SAO/ OIC Division Chief	ocberino@dswd.gov.ph
General Services Section	Government Center Candahug, Palo, Leyte	Federico P. Pagayanan AO V/ Section Head	fppagayanan@dswd.gov.ph

Property & Supply Section	Magsaysay Blvd., Tacloban City	Jeanne V. Bauzon AO III/ OIC Section Head	jvbauzon@dswd.gov.ph
Records and Archives Management Section	Magsaysay Blvd., Tacloban City	Daisy Mae D. Cera AO I/ OIC Section Head	dmdcera@dswd.gov.ph
Procurement Section	Magsaysay Blvd., Tacloban City	Manuel C. Jimenez Jr. AO V/ OIC Section Head	mcjimenezjr@dswd.gov.ph
Human Resource Management and Development Division	Government Center Candahug, Palo, Leyte	Ann Ritzel C. Caragos AO V/ OIC Division Chief	arccaragos@dswd.gov.ph
Human Resource Planning & Performance Management Section	Government Center Candahug, Palo, Leyte	Daisy P. Almadro AO II/ OIC Section Head	dpalmadro@dswd.gov.ph
Learning & Development Section	Government Center Candahug, Palo, Leyte	Brian M. Requitillo AO II/ OIC Section Head	bmrequitillo@dswd.gov.ph
Human Resource Welfare Section	Government Center Candahug, Palo, Leyte	April O. Cahayag AO II/ OIC Section Head	aocahayag@dswd.gov.ph
Personnel Administration Section	Government Center Candahug, Palo, Leyte	Bece E. Oliverio AO III/ OIC Section Head	beoliverio@dswd.gov.ph
Provincial SWAD Team	Sub Field Office - Leyte	Raquel J. Bateo SWO III/ SWADT Leader	rjbateo@dswd.gov.ph
	Sub Field Office - Southern	Ma. Joyce A. Flora SWO III/ SWADT	mjaflora@dswd.gov.ph

	Leyte	Leader	
	Sub Field Office - Eastern Samar	Maria Felisa C. Cotejar SWO III/ SWADT Leader	mfccotejar@dswd.gov.ph
	Sub Field Office - Samar	Anna S. Aban SWO III/ SWADT Leader	asaban@dswd.gov.ph
	Sub Field Office - Northern Samar	Ma. Lucilla L. Montilla SWO II/ SWADT Leader	mlmontilla@dswd.gov.ph
	Sub Field Office - Biliran	Leida S. Rocabo SWO III/ OIC - SWADT Leader	lsrocabo@dswd.gov.ph
Pantawid Pamilyang Pilipino Program Management Office	Government Center Candahug, Palo, Leyte	Paula B. Unay PDO V/ RPC/ DC	pbunay@dswd.gov.ph
Protective Services Division	Government Center Candahug, Palo, Leyte	Gina D. Ogay SWO V/ Division Chief	gdogay@dswd.gov.ph
Capability Building Section	Government Center Candahug, Palo, Leyte	Myrlina G. Pascual TS II/ OIC Section Head	mgpascual@dswd.gov.ph
Crisis Intervention Section	Government Center Candahug, Palo, Leyte	Leila E. Auditor SWO IV/ Section Head	leauditor@dswd.gov.ph
Community- Based Welfare Section	Government Center Candahug, Palo, Leyte	Marichu E. Bustillos SWO IV/ Section Head	mebustillos@dswd.gov.ph
Supplementary Feeding Program	Government Center	Pauline Liza C. Nadera	plcnadera@dswd.gov.ph

	Candahug, Palo, Leyte	ND III	
Social Pension Program	Government Center Candahug, Palo, Leyte	Marichu E. Bustillos SWO IV/ Program Head	mebustillos@dswd.gov.ph
Minors Traveling Abroad	Government Center Candahug, Palo, Leyte	Katrina Dominique C. Acerden SWO II/ Focal Person	mcbchavez@gmail.com
Sectoral Program	Government Center Candahug, Palo, Leyte	Marichu E. Bustillos SWO IV	mebustillos@dswd.gov.ph
Children & Youth Sector	Government Center Candahug, Palo, Leyte	Katrina Dominique C. Acerden SWO II/ Focal Person	dominiqueacerden@gmail.com
Women and Family Sector	Government Center Candahug, Palo, Leyte	Maria Carmela T. Pullantes SWO II/ Focal Person	mctpullantes@dswd.gov.ph
Person With Disability Sector	Government Center Candahug, Palo, Leyte	Vacant	
Center-Based Section	Government Center Candahug, Palo, Leyte	Vacant	
Reception And Study Center For Children	Government Center Candahug, Palo, Leyte	Vacant	
Regional Rehabilitation	Government Center	Georgina M. Bulasa	gmbulasa@dswd.gov.ph

Center for Youth	Candahug, Palo, Leyte	SWO III/ Center Head	
Haven for Women	Pawing, Palo, Leyte	Hilda B. Tambio SWO IV/ Center Head	hbtambio@dswd.gov.ph
Home for Girls	Pawing, Palo, Leyte	Delia P. Aguirre SWO III/ Center Head	dpaguirre@dswd.gov.ph
Promotive Services Division	Government Center Candahug, Palo, Leyte	Natividad G. Sequito SWO V/ Division Chief	ngsequito@dswd.gov.ph
Sustainable Livelihood Program Management Office	Government Center Candahug, Palo, Leyte	Hermanito S. Mangalao PDO III/ RPC	hsmangalao@dswd.gov.ph
Enhanced Partnership Against Hunger and Poverty	Government Center Candahug, Palo, Leyte	Noel P. Villones PDO III/ RPC	noel_villones@yahoo.com
KALAHI-CIDSS Program Management Office	Government Center Candahug, Palo, Leyte	Irene A. Permejo SWO III/ RPC	iapermejo@dswd.gov.ph
Disaster Response Management Division	Brgy. Pawing Palo, Leyte	Lucia G. Balantad SWO IV/ OIC Division Chief	lgbalantad@dswd.gov.ph
Disaster Response & Rehabilitation Section	Brgy. Pawing Palo, Leyte	Nena L. Getalado SWO IV/ Section Head	nlgetalado@dswd.gov.ph
Disaster Response Information & Mgt. Section	Brgy. Pawing Palo, Leyte	Nena L. Getalado SWO IV/ Section Head	nlgetalado@dswd.gov.ph
Regional Resource Operations Section	Brgy. Pawing Palo, Leyte	Lucia G. Balantad SWO IV/ Section Head	lgbalantad@dswd.gov.ph

Warehousing Unit	Brgy. Pawing Palo, Leyte	Rey B. Peñaranda Admin. Aide I	rpenaranda0572@gmail.com
Donations Unit	Brgy. Pawing Palo, Leyte	Lucia G. Balantad SWO IV	lgbalantad@dswd.gov.ph