



DEPARTMENT OF SOCIAL WELFARE AND DEVELOPMENT

CITIZEN'S CHARTER

2021 (3rd Edition)



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CITIZEN'S CHARTER (2021 3rd Edition)

I. Mandate:

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

II. Vision:

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

III. Mission:

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

IV. Service Pledge:

We are committed to providing 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 the 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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**Protective Services Division; Financial
and Management Division; Disaster
Response Management Division; Policy
and Plans Division; Human Resource
Management and Development Division**

External Services

1. Securing of Travel Clearance for Minors Travelling Abroad

Travel Clearance is a permit 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 guardians.

Office / Division:	Minors Travelling Abroad Section – Protective Services Division	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizens	
Who may avail:	Filipino Minors Travelling Abroad	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
For Minor travelling alone for the first time		
1. Duly accomplished Application Form		Field Office 10
2. Photocopy of the Birth Certificate of the Minor (SECPA Copy issued by PSA)		Local Social Welfare and Development Office where the minor resides
3.a. If parents are married: Photocopy of Marriage Certificate of Child’s Parents (SECPA Copy issued by PSA). b. If parents are not married: Photocopy of No Marriage/CENOMAR of child’s parents (SECPA Copy issued by PSA) c. If with Legal Guardianship: Photocopy of the Court Decision on Legal Guardianship of the minor. d. If parents are Muslim: Photocopy of Talaq or Fasakh Certification from the Shariah Court or any Muslim Barangay or Religious Leader. e. In case either or both parents of the minor are deceased, certified true photocopy of the death certificate/s of each of the parents on security paper (SECPA)		Philippine Statistics Authority (PSA); Court who handled the Legal Guardianship petition; Shariah Court
Notarized (Notarized at the place of residence) Affidavit of Consent of both parents/ legal guardian/solo parent, which is applicable, permitting the minor to travel to foreign country. With a copy of valid identification card with specimen. In the absence of the both parents or any appointed legal guardian, the relative’s consent in the order of preference provided under Article 216 of the Family		Law Office and Notarized at the place where the minor resides/ Philippine Embassy (if minors parent/s are abroad)

Code of the Philippines (Executive Order No. 209 as amended shall prevail. <ul style="list-style-type: none"> • Visa of parents if working abroad and for illegitimate or non-marital child, consent of maternal grandparents is needed 	
5. 2 original colored passport size photos of the minor (in white, red or blue background) of the minor taken within the last six (6) months from the time of application. No scanned picture is allowed.	Applicant
Affidavit of Support and certified copy of evidence to show financial capability of sponsor e.g., Certificate of Employment, Latest Income Tax Return, Bank Statement, etc.) Certified True Copy of the Death Certificate (for deceased parent/s) on SECPA	Applicant
6. Unaccompanied Minor Certificate from the airlines	Airline Company where ticket is obtained
7. Waiver from the parents releasing DSWD from any liability/responsibility in case of untoward incident during the travel of the child	Applicant
For a succeeding travel of unaccompanied or travelling alone to foreign country	
1. Duly accomplished Application Form	Field Office 10
2. Notarized (Notarized at the place of residence) Affidavit of Consent of both parents/ legal guardian/solo parent, which is applicable, permitting the minor to travel to foreign country. With a copy of valid identification card with specimen.	Law Office and Notarized at the place where the minor resides/ Philippine Embassy (if minors parent/s are abroad)
Original copy of the previous Travel Clearance issued;	Applicant
3. 2 original colored passport size photos of the minor (in white, red or blue background) of the minor taken within the last six (6) months from the time of application. No scanned picture is allowed.	Applicant
6. Unaccompanied Minor Certificate from the airlines	Airline Company where ticket is obtained
7. Waiver from the parents releasing DSWD from any liability/responsibility in case of untoward incident during the travel of the child	Applicant
8. Photocopy of the passport of the minor	Applicant
Minor/s travelling for the first time with a person other than the parents or legal guardian	
1. Duly accomplished Application Form	Field Office 10

2. Photocopy of the Birth Certificate of the Minor (SECPA Copy issued by PSA)	Local Social Welfare and Development Office where the minor resides
<p>3.a. If parents are married: Photocopy of Marriage Certificate of Child's Parents (SECPA Copy issued by PSA).</p> <p>b. If parents are not married: Photocopy of No Marriage/CENOMAR of child's parents (SECPA Copy issued by PSA)</p> <p>c. If with Legal Guardianship: Photocopy of the Court Decision on Legal Guardianship of the minor.</p> <p>d. If parents are Muslim: Photocopy of Talaq or Fasakh Certification from the Shariah Court or any Muslim Barangay or Religious Leader.</p> <p>e. In case either or both parents of the minor are deceased, certificated true photocopy of the death certificate/s of each of the parents on security paper (SECPA)</p>	Philippine Statistics Authority (PSA); Court who handled the Legal Guardianship petition; Shariah Court
<p>4. Notarized (Notarized at the place of residence) Affidavit of Consent of both parents/ legal guardian/solo parent, which is applicable, permitting the minor to travel to foreign country. With a copy of valid identification card with specimen. In the absence of the both parents or any appointed legal guardian, the relative's consent in the order of preference provided under Article 216 of the Family Code of the Philippines (Executive Order No. 209 as amended shall prevail. Visa of parents if working abroad and for illegitimate or non-marital child, consent of maternal grandparents is needed</p>	Law Office and Notarized at the place where the minor resides/ Philippine Embassy (if minors parent/s are abroad)
5. 2 original colored passport size photos of the minor (in white, red or blue background) of the minor taken within the last six (6) months from the time of application. No scanned picture is allowed.	Applicant
6. Affidavit of Support and certified copy of evidence to show financial capability of sponsor e.g., Certificate of Employment, Latest Income Tax Return, Bank Statement, etc.) Certified True Copy	Applicant

of the Death Certificate (for deceased parent/s) on SECPA				
7. Photocopy of the passport of the travelling companion		Applicant		
8. Photocopy of the passport of the		Applicant		
<ul style="list-style-type: none">Payment of P300.00 for one (1) year validity and P600.00 for two (2) years validity				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get a Service Sequence Number	1. Issuance of Service Sequence Number 1.1. Encoding of the client's information in online	None	5 minutes	Officer of the Day/Security Guard
1. Submit Accomplished Application	2. Social worker receive the applicant's accomplished application form (1 copy) and presented documentary requirements	None	5 minutes	On-duty Social Welfare Officer
2. Present the documents to the social worker for screening.	2. Social Worker will check the presented requirements if the documents are complete. If the documents are not complete the client will be asked to comply	None	10 minutes	Social Worker
3. Screening of the Application form and documentary requirement If not complete	3. The social worker will check the accomplished MTA Application Form and the authenticity and completeness of the presented documentary requirements Return the application form and documents to the applicant for compliance of all documents.	None	15 minutes	Social Worker

If complete, continue to the next step				
<p>4. Conduct Interview and Assessment with the social worker.</p> <p>Disapproved</p> <p>Issuance of Certificate of Exemption</p> <p>Approved</p>	<p>4. Social Worker interviews and prepare the assessment of the application. Review and approval of the supervisor of the supervisor of the assessment report.</p> <p>The Social Worker prepares the notice of disapproval of application of MTA to sent to PMB/BI/DFA</p> <p>If Exempted, Prepares the Certificate of Exemption for Approval of the Regional as supported by:</p> <p>1. Dependent's visa/pass/identification card which serve as proof that he/she is living with parents abroad.</p> <p>2. Valid permanent resident visa/pass/immigration visa</p> <p>3. Foreign Service holding diplomatic/official passport such as Ambassador/General/Consul</p> <p>Continue to next step</p>	None	20 minutes	Social Worker

6.Issues Billing Statement/Order of Payment	Social Worker/Admin Staff fills out order of payment form and advice the applicant to proceed to cash unit for payment.	None	2 minutes	<i>Social Worker/Adm in Staff</i>
7.Payment	The cashier will receive the order of payment and issues Official Receipt to the applicant	Php 300.00 for 1year validity; Php600.00 for 2 years validity	5 minutes	<i>Cashier</i>
8. Issues claim stub	8.Social Worker/Admin Staff issues claim stub to applicant	None	2 minutes	<i>Social Worker/Adm in Staff</i>
9.Prepare Travel Clearance	9.. Social Worker/Admin Staff Encodes/Types the details of the applicant to the Travel Clearance Certificate	None	15 Minutes	<i>Social Worker/Adm in Staff</i>
10.Approval of the Regional Director/Authorized signatory	10. Regional Director/authorized signatory signs/approves the Application or Certificate of Exemption for Exempted applicants	None	5 minutes	<i>Regional Director/authorized signatory</i>
Issuance of Travel Clearance & Receipt of the filled up CSS form	<ul style="list-style-type: none"> • Social Worker/Admin Staff releases the travel clearance to the Applicant /certificate of exemption. • Receipt of filled up CSS form • Applicant signs in the Logbook as a 	None	10 minutes	<i>Social Worker/Adm in Staff</i>

	proof that they received the travel clearance/Certificate of Exemption			
TOTAL:		Php 300.00 for 1 year validity; Php600.00 for 2 years validity	1 hour and 45 minutes	
FEEDBACK AND COMPLAINTS MECHANISM				

How to send feedback	<p>DSWD FO-X sent a memo/ e-mail to the concerned division/ section.</p> <p>Feedbacks coming from client/ stakeholder can be sent through the protective Services Division official email care of Community-based Services Unit communitybasedunit10@gmail.com, as well as MTA official email dswdmta.fox@gmail.com or using the drop box located in the Public Assistance and Complaints Desk (PACD).</p> <p>Usual process applies to the prompt action to be used. Usually, feedback with regards to MTA concern are usually facilitated through the field offices' official email address, it is then being forwarded to the Protective</p>
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	<p>Services Division thru the Community Based Services Unit for prompt action.</p> <p>While feedback coming from drop box which is located in the public assistance desk (PACD) is being cascaded quarterly being taken care of by the Regional Management Audit Analyst (MAA) and disseminated to concerned division/ unit for prompt action.</p>
How feedbacks are processed	<p>The division/ section assigned will send a reply letter to the client/ stakeholder where the feedback came from. This will also evaluate the performance of the division/ program in rendering services.</p> <p>Feedback regarding MTA usually takes 72 hours to be answered.</p> <p>However, for feedback concerning the list of requirements, prompt action is being done within the day upon the receipt of the said request, and MTA workers usually leave a contact number for the client/ stakeholder in case they want to verbally communicate their concerns.</p>
How to file a complaint	<p>Complaints can be filed through sending a letter or email to the program Management office of DSWD. The details of the complaint should be included in the information as to have baseline evidence to the circumstances or basis subject to actions.</p>

	<p>MTA occasionally receives complaints and if there are, complaints focus on the availability of the clients to the office and list of requirements being asked from them.</p>
How complaints are processed	<p>The department will conduct a case conference/ meeting to discuss the issue/ concern. A meeting with the complainant shall be set when deemed necessary to guarantee transparent discussion relating to the complaint handed.</p> <p>-Internal investigation shall be conducted within the agency then provide recommendation and officially send reply letter/ memo to the concerned division based on its outcomes.</p> <p>The Protective Services Division coordinates issue/ concern through MTA Focal person as well as Social Welfare and Development (SWAD) Teams especially in cases wherein it calls for prompt action wherein the concerned client belongs to the area of jurisdiction of the SWAD Team.</p> <p>Usual complaints received by MTA concerns on the accessibility/ location of the regional office., clientele usually asked if said travel clearance certificates could be issued near their location, especially for those who came from different provinces of the region.</p>

	<p>Another usual complaint is the list of requirements to be complied by clients. Some clients request said list to be simplified. Much as the unit wanted to assist them in their concern, however, there are guidelines that need to be followed in the issuance of travel clearance certificates.</p> <p>Lastly, depending on the veracity of the concern, feedback is being replied immediately within the day. Or if it takes thorough investigation, usually takes 72 working days especially in cases wherein the client came from another province and calls for prompt action coming from SWAD Team Leaders covering the said vicinity.</p>
Contact Person/Information	<p>Clients/ stakeholder can reach Minors Traveling Abroad through PSD official email address communitybasedunit10@gmail.com and MTA official email, dswd.mta.fox@gmail.com</p>
Contact Information Anti-Red Tape Authority (ARTA) Presidential Complaint Center (PCC) Contact Center ng Bayan (CCB)	<p>complaints@arta.gov.ph 8-478-5093</p> <p>pcc@malacanang.gov.ph 8888</p> <p>email@contactcenterngbayan.gov.ph 0908-881-6565</p>

2. Releasing of Financial Assistance to Individuals/Families in Crisis Situation Through Disbursing Officer

This covers the releasing of cash Assistance to Individuals/Families in Crisis Situation (AICS) amounting to PHP10,000.00 and below through the Disbursing Officer at the DSWD Field Office 10.

Office / Division:	Financial and Management Division – Cash Unit			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	1. Individuals and/or families who are indigent, vulnerable, disadvantaged, or are otherwise in crisis based on the assessment of the social workers; 2. Transients; 3. Repatriates; 4. Deportees; 5. Abandoned individuals; 6. Students-in-crisis; 7. Former rebels; 8. Killed-in-Action/Wounded-in-Action (KIA/WIA)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Any valid ID of the client presented during the assessment (1 original)		The person needing financial assistance		
Crisis Intervention Unit- (CIU-) approved Certificate of Eligibility cum Acknowledgement Receipt		DSWD CIU Social Worker		
Complete supporting documents depending on the type of assistance assessed by the CIU social worker (all originals/certified true copies)		The person needing financial assistance		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to FMD Cash Unit Window * Make sure to ready 1 original valid ID presented during the Assessment	1. Accompany the client and endorse client's documents and 1 original valid ID to FMD Cashier	None	5 minutes	<i>Administrative Staff / CIU</i>

2. Sign Acknowledgement Receipt portion of the Certificate of Eligibility	2. Receive the required documents and review for completeness 2.1 Release cash if all required documents are in order 2.2 Sign in the Acknowledgement Receipt portion of the Certificate of Eligibility	None	3 minutes	<i>Disbursing Officer</i>
3. Receive cash * Make sure to count the cash before leaving the counter.	3. Sign in the Acknowledgement Receipt portion of the Certificate of Eligibility as a witness	None	1 minute	<i>Administrative Staff/CIU</i>
TOTAL:		None	9 minutes	
FEEDBACK AND COMPLAINTS MECHANISM				

How to send feedback	<p>Feedback will be sent through the following:</p> <p>Email accounts – acctg.dswd10@gmail.com budget.fo10@dswd.gov.ph cash.dswd10@gmail.com</p> <p>Phone call/text – 09156166455 (Accounting Unit) 09279825815 (Budget Unit) 09056271786 (Cash Unit)</p> <p>Dropbox – clients may fill out the form and drop it at the designated box near the Cash Unit.</p>
How feedbacks are processed	<p>Feedback/Complaints are automatically directed to the unit heads of the accounting, budget, and cash units. The response is expected based on its nature.</p> <p>Simple – 3 days/ 72 hours Complex – 5 days/ 120 hours Highly Technical – 21 days</p>

	Expect a reply either written or as a text message depending on what medium was used by the commenter/ complainant.
How to file a complaint	<p>Feedback will be sent through the following:</p> <p>Email accounts – acctg.dswd10@gmail.com budget.fo10@dswd.gov.ph cash.dswd10@gmail.com</p> <p>Phone call/text – 09156166455 (Accounting Unit) 09279825815 (Budget Unit) 09056271786 (Cash Unit)</p> <p>Dropbox – clients may fill out the form and drop it at the designated box near the Cash Unit.</p>
How complaints are processed	<p>Complaints are automatically directed to the unit heads of the accounting, budget, and cash units. The response is expected based on its nature.</p> <p>Simple- 3 days/ 72 hours Complex- 5 days/ 120 hours Highly Technical- 21 days</p> <p>Expect a reply either written or as a text message depending on what medium was used by the commenter/ complainant.</p>
Contact Person/Information	<p>Accounting Unit – Hanilyn T. Cimafranca – 0915-616-6455</p> <p>Budget Unit – Melpe Jean Maghanoy – 0927-982-5815</p> <p>Cash Unit – Teresita D. Decinan – 0905-627-1786</p>
Contact Information 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. DSWD Disaster Data Request Processing

Requests for data relative to the mandate of the Agency in Disaster Response shall be processed by the Disaster Response Management Division (DRMD) through the Disaster Response Operations Management Information Section (DROMIS). The division provides disaster statistical data on affected and displaced populations which can be used for academic and research, and other valid and relevant purposes as per the Division's review and assessment, and can only be obtained through request. This service can only include requests for data that are coursed directly to the Division through email, snail-mail and hand-carried documents.

Office / Division:	Disaster Response Management Division – Disaster Response Information Management Unit			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizens G2G – Government to Government			
Who may avail:	Students, Researchers, Non-Government Organizations, Other Government Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Written and signed request letter with complete contact details (name and contact information) of the requesting party, description of information requested and the reason for or purpose of the request for information		N/A		
One (1) valid proof of identification		BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-Ibig, School/University		
For request made through email, a scanned copy of the request letter and proof of identification must be attached		N/A		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send request letter with complete details and information together with one (1) valid proof of identification	1. Review and assess request for information	None	15 minutes	<i>DRIMU Technical Staff</i>

	2. If the Division cannot provide the data being requested, a reply letter must be forwarded informing the client that the Division does not have the data being requested.	None	1 Day	<i>DRIMU Technical Staff</i>
	3. If the data being requested is not readily available, send a letter informing the client of the time required in processing the request.	None	2 Days	<i>DRIMU Technical Staff</i>
	4. If the data requested is readily available, generate data and send a reply letter providing the client with the data being requested	None	1 Day	<i>DRIMU Technical Staff</i>
	5. If more time is needed to process request, undertake necessary action to generate data, send a reply letter providing the client with the data being requested	None	4 Days	<i>DRIMU Technical Staff</i>
TOTAL:		None	8 days, 15 minutes	
FEEDBACK AND COMPLAINTS MECHANISM				

How to send feedback	Mode of receiving feedback would either be through DROP BOX or Email Add of our division (drmd.fo10@dswd.gov.ph)
How feedbacks are processed	DRMD is designating a staff to take charge in receiving feedbacks from the clients concerning our programs and services and become a part of the agenda for discussion during the Division monthly meeting for

	<p>comments and suggestions towards the improvement of individual's performance.</p>
How to file a complaint	<p>Requesting party may submit a complaint letter addressed to the DSWD FOX Regional Director.</p> <p>May email the complaint letter to drmd.fo10@dswd.gov.ph and fo10@dswd.gov.ph.</p> <p>Complaints may be in the form of follow-ups or consultations. Additionally, clients may also file a complaint to personnel who handles the data request processing given that the complaint has concrete basis.</p>
How complaints are processed	<p>So far, complaints from clients are usually about the delayed TFSP payout in Marawi City due to the pandemic.</p> <p>DRMD sends feedback to the concerned complainant upon receipt of the complaint (if the focal person of the program is around) usually through e-mail address is provided in the communication.</p>
Contact Person/Information	<p>drmd.fo10@dswd.gov.ph</p> <p>Ms. Evelyn Madrio- DRMD Head</p>
Contact Information	
Anti-Red Tape Authority (ARTA)	<p>complaints@arta@gov.ph</p> <p>8-478-5093</p>

Presidential Complaint Center (PCC)	pcc@malacanang.gov.ph 8888
Contact Center ng Bayan (CCB)	email@contactcenterngbayan.gov.ph 0908-881-6565

4. Local In-Kind Donations Facilitation

The Division accepts in-kind donations intended for families or individuals affected by any type of disaster. Upon receipt of these donations, all are recorded and liquidated as its purpose states.

To safeguard the health of the people and maintain the dignity and quality of the items provided to the affected families or individuals, NO RECEIPT policy of the following items is strictly implemented:

- Used Clothing (as per Republic Act 4653)
- Food Stuff with expiration date below

Office / Division:	Disaster Response Management Division – Resource & Logistics Management Unit (RLMU)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None Required		None Required		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Donations Facilitation Office	1. Lead the Donors to the designated office	None	1 minute	<i>DSWD Donation-Focal</i>
2. Provide details of donations: Name of Donor / Organization Contact Details What to donate	2. Record the details provided by the donor	None	10 minutes	
3. Present the donations to the inspection and assisting officer, determine, witness the inspection and	3. Record the details provided by the donor	None	30 minutes to One (1) hour (depending on the volume of donated items)	<i>Donation-Focal Person</i>

wait inspection is done.				
4. Wait for the acknowledgement Receipt to be provided as proof of donations	4. List the donated items and its quantity 4.1 Issue Acknowledgement Receipt	None	15 minutes	<i>Donation-Focal Person</i>
TOTAL:		None	1 hour and 26 minutes	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Mode of receiving feedback would either be through DROP BOX or Email Add of our division (drmd.fo10@dswd.gov.ph)
How feedbacks are processed	DRMD is designating a staff to take charge in receiving feedback from the clients concerning our programs and services and become a part of the agenda for discussion during the Division monthly meeting for comments and suggestions towards the improvement of individual's performance.
How to file a complaint	<p>Requesting party may submit a complaint letter addressed to the DSWD FOX Regional Director.</p> <p>May email the complaint letter to drmd.fo10@dswd.gov.ph and fo10@dswd.gov.ph.</p> <p>Complaints may be in the form of follow-ups or consultations. Additionally, clients may also file a complaint to personnel who handles the in-kind donation facilitation given that the complaint has concrete basis.</p>

How complaints are processed	<p>So far, complaints from clients are usually about the delayed TFSP payout in Marawi City due to the pandemic.</p> <p>DRMD sends feedback to the concerned complainant upon receipt of the complaint (if the focal person of the program is around) usually through email add is provided in the communication.</p>
Contact Person/Information	<p>drmd.fo10@dswd.gov.ph</p> <p>Ms. Evelyn S. Madrio- DRMD Head</p>
Contact Information	
Anti-Red Tape Authority (ARTA)	<p>complaints@arta.gov.ph</p> <p>8-478-5093</p>
Presidential Complaint Center (PCC)	<p>pcc@malacanang.gov.ph</p> <p>8888</p>
Contact Center ng Bayan (CCB)	<p>email@contactcenterngbayan.gov.ph</p> <p>0908-881-6565</p>

5. Assistance to Individuals-In-Crisis Situation (AICS)

The provision of counseling, referral for psychological and legal service, as well as financial assistance to disadvantaged and marginalized sectors is part of the social protection services of the Department. These protective services aim to help individuals and families to cope with the difficult situation they are presently experiencing, such as illness, death, loss of job, or source of income.

Office / Division:	Crisis Intervention Unit
Classification:	Complex
Type of Transaction:	G2C – Government to Citizens

Who may avail:	Individuals and/or families who are indigent, vulnerable disadvantaged, or are otherwise
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Medical Assistance for Hospital Bill	
1. Medical Certificate/Clinical Abstract complete with name, license number, and signature of the Physician	Attending Physician from a hospital/clinic or Medical Records
2. Hospital bill (With name and Signature)	Billing clerk of the hospital
3. Barangay certificate/ certificate of Indigency	From the Barangay where the client is presently residing.
4. Any valid Government Issued I.D	Government agencies issuing an identification card (SSS, PhilHealth, LTO, PAG-IBIG, Comelec, NBI, DFA, and among others)
5. Social Case Study Report	Licensed Social Worker from any government/ non- government welfare agency.
Medical Assistance for Medicine/ Assistive Device	
1. Medical Certificate/Clinical Abstract complete with name, license number, and signature of the Physician	Attending Physician from a hospital/clinic or Medical Records
2. Prescription complete with name, license number, and signature of the Physician	Attending Physician from a hospital/clinic
3. Social Case Study Report	Licensed Social Worker from any government/ non- government welfare agency.
4. Any valid Government Issued I.D	Government agencies issuing an identification card (SSS, PhilHealth, LTO, PAG-IBIG, Comelec NBI, DFA, and among others)
Medical Assistance for Laboratory Requests	
1. Medical Certificate/Clinical Abstract complete with name, license number, and signature of the Physician	Attending Physician from a hospital/clinic or Medical Records
2. Laboratory Requests with name, license number, and signature of the Physician	Attending Physician from a hospital/clinic
3. Price Quotation of Laboratory Request	Billing Clerk of the hospital/clinic

4. Barangay certificate/ certificate of Indigency	From the Barangay where the client is presently residing.
5. Social Case Study Report	Licensed Social Worker from any government/ non- government welfare agency.
Burial Assistance for Funeral Bill	
1. Registered Death Certificate/ Certification from the tribal chieftain	City/Municipal Hall, hospital, funeral Parlor or Tribal chieftain,
2. Funeral Contract	The authorized staff of the Funeral parlor/ Memorial Chapel
3. Transfer Permit	City/Municipal Hall, hospital, funeral Parlor or Tribal chieftain,
4. Embalming certificate	The authorized staff of the Funeral parlor/ Memorial Chapel
5. Barangay certificate/ certificate of Indigency	From the Barangay where the client is presently residing.
Educational Assistance	
1. Enrolment Assessment Form or Certificate of Enrolment or Registration	Registrar, Authorized staff from the school
2. Validated School ID/ Valid I.D of the Parent/guardian	Registrar, Authorized staff from the school, Government agencies issuing an identification card (SSS, PhilHealth, LTO, PAG-IBIG, Comelec, NBI, DFA, and among others)
3. Statement of Account for college students	Registrar, Authorized staff from the school
4. Barangay certificate/ Certificate of Indigency	From the Barangay where the client is presently residing.
For Food Assistance	
1. Any valid Government Issued I.D	Government agencies issuing an identification card (SSS, PhilHealth, LTO, PAG-IBIG, NBI, DFA, and among others)
2. Barangay certificate/ Certificate of Residency	From the Barangay where the client is presently residing.
For Cash Assistance for Other Support Services	
1. Any valid Government Issued I.D	Government agencies issuing an identification card (SSS, PhilHealth, LTO, PAG-IBIG, Comelec, NBI, DFA, and among others)
2. Depending on the circumstances: - Police Report/Fire incident report from the Bureau of Fire	Police Station, Barangay, Bureau of Fire, Philippine Embassy/Consulate, Social Worker from welfare agencies.

- Passport/Travel Document, certification from OWWA - Certification from Caseworker from rescued clients - Blotter and social worker's certification for the victims of online sexual exploitation of children				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get a queue number	1. Issuance of Queue of Number 1.1 Encoding of the client's information in an online Spreadsheet	None	3 minutes	<i>Security Guard / CIU</i>
2. Present the requirements to the CIU Social Worker for screening of documents, interview, assessment, and recommendation.	2. CIU Social Worker will check the presented requirements if the documents are complete the client will be interviewed and assessed. If the documents are not complete the client will be asked to comply	None	25 minutes	<i>CIU Social Worker</i>
3. Wait for the Review and Approval of the Officer in charge of the Social Workers' recommendation of assistance needed	3. Checking of the OIC of the completion and assessment and recommendation of the worker	None	10 minutes	<i>CIU-officer in Charge</i>
4. Receive the Release of Assistance a. Cash outright (Php 10,000.00 Below)		None	a. 10 Minutes	<i>a. Disbursing Officer, FMS</i>

b. Guarantee Letter addressed to the Service Provider Php 20,000.00 below)			b. 5 Minutes	<i>b. CIU Admin Staff</i>
Guarantee Letter Transactions within 3 to 5 Working days				
1. Get a queue number	<input type="checkbox"/> Issuance of Queue of Number <input type="checkbox"/> Encoding of the client's information in an online Spreadsheet	None	3 minutes	CIU Administrative Staff
2. Present the requirements to the CIU Social Worker for screening of documents, interview, assessment, and recommendation.	<input type="checkbox"/> CIU Social Worker will check the presented requirements if the documents are complete the client will be interviewed and assessed. If the documents are not complete the client will be asked to comply	None	30 minutes	CIU Social Worker
3. Review and Approval of the Designated Approving officers a. Bureau Director (Php 20,001 –Php 75,000) b. Undersecretary for operations (Php 75,001- Php 150,000.00)	<input type="checkbox"/> Checking the completion of documents as well as the assessment and recommendation of the worker	None	Within the 3 working days (Depending on the availability of the approving officers)	Bureau Director Undersecretary for Operations
4. Release of guarantee letter	None	None	5 Minutes	<i>CIU Admin Staff</i>
TOTAL:		None	3 days, 1 hour, 17 minutes	
Assistance to Individuals-In-Crisis Situation (AICS) is qualified for multi-stage processing.				

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<p>-The PSD maintains email for feedback concerns.</p> <p>-The MAA also forwards the same concern to the CIU e-mail.</p> <p>-The CIU e-mails approved feedback reports via e-mail and through the Records Unit.</p>
How feedbacks are processed	The concerned unit will forward the approved feedback report via email and through the Records Unit.
How to file a complaint	Any complaints are directly forwarded to the Office of the Regional Director.
How complaints are processed	The ORD then forwards the said complaint to the committee in charge or to the concerned division for appropriate action or if deemed necessary to the Unit concern for action.
Contact Person/Information	ciu.dswdregion10@gmail.com
Contact Information	
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

6. Research Protocol Process Flow

All researchers who would like to conduct studies with DSWD FO 10 must undergo through the proper channel to verify qualifications and other requirements.

Office or Division:	POLICY DEVELOPMENT AND PLANNING UNIT – PPD			
Classification:	Simple			
Types of Transaction:	G2C- Government to Citizens			
Who may avail:	DSWD FO 10 Programs & Services Units and Divisions			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Written request to conduct research addressed to the Regional Director 2. Attached research proposal		Researcher		
CLIENT STEPS	AGENCY ACTIONS	FEE S TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Researchers submit a written request to conduct a research activity with attached research proposal and research request form to the Policy Development and Planning Unit for thesis and research studies in the undergraduate and graduate level two (2) weeks before the conduct of data gathering.	1. Policy Development and Planning Unit (PDPU) conducts an initial review of the research proposal. 1.1. If research is qualified, it is recommended for approval by the Regional Director 1.2. If insufficient, PDPU returns the requirements for revision and/or submission of additional requirements by researchers.	None	5 days	<i>Researchers</i> <i>PDPU Research focal</i>
	2. PDPU endorses a research proposal for approval to the Regional Director. 2.1. If disapproved,	None	1 day	<i>PDPU Research focal</i>

	PDPU returns the requirements for revision and/or submission of additional requirements by researchers.			
	3. PDPU endorses the approved Research Proposal and the Conduct of Research to the DSWD facility	None	1 day	<i>PDPU Research focal</i>
4. Researchers conduct actual data gathering at the DSWD Facility	4. PDPU oversees the conduct of research	None	None	<i>PDPU Research focal</i> <i>Researchers</i>
	5. Researchers and PDPU conduct an Exit Conference one (1) week after the conduct of Data Gathering to evaluate the results.	None	3hrs	<i>PDPU Research focal</i> <i>Researchers</i>
TOTAL:		None	7 days, 3 hours	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<p>The researcher/s shall be requested to fill up the <i>Researcher's Feedback Form (Annex J)</i> to be provided by the Planning Section after the processing of the request.</p> <p>Researcher/s to email the accomplished form to ppd.fo10@dswd.gov.ph</p>
How feedbacks are processed	The Planning Section shall forward Feedbacks with issues and concerns to the concerned units for immediate action or recommendation.

How to file a complaint	Requesting party may submit a complaint letter addressed to the DSWD FOX Regional Director. May email the complaint letter to ppd.fo10@dswd.gov.ph and fo10@dswd.gov.ph
How complaints are processed	Complaint letter received shall be forwarded to the Planning Section or other concerned units for appropriate action. A reply letter shall be sent to the complainant.
Contact Person/Information	Ms. Maria Roven S. Tiongco PO II/Section Head, PDPS Email: ppd.fo10@dswd.gov.ph
Contact Information	
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

7. Recruitment, Selection, and Placement (RSP)

The HRMDD continues to fill in hundreds of vacant positions every year through its effective recruitment, selection, and placement processes.

Office or Division:	Human Resource Planning and Performance Management Unit (HRPPMU) – HRMDD
Classification:	Complex (multi-stage processing)
Type of Transaction:	G2C – Government to Citizens (External Applicants)

			G2G – Government to Government (Internal/DSWD Employee Applicants, OBSUs or Hiring Offices)	
Who may avail:			All interested applicants (External and Internal)	
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Submitted documentary requirements/ application for a particular vacant position			Client HRMDD Job Application System	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Check, review and assess the job vacancies from the DSWD FO 10, DSWD Website and social media platforms	1. The program focal from the HRPPMU will be crafting and posting the approved Notice of Vacancy in DSWD FO and DSWD Website and Social Media Platform; submission of the request for publication to CSC Bulletin of Vacant Positions	None	10 days	<i>HRPPMU</i> <i>(Focal Staff of the hiring program)</i>
2. Submit the application/set of documents to the Regional Director through the HRPPMU	2. Receive the application/ documents submitted by the client/applicant through online generation of applicants (google forms)	None	15 minutes (counted as 1 day)	<i>Client/Applicant</i>
3. Wait for the result of the HRPPMU's	3. Evaluation of applications based on the CSC	None	3 days (may be extended)	<i>Krizia Geneva Kaye D. Singcay</i>

evaluation on your submitted application	Minimum Qualification Standards of the position, Checking of competency-based requirements		based on the volume of applications received)	<i>Vanessa Lorraine L. Valero</i> <i>Winlyn Kissy Mae R. Obsioma</i>
4. Applicants shall wait for the invitation/text message from the HRPPMU Recruitment Officer	4. Initial longlisting of qualified applicants based on their minimum/ preferred requirements for Education, Training, and Experience (ETE), areas of competencies	None	5 days (may be extended based on the volume of applications received)	<i>HRPPMU</i> <i>Division Chief/ Unit Head/ Center Head of the Hiring Office</i>
5. Qualified applicants shall receive an invitation for the Initial Qualifying Test (IQT)	5. Preparation and submission of Longlist of Applicants from the talent pool, subject for the Initial Qualifying Test (IQT)	None	15 days (may be extended based on the volume of applications)	<i>Krizia Geneva Kaye D. Singcay</i> <i>Vanessa Lorraine L. Valero</i> <i>Winlyn Kissy Mae R. Obsioma</i>
6. Qualified Applicants - Initially shortlisted applicants shall receive an invitation for the Technical/Special Exam	6. IQT Administration through online platforms	None	2 hours (counted as 1 day)	<i>HRMDD-HRPPMU</i>
7. Initial Shortlisted Applicants to take the Special/	7. Technical/Special Exam Administration	None	1-2 hours (counted as 1 day)	<i>Krizia Geneva Kaye D. Singcay</i> <i>Vanessa Lorraine R. Valero</i>

Technical Exam	Hiring office/unit to check the applicants' technical exam answer sheets Applicants who passed the cut-off score will be invited for a Panel Interview			<i>Winlyn Kissy Mae R. Obsioma</i>
8. Receive notification thru text to attend a Panel Interview for the shortlisted applicants	8. Applicants who passed the cut-off score will be invited for a Panel Interview	None	1 day (may be extended based on the number of applicants)	<i>HRMDD- HRPPMU Hiring Office/Unit</i>
9. Attend the competency-based interview and deliberation	9. Facilitation of Competency-based Job Interview and Deliberation	None	1 day	<i>Field Office – Human Resource Merit Promotion and Selection Board (FO-HRMPSB)</i>
10. Wait for the Approval and Selection of Candidate/s	10. Crafting, Calculation, Packaging and Endorsement of FO-HRMPSB resolution for selection and approval	None	1-10 days	<i>RD Mari-flor A. Dollaga-Libang (Appointing Authority)</i>
11. Compliance of Requirements for Deployment	Facilitation of Deployment Processes through overseeing the newly-hired staff's progress in the compliance of necessary requirements.		2-5 days (may be extended based on the working days required by the government agencies)	<i>Newly-hired/ promoted staff Lois Marie R. Murillo- Division Chief HRPPMU-Program Focal</i>

12. Receive notification thru phone patch/ text message about the Approved Appointment Paper (for permanent, casual and contractual)/ Employment Contract (for Cost of Service and Job Order Workers)	12. Issuance of Appointment Paper / Employment Contract	None	5-10 days upon the completion of requirements	Appointing Authority Newly-hired/ promoted staff HRPPMU Program Focal
TOTAL:		None	70 days	Processing time may be extended depending on the volume of transactions to be accommodated
FEEDBACK AND COMPLAINTS MECHANISM				
How to send feedback		Send feedback through email dswdhrppm@gmail.com Feedback can also be accommodated through phone patch or sending it to any drop boxes within the office premise.		
How feedbacks are processed		Feedbacks are consolidated by the Human Resource Personnel and as service providers, they shall be subject to evaluation also. The feedback will be gathered and analyzed for the HRPPMU to assess the effectiveness of service delivery and could utilize the feedback from the client in improving and enhancing the mechanisms of HR operations.		

	<p>In the aspect of RSP, the HRPPMU will be consolidating the feedback whenever there are comments received on hiring procedures and other matters relevant to recruitment.</p> <p>Feedback whether negative or positive are all collected to have bases for conflict resolution when necessary and to hear comments from the general public which may provide an avenue for its staff to improve their systems and processes.</p>
How to file a complaint	<p>Send complaints through email at dswdhrppm@gmail.com or a message can also be sent to the focal person.</p> <p>The complaints such as but not limited to the status of their application, clarificatory communication about the appointment made and other concerns shall be specific based on what position and the timeline of hiring processes in order for the recruitment team to fully assess the situation or concern at hand.</p> <p>They can also provide complaints about certain circumstances, wherein evidence and witnesses if there are, are cited in the official complaint.</p>
How complaints are processed	<p>Resolutions on the complaints will be worked on in a given period, preferably in less than twenty-four (24) hours to three (3) days. Complainants shall be informed of the progress of the complaints.</p> <p>The HRMDD focal will be addressing the complaints as soon as a basis will be available. Fact-finding shall be done through further investigations such as but not limited to application documents submitted, comparative</p>

Duly accomplished Personal Data Sheet (PDS) with Work Experience Sheet	Client
Transcript of Record/Diploma	Client/Graduated School or University
Copy of Certificate of Relevant Training Sessions and Seminars attended (if applicable)	Client
Copy of Certified duly signed Individual Performance Contract Rating (IPCR) or its equivalent for external applicants with a Very Satisfactory rating during the last period (if applicable)	Client/Present or Previous Employer
Copy of Civil Service Eligibility and/or PRC License ID/Board Rating (if applicable)	Civil Service Commission (CSC) or Professional Regulation Commission (PRC), Supreme Court of the Philippines (SC) for positions involving the practice of the profession

A. Online/Email Submission @ recruitment.fo10@dswd.gov.ph

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Access the DSWD website to view the job postings (jobs.dswd.gov.ph) , DSWD social media platform (facebook- https://www.facebook.com/dswdfo10/), and CSC website (csc.gov.ph);	None	None	1 minute (based on system response time)	<i>Client/Applicant</i> <i>Online System</i>
2. Select the desired position among the list of vacancies;	None	None	1 minute (based on system response time)	<i>Client/Applicant</i> <i>Online System</i>
3. Attach/Upload fully signed and scanned application documents/require	3. The documents uploaded/submitted will be	None	2-5 minutes (based on system response time)	<i>Client/Applicant</i> <i>Online System</i>

ments and cover note.	accepted by the system.			
NOTE: Indicate in the subject of the email the position applied for				
TOTAL:		None	7 minutes	<i>Processing time may be extended based on the internet speed and system response time</i>

B. Snail Mail / Courier Submission (hard copy)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Access the DSWD website to view the job postings (jobs.dswd.gov.ph) , DSWD social media platform (facebook- https://www.facebook.com/dswdfo10/), and CSC website (csc.gov.ph);	none	None	1 minute (based on system response time)	<i>Client/Applicant</i> <i>Online System</i>
2. Select the desired position among the list of vacancies;	none	None	1 minute (based on system response time)	<i>Client/Applicant</i> <i>Online System</i>
3. Submit fully accomplished and signed application documents/requirements and cover notes through courier (LBC, JRS	Receive the application/documents submitted by the client/applicant.	None	3-5 days	<i>Incoming/Outgoing Clerk</i> <i>HRPPMU</i> <i>Receiving Area</i>

Express, and other courier services).	Review and check the completeness of the documents submitted.			
TOTAL:		None	5 days, 2 minutes	<i>May be extended based on the internet speed and system response time</i>

C. Walk-In Applicants

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Access the DSWD website to view the job postings (jobs.dswd.gov.ph), DSWD social media platform (facebook-https://www.facebook.com/dswdfo10/), and CSC website (csc.gov.ph);	none	None	1 minute (based on system response time)	<i>Client/Applicant</i> <i>Online System</i>
2. Select the desired position among the list of vacancies;	none	None	1 minute (based on system response time)	<i>Client/Applicant</i> <i>Online System</i>
3. Encode in the HR E-KIOSK through the Applicant Pooling Information System (APIS).	3. Receive the application/documents submitted by the client/applicant. Review and check the	None	3-5 days	<i>Incoming/Outgoing Clerk HRPPMU Receiving Area</i>

	completeness of the documents submitted.			
TOTAL:		None	5 days, 2 minutes	<i>Processing time may be extended based on the internet speed and system response time</i>
FEEDBACK AND COMPLAINTS MECHANISM				
How to send feedback		<p>Send feedback through email at dswdhrppm@gmail.com.</p> <p>Feedback can also be accommodated through phone patch or sending it to any drop boxes within the office premise.</p>		
How feedbacks are processed		<p>Feedbacks are consolidated by the Human Resource Personnel and as service providers, they shall be subject to evaluation also. The feedback will be gathered and analyzed for the HRMDD to assess the effectiveness of service delivery and could utilize the feedback from the client in improving and enhancing the mechanics of HR operations.</p> <ul style="list-style-type: none"> • In the aspect of RSP, the HRPPMU will be consolidating the feedback whenever there are comments received on hiring procedures and other matters relevant to recruitment. <i>(Focal Person: Krizzia Geneva Kaye D. Singcay- HRMPSB Secretariat/ Recruitment Officer)</i> • On the other hand, the division also receives some feedback on Government-Mandated Benefits and Employees' salaries and Incentives in a form of queries. The HRMDD will be attending to 		

	<p>this feedback and shall provide clarifications relevant to the feedback. (<i>Focal Person: Emma Zayas (AO-II, Personnel Administration Unit)</i>)</p> <ul style="list-style-type: none"> • For the issuance of the Appointment Paper and Certificate of Employment, there will be <p>Feedback whether negative or positive are all collected to have bases for conflict resolution when necessary and to hear comments from the general public which may provide an avenue for its staff to improve their systems and processes.</p>
How to file a complaint	<p>Send complaints through email at hrmdd.dswdfo10@gmail.com or a message can also be sent to the focal person, with the cellular number - 09455472572</p> <p>Complaints may be in the form of consultation/ follow-ups. Additionally, clients may also file complaints against the personnel in the conduct of recruitment processes, provided that a concrete basis is handed with supporting documents.</p> <p>They can also provide complaints about certain circumstances, wherein evidence and witnesses if there are, must be cited in the official complaint.</p>
How complaints are processed	<p>Resolutions on the complaints will be worked on in a given period, preferably three (3) days. Complainants shall be informed of the progress of the complaints.</p> <p>The HRMDD focal will be addressing the complaints as soon as a basis will</p>

	be available. Fact-finding shall be done through further investigations and the results of these will be forwarded to the complainant for transparency purposes.
Contact Person/Information	858-8134 (110) hrmdd.dswdfo10@gmail.com
Contact Information	
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

9. Admission of Clients to Centers and Residential Facilities

Prior to the admission of the client, there must be a pre-admission conference between the receiving social worker and referring social worker

Office or Division:	Reception and Study Center for Children (RSCC)/ Protective Services Division (PSD)				
Classification:	Simple				
Type of Transaction:	G2G – Government to Government				
Who may avail:	Children 0-6 years old who needs special protection				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
Requirements may vary					
CLIENTS STEPS	AGENCY ACTIONS	DOCUMENTS	PROCESS ING FEE	PROCESS ING TIME	PERSON RESPONSIBLE
1. Client’s referrals from other agency (admission)	Welcome and interview the child (if applicable), or the referring party through the completion of an admission slip and intake sheets	Admission slip and intake sheets	None	30minutes	Referring LGU’s and Handling Center Social Worker

2	Take picture of the child	None	None	5minutes	<i>Handling Social Worker</i>
3	Endorse the child for physical check-up with the Nurse on duty or with the Medical Officer for thorough intervention	Medical Records	None	10 minutes	<i>NOD and or Medical Officer</i>
4	Orient the child on what RSCC/ interpret rules and regulations of the Center <i>(if applicable)</i>	None	None	10minutes	<i>Supervising Houseparent</i>
5	Identify appropriate room accommodation for the child and turnover the child to the houseparent/s on duty	logbook	None	3 minutes	<i>Supervising Houseparent</i>
6	Introduce the child to the staff and other children, <i>if applicable</i>	None	None	5 minutes	<i>Houseparent assigned</i>
7	Bathes the child and provide with food, appropriate clothing and personal items such as slippers, soap,	None	None	15 minutes	<i>Houseparent assigned</i>

	toothbrush and beddings				
8	Tour the child/ren in the Center for familiarization of the new place (<i>this depends on the child's age</i>), if applicable	None	None	15 minutes	<i>Houseparent</i>
TOTAL:			None	1 hour and 33 minutes	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	The RSCC maintains email, text/calls for any concern
How feedbacks are processed	Feedback will be sent thru RSCC official Email Account rscc.fo10@dswd.gov.ph and thru text 09356012275 Suggestion box is placed near the entrance door of the RSCC building
How to file a complaint	Any complaints are directly sent through RSCC official email address, reach via text/call, suggestion and client satisfaction survey
How complaints are processed	Complaints are automatically directed to the Center Head. The Center Head then discuss the concern during the meeting
Contact Person/Information	rscc.fo10@dswd.gov.ph SEAN PAMELA BALAIS- 09051831965
Contact Information	
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

10. Releasing of Unconditional Cash Transfer Grants to Beneficiaries Through LandBank of the Philippines Servicing Branch.

This covers the releasing of UCT cash cards/grants to the beneficiaries through LandBank servicing branches across Region 10.

Office / Division:	Policy and Plans Division – UCT Unit			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	UCT-Listahanan beneficiaries from TRAIN Law			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Any valid Identification approved by Land bank, including barangay certification		Person receiving the grant and/or barangay LGU		
Photocopy of valid ID		Person receiving the grant		
Proof of relationship for authorized representative i.e marriage contract, birth certificate etc.		Authorized representative up to 2 nd degree affinity and consanguinity		
Additional requirement for dead beneficiaries, Death certificate and/or duly notarized SPA signed by heirs.		Public attorneys office or any notary public offices		
LBP enrollment forms, EMV release forms and CIS forms		LBP servicing branches in your area, to be distributed by UCT RPMO staff during validation and/or scheduled Cash Card release.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Schedule of cash card release will be posted in your respective barangay, UCT RPMO staff with MAT will conduct validation for the purpose of finalization of documents needed during the said release. ,validation is done 1 week before the Cash	1. Validate beneficiaries as to completeness of documents, fill up enrollment forms and EMV release forms.	None	5 minutes	UCT RPMO and/or C/MAT

Card release to make time for the beneficiaries to secure needed documents'				
2. On schedule of Cash Card release, Proceed to the assigned Municipal link and/or UCT RPMO staff. *Prepare the valid ID and the photocopy with 3 specimen signature	1. Check the specimen signature and the signature of their valid ID. Make sure they are the same.	None	3 minutes	<i>UCT RPMO and/or C/MAT</i>
2. Sign the Enrolment forms, EMV forms and CIS form 'if available'. These forms are supplied by the LBP servicing branch	2. Check completeness of documents and boxes must be filled out correctly.	None	3 minutes	<i>UCT RPMO and/or C/MAT</i>
3. Proceed to the LandBank teller. *Bring the Enrolment forms, EMV forms and CIS form 'if available'. These forms are supplied by the LBP servicing branch	3. Check the original valid ID and completeness of documents supplied	None	2 minutes	<i>LandBank servicing branch</i>
4. Sign the release forms.	4. Provide the cash card/grant to the beneficiary and proceed to the next client.	None	2 minutes	<i>LandBank servicing branch</i>
TOTAL:		None	15 minutes (including validation)	

Clients/Beneficiaries is then given schedule for the activation of cash card per barangay or as agreed with the LGU.			
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FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<p>Feedback reports are sent to the concerned office</p> <p>(UCT RPMO/NPMO) where the complaint originated or person (for resolution of the grievances/ concerns.</p>
How feedbacks are processed	<p>From referred complaints, attending staff will verify the concerns of the complainant and provide appropriate action based on the findings of the verification. A feedback communication will then be drafted for the Regional Director's approval.</p> <p>For walk-in clients, attending staff will verify the concerns of the complainant through available data and provide feedback immediately.</p>
How to file a complaint	<p>The general public can file a grievance regarding program implementation and or staff concerns through Email, Phone call, text messages or walk in.</p> <p>UCT RPMO 10 hotlines</p> <p>09187894272</p> <p>09367863083</p> <p>Email</p> <p>uctfo10@gmail.com</p> <p>for faster transaction</p>

How complaints are processed	Complaints with the program implementation and or staff concerns are directly being verified by the grievance officers then provide feedback to the Regional Program Management Office (RPMO) of the veracity of the complaint. The 4p's Grievance Redress System has a category of complaints and each has its own timeline for resolution.
Contact Person/Information	E-mail: dswdxgrs@gmail.com UCT FO10 E-mail: uctfo10@gmail.com UCT RPMO 10 hotlines 09187894272 09367863083
Contact Information	
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

11. Walk-in Name Matching Process

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:	NHTS/Listahanan
Classification:	Simple

Type of Transaction:		G2C- Government to Citizens		
Who may avail:		All Walk-in Clients		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Walk-in Name Matching Form		National Household Targeting Section (NHTS)- Administrative Assistant III		
2. Valid Identification Card/Proof of Identity		Concerned Client		
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.	1.1. Receive and record the request in the transaction/ tracking system. 1.2. Endorse request to the Regional Field Coordinator (RFC)	None	5 Minutes	Administrative Assistant III
	1.3 Interview the client to evaluate the validity of the request as to its purpose 1.4 If not valid- The RFC will inform the client on the grounds for the denial of the request based on the	None	10 minutes	Regional Field Coordinator (RFC)

	<p>DSWD MC 12 s2017. End of process.</p> <p>1.5 If valid- Forward the request to the Regional Information Technology Officer (RITO) for matching</p> <p>Note:*In case, the RITO is on official travel, the client shall leave his/her contact details</p>			
	<p>1.6 Process the name matching request</p> <ul style="list-style-type: none"> • Manual verification • Running of name matching application <p>*Note: 1 day processing time if the RITO is on official travel.</p>	None	5 minutes	Regional Information Technology Officer II (RITO II)
	1.7 Review and archive result	None	5 minutes	RITO II

	1.8 Endorse result to the PDO			
2. Receive Name Matching Result	2.1 Present and explain the result of name matching and administer the CSMS form (see CART Guidelines)	None	5 minutes	RFC
TOTAL:		None	30 minutes	
FEEDBACK AND COMPLAINTS MECHANISM				
How to send feedback?		Answer the client feedback form and drop it at the designated drop box outside the NHTS Office. Contact info: 858-6333 local 131 or listahanan10@gmail.com		
How feedbacks are processed?		Every Friday, the Administrative Assistant III (AA III) of NHTS opens the drop box and compiles and records all feedback submitted. Feedback requiring answers are forwarded to the relevant personnel and are required to answer within three (3) days of the receipt of the feedback. The answer of the office/personnel is then relayed to the citizen. For inquiries and follow-ups, clients may contact 858-6333 local 131		

How to file a complaint?	<p>Answer the client complaints form and drop it at the designated drop box outside the NHTS Office.</p> <p>Complaints can also be filed via telephone. Make sure to provide the following information:</p> <ul style="list-style-type: none"> - Name of person being complained - Incident - Evidence <p>For inquiries and follow-ups, clients may contact the following telephone number: 858-6333 local 131</p>
How complaints are processed?	<p>The Administrative Assistant III (AA III) opens the complaints drop box on a daily basis and evaluates each complaint.</p> <p>Upon Evaluation, the AA III shall start the investigation and forward the complaint to the relevant personnel for explanation.</p> <p>The AA III will create a report after the investigation and shall submit it to the Head of Agency for appropriate action.</p> <p>The AA III will give feedback to the client.</p> <p>For inquiries and follow-ups clients may contact the following telephone number: 858-6333 local 131</p>
Contact Information Anti-Red Tape Authority (ARTA)	complaints@arta@gov.ph

Presidential Complaint Center (PCC)	8-478-5093 pcc@malacanang.gov.ph 8888
Contact Center ng Bayan (CCB)	email@contactcenterngbayan.gov.ph 0908-881-6565

12. Data Sharing – Name Matching Process

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:	NHTS/Listahanan		
Classification:	Highly Technical- Multi Stage		
Type of Transaction:	G2C – Government to Citizens G2G – Government to Government G2B – Government to Business		
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	
Letter of Request (indicating reasons for name-matching)		National Household Targeting Unit	
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)			

Electronic copy of the names to be matched				
Memorandum of Agreement				
Physical Setup Certification and Organizational, Technical, and Security Setup Certification				
Physical Setup Certification and Organizational, Technical, and Security Setup Certification				
Valid Proof of Identities of the agency head and DPO				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The Requesting Party will endorse their letter of request with an attached ecopy of names for name matching to NHTU.	1.1 Receive and record the request in the Transaction/ tracking system. 1.2 Endorse request for approval to the Regional Director Note: Admin staff will advise the requesting party that they will receive an email or call after 1 working	None	5 Minutes	Administrative Assistant III

	day on the approval of their request and the expected schedule of release of the results			
	1.3 Review, input comments and decide if the request is for processing or not then endorse to the Division Chief	None	2 hours	Regional Director
	1.4 Input comments and endorse to the RFC	None	10 minutes	Policy and Plans Division Chief
	<p>Inform the requesting party on the approval/disapproval of the data request based on the DSWD MC 12, s.2017.</p> <ul style="list-style-type: none"> • If approved - the inspection meeting will be scheduled including preparati 	None	10 minutes	Regional Field Coordinator (RFC)

	<p>on of documen tary requirem ents for submissi on.</p> <ul style="list-style-type: none"> • If disappro ved- Inform the requestin g party of the disappro val 			
2. Requesting Party will attend the scheduled orientation with the RFC	<p>2.1 Orient the requesting party on Listahanan and discussion of the Salient Points of the Data Privacy Act.</p> <ul style="list-style-type: none"> • The Requesting Party will attend the scheduled orientation with the NHTS staff. 	None	2 Hours	NHTS Inspection Team

	2.2 Hand-over of the copy of the law, its IRR and the issuances of the NPC			
3. Submission of signed Memorandum of Agreement and documentary requirements to the NHTS	3.1 Review all submitted documentary requirements including MOA submitted by the requesting party. 3.2 Make a schedule with the requesting party on the inspection meeting.	None	2 Hours	RFC RITO II
4. Requesting party will present their IT facilities to the NHTS Inspection Team.	4.1 Check on the capability of the second party to protect the Listahanan data <ul style="list-style-type: none"> Inspect the IT facilities of the requesting party Collection of documentations based on data 	None	1 day	NHTS Inspection Team

	<p>requirements</p> <p>*Note: NHTS conduct signing of the certifications of the inspection completion and exit conference.</p>			
	<p>4.2 Certifications will be attached to the MOA and endorsed to the Department's Data Protection Officer.</p>	None	35 Minutes	RFC
	<p>4.3 Assess the MOA, its purpose, and attachments.</p>	None	1 day	DSWD Data Protection Officer
	<p>4.4 Review and sign the MOA.</p> <p>The signed MOA will be endorsed to NHTS for data processing.</p>	None	3 days	Regional Director
	<p>4.5 The approved request is endorsed to the ITO to assess if the attached electronic copy of names is in</p>	None	1 hour	RITO II

	<p>accordance with the template required</p> <ul style="list-style-type: none"> • If not in accordance with the required template – inform the requesting party for revision • If in accordance - Data Processing Head/ ITO shall inform the Administrative Assistant of the schedule of release of the results. 			
	4.6 Process the request on a set deadline depending on the volume or number of	None	20 days (for 300,000 names)	RITO II

	names to be matched.			
	4.7 Review result of name matching.	None	3 days	RITO II
	<p>4.8 Secure the data by adding password protection to the file.</p> <p>4.9. Prepare Data Release Form (DRF), draft memo reply and burn results in a compact disc (CD).</p> <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 	None	1 hour	RITO II

	<p>4.10. Counter sign in the DRF</p> <p>4.11. Finalize the memo then attached the Data Release Form (DRF) and secured data then forward it to the Administrative unit.</p>			
	4.12 Sign the memo/ endorsement letter	None	1 hour	Regional Director
	4.13 Track and scan the documents before releasing the result to the requesting party.	None	5 minutes	AA III
5. Call NHTS Office.	5. Provide the password of the file to the requesting party thru phone upon inquiry. And administer CSMS form per CART guidelines.	None	5 minutes	RITO II

TOTAL:	None	28 days, 10 hours, 10 minutes (Timeline depends on the compliance of the requirements by the requesting party)	
FEEDBACK AND COMPLAINTS MECHANISM			
How to send feedback?	<p>Answer the client feedback form and drop it at the designated drop box outside the NHTU Office.</p> <p>Contact info: 858-6333 local 131 or listahanan10@gmail.com</p>		
How feedbacks are processed?	<p>Every Friday, the Administrative Assistant III (AA III) of NHTS opens the drop box and compiles and records all feedback submitted.</p> <p>Feedback requiring answers are forwarded to the relevant personnel and are required to answer within three (3) days of the receipt of the feedback.</p> <p>The answer of the office/personnel is then relayed to the citizen.</p> <p>For inquiries and follow-ups, clients may contact 858-6333 local 131</p>		

<p>How to file a complaint?</p>	<p>Answer the client complaints form and drop it at the designated drop box outside the NHTS Office.</p> <p>Complaints can also be filed via telephone. Make sure to provide the following information:</p> <ul style="list-style-type: none"> - Name of person being complained - Incident - Evidence <p>For inquiries and follow-ups, clients may contact the following telephone number: 858-6333 local 131</p>
<p>How complaints are processed?</p>	<p>The Administrative Assistant III (AA III) opens the complaints drop box on a daily basis and evaluates each complaint.</p> <p>Upon Evaluation, the AA III shall start the investigation and forward the complaint to the relevant personnel for explanation.</p> <p>The AA III will create a report after the investigation and shall submit it to the Head of Agency for appropriate action.</p> <p>The AA III will give feedback to the client.</p> <p>For inquiries and follow-ups clients may contact the following telephone number: 858-6333 local 131</p>
<p>Contact Information</p> <p>Anti-Red Tape Authority (ARTA)</p>	<p><u>complaints@arta.gov.ph</u></p>

Presidential Complaint Center (PCC)	8-478-5093 pcc@malacanang.gov.ph 8888
Contact Center ng Bayan (CCB)	email@contactcenterngbayan.gov.ph 0908-881-6565

13. 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:	NHTU/Listahanan
Classification:	Highly Technical
Type of Transaction:	G2C – Government to Citizens G2G – Government to Government
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
Letter of Request (indicating reasons for name-matching)	NHTS
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)	
Electronic copy of the Data Requirements	
Memorandum of Agreement	

Physical Setup Certification and Organizational, Technical, and Security Setup Certification				
Designated Data Protection Officer (DPO)				
Valid Proof of Identities of the agency head and DPO				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The Requesting Party will endorse their letter of request to NHTS.	1.1 Record the request in the transaction/ tracking system. 1.2 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. 1.3 Forward request to the Director for approval	None	5 Minutes	Administrative Assistant III

	1.4 Input comments and decide if the request is for processing or not then endorse to the Policy and Plans Division Chief	None	4 hours	Regional Director
	1.5 Input comments and endorsed it to the Regional Field Coordinator (RFC)	None	10 minutes	Policy and Plans Division Chief
	1.6 Inform the requesting party on the approval/disapproval of the data request base on the DSWD MC 12, s.2017 <ul style="list-style-type: none"> • If approved- the orientation will be scheduled including preparation of docume 	None	30 minutes	Regional Field Coordinator (RFC)

	ntary require ments for submiss ion. <ul style="list-style-type: none"> If disappr oved- Inform the requesti ng party of the disappr oval. End of process . 			
2. Requesting Party will attend the scheduled orientation with the RFC	2.1 Orient the requesting party on Listahanan, Data Privacy Act, data sharing policy and requirement. The Requesting Party will attend the scheduled orientation with the NHTS Listahanan Inspection Team.	None	2 Hours	NHTS Listahanan Inspection Team
3. Submission of signed Memorandum	3.1 Review all documentary	None	2 Hours	NHTS Listahanan Inspection Team

of Agreement and documentary requirements to the NHTS	<p>requirements including MOA submitted by the requesting party.</p> <p>3.2 Make a schedule with the requesting party on the inspection meeting.</p>			
4. Requesting party will present their IT facilities to the NHTU Inspection Team.	<p>4.1 Requesting party will present their IT facilities to the Inspection Team.</p> <p>The IT Inspection Team will inspect the IT facilities of the requesting party and issuance of Certifications (Physical Setup Certification and Organizational , Technical and Security Setup Certification).</p>	None	1 day	NHTS Listahanan Inspection Team

	4.2 Certifications will be attached to the MOA and endorsed to the Department's Data Protection Officer.	None	2 Hours	RFC
	4.3 Assess the MOA, its purpose, and attachments. Once approved, the MOA will be endorsed to the NHTS Regional Director	None	1 day	DSWD Data Protection Officer
	4.4 Review and sign the MOA. The signed MOA will be endorsed to NHTS (Field Offices) for data processing.	None	3 days	Regional Director
	4.5 Process the request.	None	3 days (depending on the volume of the request)	RITO II

	4.6 Review the result of data generation.	None	1 day	RITO II
	<p>4.7 Secure the data by adding password protection to the file.</p> <p>4.8 Prepare Data Release Form (DRF), draft memo reply and burn results in a compact disc (CD).</p> <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 	None	1 day	RITO II

	<p>4.9 Counter sign in the DRF</p> <p>4.10. Finalize the memo, attach the Data Release Form (DRF) and secure data then forward it to the Administrative unit.</p>			<p>RFC</p> <p>RFC</p>
	4.11 Track and scan the documents before releasing the result to the requesting party.	None	5 minutes	AA III
5. Call NHTU Office for retrieval of password.	5.1 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	RITO II
TOTAL:		None	11 days, 10 hours, and 55 minutes	

		(Timeline depends on the compliance of the requirements by the requesting party)	
FEEDBACK AND COMPLAINTS MECHANISM			
How to send feedback?	<p>Answer the client feedback form and drop it at the designated drop box outside the NHTS Office.</p> <p>Contact info: 858-6333 local 131 or listahanan10@gmail.com</p>		
How feedbacks are processed?	<p>Every Friday, the Administrative Assistant III (AA III) of NHTS opens the drop box and compiles and records all feedback submitted.</p> <p>Feedback requiring answers are forwarded to the relevant personnel and are required to answer within three (3) days of the receipt of the feedback.</p> <p>The answer of the office/personnel is then relayed to the citizen.</p> <p>For inquiries and follow-ups, clients may contact 858-6333 local 131</p>		
How to file a complaint?	<p>Answer the client complaints form and drop it at the designated drop box outside the NHTS Office.</p>		

	<p>Complaints can also be filed via telephone. Make sure to provide the following information:</p> <ul style="list-style-type: none"> - Name of person being complained - Incident - Evidence <p>For inquiries and follow-ups, clients may contact the following telephone number: 858-6333 local 131</p>
How complaints are processed?	<p>The Administrative Assistant III (AA III) opens the complaints drop box on a daily basis and evaluates each complaint.</p> <p>Upon Evaluation, the AA III shall start the investigation and forward the complaint to the relevant personnel for explanation.</p> <p>The AA III will create a report after the investigation and shall submit it to the Head of Agency for appropriate action.</p> <p>The AA III will give feedback to the client.</p> <p>For inquiries and follow-ups clients may contact the following telephone number: 858-6333 local 131</p>
Contact Information Anti-Red Tape Authority (ARTA)	<p><u>complaints@arta@gov.ph</u></p> <p>8-478-5093</p>

Presidential Complaint Center (PCC)	pcc@malacanang.gov.ph 8888
Contact Center ng Bayan (CCB)	email@contactcenterngbayan.gov.ph 0908-881-6565

14. Data Sharing – Statistics/Raw Data Request

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

Office or Division:	NHTS/Listahanan			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizens G2G – Government to Government G2B – Government to Business			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Request (specify purpose and data requested)		NONE		
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	1.1 Receive and record the request in the document transaction/tracking system 1.2 Forward the request to the NHTS PPD Chief	None	10 minutes	Administrative Assistant III

statistical data/ raw data generated from Listahanan				
	1.3 Review, input comments and approval in the request based on MC 12 s.2017 then endorse to the NHTS Regional Field Coordinator (RFC)	None	5 hours	Policy and Plans Division Chief
	1.4 Review the request, if the request is: <ul style="list-style-type: none"> • Not clear – In case of vague data request, will coordinat e with the data users to clarify the data requirem ents. He/ She shall provide recomme ndations on other possible data that can be requeste d if the requeste 	None	5 hours	Regional Field Coordinator (RFC)

	<p>d data is not available in the Listahana n database .</p> <ul style="list-style-type: none"> • Clear – Endorse request to the Associate Statisticia ns for data generatio n. 			
	<p>‘1.5 Generate the requested data from the Listahanan database. The generated statistical/raw data can be in excel or in any format available</p> <ul style="list-style-type: none"> • Draft reply letter/ memoran dum • Submit to the NHTS RFC 	None	1 day	Regional Associate Statistician (RAS)

	<p>1.6 Review generated statistical /raw data. If the statistical/ raw data is:</p> <ul style="list-style-type: none"> • Not accurate – Return the generated statistical /raw data to the Associate Statisticians for revision. • Accurate – Submit the generated statistical / raw data to the NHTS PPD Chief. 	None	5 hours	RFC
	1.7 Review facilitated data, countersign reply letter/ memorandum and endorse to	None	5 hours	Policy and Plans Division Chief

	the Regional Director for approval and release.			
	<p>1.8 Further review the facilitated data request for approval to release. If the generated statistical/ raw data is:</p> <ul style="list-style-type: none"> • Not accurate and acceptable – Return the facilitated data request to the Statistics Section for revisions. • Accurate and acceptable – Sign the reply letter/ memorandum. The facilitated data request will be approved 	None	5 hours	Office of the Regional Director

	for release.			
2 Receive the data request	<p>2.1 Facilitate the release of the approved data request to the requesting party.</p> <ul style="list-style-type: none"> • Administer CSMS form per CART guidelines. 	None	10 minutes	<p>AA III</p> <p>RAS</p>
TOTAL:		None	2 days, 1 hour, and 20 minutes (depending on the volume of the request)	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback?	<p>Answer the client feedback form and drop it at the designated drop box outside the NHTS Office.</p> <p>Contact info: 858-6333 local 131 or listahanan10@gmail.com</p>
How feedbacks are processed?	<p>Every Friday, the Administrative Assistant III (AA III) of NHTS opens the drop box and compiles and records all feedback submitted.</p> <p>Feedback requiring answers are forwarded to the relevant personnel and</p>

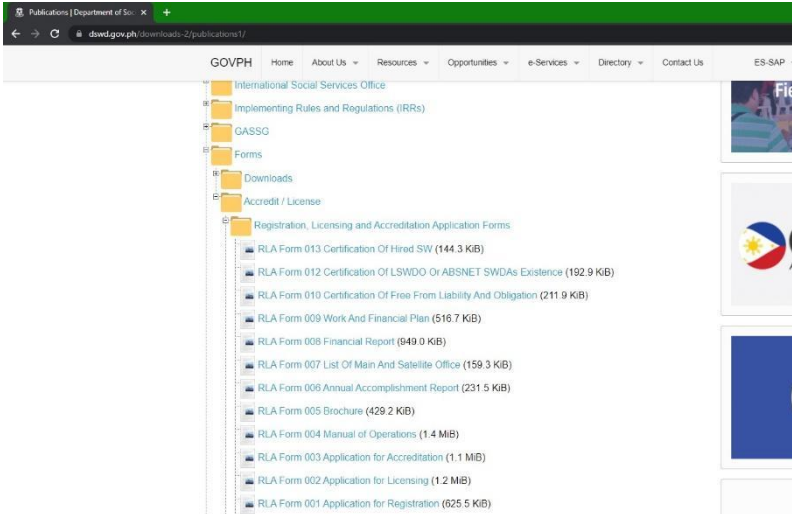
	<p>are required to answer within three (3) days of the receipt of the feedback.</p> <p>The answer of the office/personnel is then relayed to the citizen.</p> <p>For inquiries and follow-ups, clients may contact 858-6333 local 131</p>
How to file a complaint?	<p>Answer the client complaints form and drop it at the designated drop box outside the NHTS Office.</p> <p>Complaints can also be filed via telephone. Make sure to provide the following information:</p> <ul style="list-style-type: none"> - Name of person being complained - Incident - Evidence <p>For inquiries and follow-ups, clients may contact the following telephone number: 858-6333 local 131</p>
How complaints are processed?	<p>The Administrative Assistant III (AA III) opens the complaints drop box on a daily basis and evaluates each complaint.</p> <p>Upon Evaluation, the AA III shall start the investigation and forward the complaint to the relevant personnel for explanation.</p> <p>The AA III will create a report after the investigation and shall submit it to the Head of Agency for appropriate action.</p>

	<p>The AA III will give feedback to the client.</p> <p>For inquiries and follow-ups clients may contact the following telephone number: 858-6333 local 131</p>
Contact Information	
Anti-Red Tape Authority (ARTA)	<u>complaints@arta.gov.ph</u> 8-478-5093
Presidential Complaint Center (PCC)	<u>pcc@malacanang.gov.ph</u> 8888
Contact Center ng Bayan (CCB)	<u>email@contactcenterngbayan.gov.ph</u> 0908-881-6565

15. REGISTRATION OF PRIVATE SOCIAL WELFARE AND DEVELOPMENT AGENCIES (SWDAs)

Refers to the process of assessing the applicant organization to determine whether its intended purpose is within the purview of SWD, where the determination of the same shall result in the inclusion of the agency in the Department's registry of SWDAs. A Certificate of Registration shall be issued after having complied with all the prescribed requirements.

Office / Division:	Policy and Plans Division – Standards Section
Classification:	Highly Technical
Type of Transaction:	G2C- Government to Citizens G2G- Government to Government
Who may avail:	ALL Private SWDAs

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>Accomplished Application Form</p>	<p>You may download all the documentary requirements at this link,</p> <p>https://www.dswd.gov.ph/downloads-2/publications1/</p> <p>following the sequence (Forms → Accredit / License → Registration, Licensing and Accreditation Application Forms)</p>  <p>Also, you may request a complete checklist of requirements at standardsunit.dswd10@gmail.com</p>
<p>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</p>	<p>Clientele may secure at the nearest Security and Exchange Commission Office.</p>

Copy of any of the following: <ul style="list-style-type: none"> - Handbook or Manual Operations of its programs policies and procedures to attain its purposes - Brochure - Duly signed Work and Financial Plan for at least two (2) years 		Clientele may download the template on the crafting of the said requirement at this link, https://www.dswd.gov.ph/downloads-2/publications1/ following the sequence (Forms → Accredited / License → Registration, Licensing and Accreditation Application Forms) Also, you may request a complete checklist of requirements at standardsunit.dswd10@gmail.com		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Assessment Procedures for Walk-in Applicants:				
1. Secures application form thru the DSWD Website /Field Office/Standards Section	1. Provides client application form, and checklist of requirements/TA Provision	None	45 minutes	-Jared Rae V. Bade -Leah L. Pacteres -Potri Jallila T. Taha
2. Submit/file application and supporting documents (if operating only in one region, the application shall be filed in the concerned DSWD Field Office; if operating in more than one region, the application shall be filed at the Standards Bureau).	2. Review and assess documentary requirements submitted a) If application and documentary requirements are not complete, the same are returned to applicant with list of requirements not complied with b) If application and documentary requirements are complete, the "Officer of the Day" refers the applicant to the support staff for the issuance of the billing statement	None	45 minutes	-Leah L. Pacteres -Potri Jallila T. Taha -Ebmae B. Avelino -Jared Rae V. Bade
2.a	Prepares Billing Statement and instructs	None	20 minutes	-Jared Rae V. Bade

	the applicant to proceed to the Financial Management Service (Accounting/Cashier, 1 st Floor, FO main building)			
3. Presents the Billing Statement at Accounting and to the Cashier and settles the required fee	3. Approves and control, processes payment, and issues Official Receipt.	₱1,000.00	45 minutes	Cashier Clerk(Financial Management Division)
TOTAL:		PHP1,000.00	2 hours, 35 minutes	
B. Processing Procedures of Applications with Incomplete Requirements submitted at Field Offices through Mail/Courier:				
	1. Review, assess, and prepare notification indicating result of the assessment clarifying and guiding the applicant	None	1 working day	Potri Jallila T. Taha Leah L. Pacteres Zosimo G. Butil
	2. Approval and signing of written notice	None	1 working day, 4 hours	Regional Director Mari-Flor A. Dollaga-Libang Potri Jallila T. Taha Jared Rae V. Bade
	3. Release the written notice together with the returned documents through email or snail mail	None	5 working days	Jared Rae V. Bade

TOTAL:		None	7 days, 4 hours	
C. Processing Procedures of Applications with Complete Requirements submitted at Field Offices:				
1. Submits the Application form, Requirements, and Photocopy of the Official Receipt	1. Receives encodes and/or forwards documents to the Office of the Regional Director/Division Chief/SS	None	1 working day	Jared Rae V. Bade Records Section
1.a	1.a Initial review of the application	None	1 working day	Jared Rae V. Bade Leah L. Pacteres Potri Jallila T. Taha Ebmae B. Avelino
1.b	1.b Review the submitted Requirements of application as to compliance to the requirements and prepare Confirmation Report with the recommendation of issuance of Certificate	None	2 working days	Leah L. Pacteres Potri Jallila T. Taha Ebmae B. Avelino
1.c	1.c Review and approval of the Confirmation Report; Preparation and endorsement for approval	None	2 working days	Leah L. Pacteres Potri Jallila T. Taha

	of the Registration Certificate			<i>Ebmae B. Avelino</i>
1.d	1.d Approval and Signing of Registration Certificate	None	1 working day	<i>Regional Director Mari-Flor A. Dollaga-Libang</i>
2.	2. Send the Confirmation Report and notify the availability of the Certificate of Registration for release through various means (direct pick-up, courier, or thru awarding ceremony)	None	1 working day (depending on the choice of the applicant)	<i>Jared Rae V. Bade</i>
TOTAL:		None	8 days	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	Every client of the Standards Section whenever they conduct regulatory services inside or outside of the office premises will be given a Customer Satisfaction Survey Form to rate the effectiveness by providing technical assistance/ provision or intervention from the staff to our clientele.
How feedbacks are processed	The Standards Section staff will be gathering the feedback received by our clientele during assessment for Registration, Licensing, Accreditation Assessment and Monitoring. The Standards Section will be sending back an e-mail/ letter to the client as a form of response signed by the Regional Director. The clientele will submit the

	<p>accomplished form to the Standards Section staff after the assessment for hand carry of the staff to the section for review and consolidation of the result. Moreover, feedback will also assess and determine the level of effectiveness of the section. Hence, this will be a key instrument for them to have room for improvement since the personnel will also be evaluated.</p>
How to file a complaint	<p>Send complaints through email at standardsunit.dswd10@gmail.com</p> <p>The complaint must be completely addressed with citation of the circumstances and the person being complained identify the complainant. Apart from that, it must be presented clearly.</p> <p>Anonymous complaints shall be considered only if it is of public knowledge, is supported by clear evidence, or is readily verifiable or contains sufficient leads to particulars to enable the taking of further action. Also, a verbal complaint is considered provided it is readily verifiable and with adequate information that leads to be taken for action. The verbal complaints shall be entered in the complaint's logbook, but whenever possible, shall be confirmed in writing. Likewise, the complaining party shall provide his/her address and telephone number, if any.</p> <p>The mode of receiving complaints is through email or letters received from the complainant.</p>
How complaints are processed	<p>Resolutions on the complaints will be worked on in a given period.</p>

	<p>Complainants shall be informed of the progress of the complainants.</p> <p>These are the different services from PPD:</p> <ol style="list-style-type: none"> 1. Registration of SWDAs 2. Registration and License to operate SWDAs 3. Accreditation SWDAs, service providers LGU centers, DSWD facilities 4. Duty-free entry 5. National/ Local Fund-Raising Campaign (Public Solicitation) 6. Social Worker Managing Court Cases Accreditation 7. Pre-marriage Counselor Accreditation 8. Child Development Worker/ Center Accreditation <p>(no complaints received on any of the following services.)</p> <p>In the event wherein the client has concerns in any of these services, the assigned team shall explain and do fact-finding investigations. Transparency will be observed in which the client will be made aware of how the processing of complaints runs.</p> <p>(no complaints received on any of the following services.)</p>
Contact Person/Information	<p><u>Standardsunit.dswd10@gmail.com</u></p> <p>Potri Jallila T. Taha- Standards Head Leah L. Pacteres- RLA Focal Arsenia A. Trinidad – ECCD Focal Donnald G. Lim- SSC Focal</p>
Contact Information	

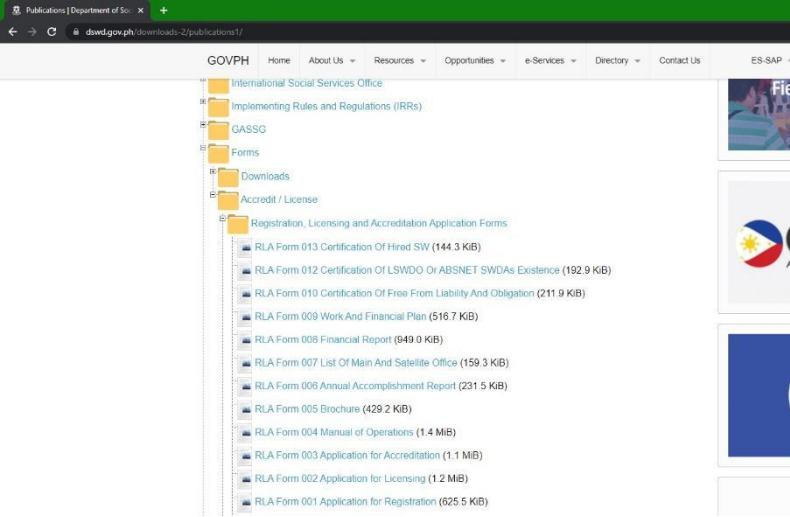
Anti-Red Tape Authority (ARTA)	complaints@arta.gov.ph 8-478-5093
Presidential Complaint Center (PCC)	pcc@malacanang.gov.ph 8888
Contact Center ng Bayan (CCB)	email@contactcenterngbayan.gov.ph 0908-881-6565

16. LICENSING OF PRIVATE SOCIAL WELFARE AND DEVELOPMENT AGENCIES (SWDAS)

Refers to the process of assessing the qualifications and authorizing a registered SWDA to operate as a SWA or as an Auxiliary SWDA. A License to Operate shall be issued after having complied with the set criteria and all prescribed requirements.

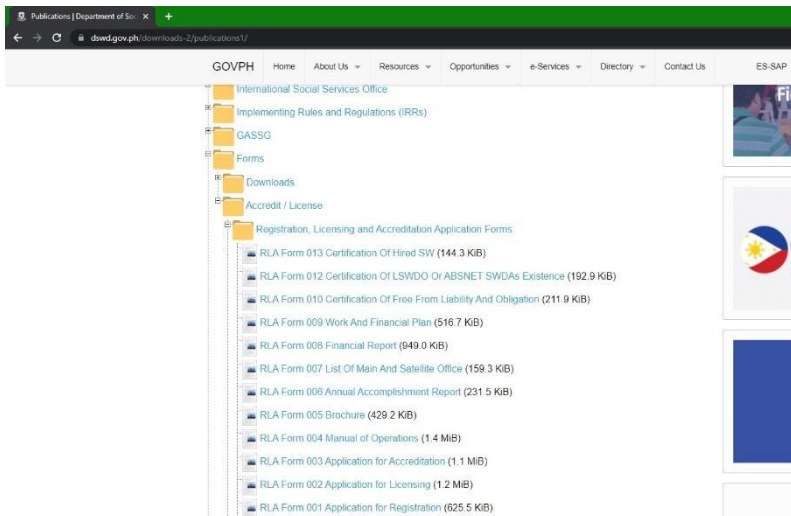
A. For Auxiliary SWDA

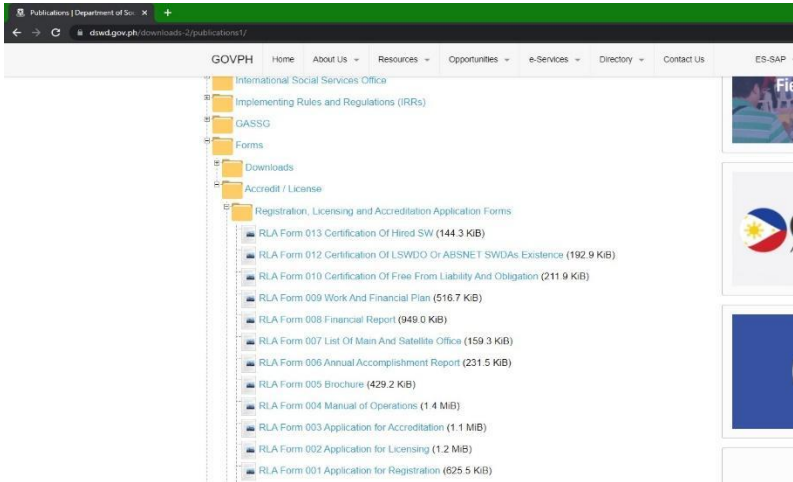
Office / Division:	Standards Section
Classification:	Highly Technical
Type of Transaction:	G2C- Government to Citizens G2G- Government to Government
Who may avail:	Auxiliary SWDA
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Intending to Operate	
1. Accomplished Application Form	You may download all the documentary requirements at this link, https://www.dswd.gov.ph/downloads-2/publications1/ following the sequence (Forms → Accredit / License → Registration, Licensing and Accreditation Application Forms)
2. Certification of a plan to hire the required Registered Social Worker (RSW) or staff complement or Profile of Employees and volunteers	
3. Manual of Operation/Handbook	
4. Profile of Board of Trustees	
5. Work and Financial Plan for the two (2) succeeding years	

<p>6. Notarized certification from the Board of Trustees and/or the funding agency to financially support the organization's to operate for at least two (2) years</p>	 <p>Also, you may request for a complete checklist of requirements at standardsunit.dswd10@gmail.com</p>
<p>7. Certified True Copy of General Intake Sheet issued by SEC</p>	<p>Registered Auxiliary SWDA may secure at the nearest Security and Exchange Commission Office.</p>
Implementing Prior to its Application	
<p>1. Accomplished Application Form</p>	<p>You may download all the documentary requirements at this link,</p> <p>https://www.dswd.gov.ph/downloads-2/publications1/</p> <p>following the sequence (Forms → Accredit / License → Registration, Licensing and Accreditation Application Forms)</p>
<p>2. Manual of Operation/Handbook of containing the SWDAs program and administrative policies, procedures, and strategies to attain its purpose/s among others</p>	
<p>3. Profile of Board Trustee</p>	
<p>4. Profile of Employees and Volunteers:</p> <p><input type="checkbox"/> At least one (1) full-time staff who will manage its operations</p>	
<p>5. Certified True Copy of General Intake Sheet issued by SEC</p>	
<p>6. Certification of no derogatory information issued by SEC (for those</p>	

operating more than six (6) months upon filing of the application		
7. ABSNET Membership		
8. 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)		
9. Duly signed Work and Financial Plan for the next two (2) succeeding years		
10. Notarized Certification from the Board of Trustees and/or funding agency to financially support the organizations to operate for at least two (2) years		
11. Annual Accomplishment Report previous year		
12. Audited Financial Report of the previous year		
13. Profile of Clients served for the preceding and current year		
OPTIONAL/ADDITIONAL REQUIREMENTS (both for intending and already operating)		
A. Basic Documents		
1. For those operating in more than one region	You may download all the documentary requirements at this link, https://www.dswd.gov.ph/downloads-2/publications1/	

<input type="checkbox"/> List of main and satellite/branch offices, if any <input type="checkbox"/> 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>following the sequence (Forms → Accredited / License → Registration, Licensing and Accreditation Application Forms)</p> <p>Also, you may request a complete checklist of requirements at standardsunit.dswd10@gmail.com</p>
B. Documents Establishing Corporate Existence and Regulatory Compliance	
<p>2. For those operating in more than one region</p> <p><input type="checkbox"/> Validation report from concerned DSWD Field Office or Certification from Regional ABSNET/Cluster or LGUs attesting to the existence and status of operation of the organization in the area/s of jurisdiction.</p>	<p>A written letter will be sent to the Standard's Bureau requesting to conduct validation on the concerned region on the existence and status of operation of the organization in the area/s of jurisdiction based on the given list of main and satellite/branch offices.</p>
<p>3. For applicants that are identified that would be serving IP, the appropriate additional documentary requirement will be required to ensure that the rights of the IP sectors are protected as per RA 8371 (The Indigenous Peoples' Rights Act of 1997)</p>	<p>You may download all the documentary requirements at this link, https://www.dswd.gov.ph/downloads-2/publications1/</p> <p>following the sequence (Forms → Accredited / License → Registration, Licensing and Accreditation Application Forms)</p> <p>Also, you may request for a complete checklist of requirements at standardsunit.dswd10@gmail.com</p>
<p>4. For an applicant with past and current partnership with the DSWD that involved the transfer of funds</p> <p><input type="checkbox"/> Certification from DSWD Office and/or other</p>	

concerned government agencies that the applicant is free from any financial liability/obligation		
B. For Social Work Agency (SWA)		
Classification:	Highly Technical	
Type of Transaction:	G2C- Government to Citizens G2G- Government to Government	
Who may avail:	Social Work Agency (SWA)	
CHECKLIST OF REQUIREMENTS	OF	WHERE TO SECURE
Intending to Operate		
1. Accomplished Application Form	<p>You may download all the documentary requirements at this link,</p> <p>https://www.dswd.gov.ph/downloads-2/publications1/</p> <p>following the sequence (Forms → Accredited / License → Registration, Licensing and Accreditation Application Forms)</p> <div></div> <p>Also, you may request for a complete checklist of requirements at standardsunit.dswd10@gmail.com</p>	
2. Certification of plan to hire the required Registered Social Worker (RSW) or staff complement or Profile of Employees and volunteers		
3. Manual of Operation/Handbook		
4. Profile of Board of Trustees		
5. Certified True Copy of General Intake Sheet issued by SEC		
6. Notarized certification from the Board of Trustees and/or the funding agency to financially support the organization's to operate for at least two (2) years		
7. Work and Financial Plan for the two (2) succeeding years		
Implementing prior to its Application		
1. Accomplished Application Form	You may download all the documentary requirements at this link,	

<p>2. Manual of Operation/Handbook containing the SWDAs program and administrative policies, procedures, and strategies to attain its purpose/s among others</p>	<p>https://www.dswd.gov.ph/downloads-2/publications1/</p> <p>following the sequence (Forms → Accredit / License → Registration, Licensing and Accreditation Application Forms)</p>
<p>3. Profile of Board Trustee</p>	
<p>4. Profile of Employees and Volunteers:</p> <p>a. At least one (1) RSW to supervise and take charge of its social work functions for residential care agencies and community-based agencies that caters to beneficiaries that requires social case management.</p> <p>b. For residential care facilities, to observe the caseload requirement of client ratio of the social worker and house parent</p> <p>c. For applicant organization, implementing community development or community organizing, any of the following shall be hired in full time basis per region:</p> <p><input type="checkbox"/> Graduate of Bachelor Degree in Social Work or Community Development; or</p> <p><input type="checkbox"/> Other Allied professionals</p>	 <p>Also, you may request for a complete checklist of requirements at standardsunit.dswd10@gmail.com</p>

5. Certified True Copy of General Intake Sheet issued by SEC	
6. Certification of no derogatory information issued by SEC (for those operating more than six (6) months upon filing of the application	
7. ABSNET Membership	
8. 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)	
9. Duly signed Work and Financial Plan for the next two (2) succeeding years	
10. Notarized Certification from the Board of Trustees and/or funding agency to financially support the organizations to operate for at least two (2) years	
11. Annual Accomplishment Report previous year	
12. Audited Financial Report of the previous year	
13. Profile of Clients served for the preceding and current year	

OPTIONAL/ADDITIONAL REQUIREMENTS (both for intending and already operating)	
A. Basic Documents	
<p>1. For those operating in more than one region</p> <p><input type="checkbox"/> List of main and satellite/branch offices, if any</p>	<p>You may download all the documentary requirements at this link,</p> <p>https://www.dswd.gov.ph/downloads-2/publications1/</p> <p>following the sequence (Forms → Accredit / License → Registration, Licensing and Accreditation Application Forms)</p> <p>Also, you may request a complete checklist of requirements at standardsunit.dswd10@gmail.com</p>
<p>2. For Applicant SWA's implementing Child Placement Services</p> <p><input type="checkbox"/> Certification from DSWD or photocopy of the certificate of training attended by the hired RSW related to child placement service.</p>	
B. Documents Establishing Corporate Existence and Regulatory Compliance	
<p>3. For those operating in more than one region</p> <p><input type="checkbox"/> Validation report from concerned DSWD Field Office or Certification from Regional ABSNET/Cluster or LGUs attesting to the existence and status of operation of the organization in the area/s of jurisdiction.</p>	<p>A written letter will be sent to the Standard's Bureau requesting to conduct validation on the concerned region on the existence and status of operation of the organization in the area/s of jurisdiction based on the given list of main and satellite/branch offices.</p>
<p>4. For Residential Based and Community Based with Facility 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>You may download all the documentary requirements at this link,</p> <p>https://www.dswd.gov.ph/downloads-2/publications1/</p> <p>following the sequence (Forms → Accredit / License → Registration, Licensing and Accreditation Application Forms)</p> <p>Also, you may request a complete checklist of requirements at standardsunit.dswd10@gmail.com</p>

b. Fire Safety Inspection Certificate				
c. Water Potability Certificate or Sanitary Permit				
5. For applicants that are identified that would be serving IP, the appropriate additional documentary requirement will be required to ensure that the rights of the IP sectors are protected as per RA 8371 (The Indigenous Peoples' Rights Act of 1997)				
C. Documents Establishing Track Record and Good Standing				
6. For applicants with past and current partnerships with the DSWD that involved the transfer of funds <input type="checkbox"/> Certification from DSWD Office and/or other concerned government agencies that the applicant is free from any financial liability/obligation		You may download all the documentary requirements at this link, https://www.dswd.gov.ph/downloads-2/publications1/ following the sequence (Forms → Accredit / License → Registration, Licensing and Accreditation Application Forms) Also, you may request a complete checklist of requirements at standardsunit.dswd10@gmail.com		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Assessment Procedures for Walk-in Applicants:				
1. Secures application form thru the DSWD Website/Standards Bureau/Field Office	1. Provides client application form and checklist of requirements	None	45 minutes	Jared Rae V. Bade Leah L. Pacteres Ebmae D. Avelino Potri Jallila T. Taha

2. Submit/file application and supporting documents <i>(if operating only in one region, the application shall be filed in the concerned DSWD Field Office; if operating in more than one region, the application shall be filed at the Standards Bureau).</i>	2. Review and assess documentary requirements submitted a) If application and documentary requirements are not complete, the same documents are returned to the applicant with a list of requirements not complied with If application and documentary requirements are complete, the "Officer of the Day" refers the applicant to the support staff for the issuance of the billing statement	None	1 hour, 30 minutes	<i>Jared Rae V. Bade</i> <i>Leah L. Pacteres</i> <i>Ebmae D. Avelino</i> <i>Potri Jallila T. Taha</i>
2.a	Prepares Billing Statement and instructs the applicant to proceed to the Financial Management Service (Cashier Unit) 1 st Flr. main building.	None	20 minutes	<i>Jared Rae V. Bade</i>
3. Presents the Billing Statement at Accounting and to the Cashier and settles the required fee	Approves and control, processes payment, and issues O.R.	₱1,000.00	45 minutes	<i>Cashier Clerk (Financial Management Division)</i>
TOTAL:		PHP 1,000.00	3 hours, 20 minutes	

B. Processing Procedures of Applications with Incomplete Requirements submitted at /Field Offices through Mail/Courier:				
	1. Review, assess, and prepare notification indicating the result of the assessment clarifying and guiding the applicant	None	1 working day	Leah L. Pacteres Potri Jallila T. Taha Jared Rae V. Bade
	1. Approval and signing of written notice	None	1 working day	Regional Director Mari-Flor A. Dollaga-Libang
	2. Release the written notice together with the documents through email or snail mail	None	1 working day	Jared Rae V. Bade
TOTAL:		None	3 days	
C. Processing Procedures of Application with Complete Requirements submitted at Field Office:				
1. Submits the Application form, Requirements, and Photocopy of the Official Receipt	Receives, encodes, and/or forwards documents to assigned Technical Staff	None	30 minutes	Jared Rae V. Bade
1.a	Initial Review of Application	None	1 working day	Jared Rae V. Bade

				<i>Leah L. Pacteres</i> <i>Potri Jallila T. Taha</i>
1.b	Assessment of submitted application, acknowledgement as to compliance to the requirements and indicates the schedule of visit	None	3 working days	<i>Leah L. Pacteres</i> <i>Potri Jallila T. Taha</i> <i>Ebmae D. Avelino</i> <i>Zosimo G. Butil</i> <i>Regional Director</i> <i>Mari-Flor A. Dollaga-Libang</i>
2.	Onsite Assessment Visit based on the Agreed Schedule between DSWD and SWDA	None	1 working day (*Excluding travel time)	<i>Leah L. Pacteres</i> <i>Potri Jallila T. Taha</i> <i>Ebmae D. Avelino</i>
2.a	Prepares Confirmation Report a) Recommendation on Issuance of Certificate (Proceed to Step 2.b, 2.c, 2.d, 2.e, and 3)	None	3 working days	<i>Leah L. Pacteres</i> <i>Potri Jallila T. Taha</i> <i>Ebmae D. Avelino</i>

	b) Areas for compliance together with SWDAs Action Plan (proceed to STEP D)	None		
2.b	Review and endorsement of the Confirmation Report	None	5 working days	<i>Potri Jallila T. Taha</i> <i>Zosimo G. Butil</i>
2.c	Review and approval of the Confirmation Report	None	3 working days	<i>Regional Director Dollaga</i>
2.d	Preparation and endorsement for Approval of the License Certificate	None	1 working day	<i>Potri Jallila T. Taha</i> <i>Zosimo G. Butil</i> <i>Jared Rae V. Bade</i>
2.e	Approval and Signing of Certificate of License to Operate	None	2 working days	<i>Regional Director Mari-Flor A. Dollaga-Libang</i>
3.	Send the Confirmation Report and notify the availability of the Certificate of Registration for release through various means (direct pick-up, courier, or thru awarding ceremony)	None	1 working day (depending on the choice of the applicant)	<i>Jared Rae V. Bade</i>
TOTAL:		None	20 days, 30 minutes	

D. Processing Procedures of Application with Areas for Compliance				
2.b	Prepares confirmation report citing the areas for compliance	None	5 working days	<i>Potri Jallila T. Taha</i> <i>Leah L. Pacteres</i> <i>Ebmae D. Avelino</i>
2.c	Review and endorsement of confirmation report	None	3 working days	<i>SS Head/Division Chief</i>
2.d	Review and Approval of confirmation report	None	3 working days	<i>Regional Director Mari-Flor A. Dollaga-Libang</i>
3.	Sends the Confirmation Report and notify the applicant of the result of the assessment	None	1 working day	<i>Potri Jallila T. Taha</i> <i>Jared Rae V. Bade</i>
TOTAL:		None	12 days	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Every client of the Standards Section whenever they conduct regulatory services inside or outside of the office premises will be given a Customer Satisfaction Survey Form to rate the effectiveness by providing technical assistance/ provision or intervention from the staff to our clientele.

<p>How feedbacks are processed</p>	<p>The Standards Section staff will be gathering the feedback received by our clientele during assessment for Registration, Licensing, Accreditation Assessment, and Monitoring. The Standards Section will be sending back an e-mail/ letter to the client as a form of response signed by the Regional Director. The clientele will submit the accomplished form to the Standards Section staff after the assessment for hand carry of the staff to the section for review and consolidation of the result. Moreover, feedback will also assess and determine the level of effectiveness of the section. Hence, this will be a key instrument for them to have room for improvement since the personnel will also be evaluated.</p>
<p>How to file a complaint</p>	<p>Send complaints through email at standardsunit.dswd10@gmail.com</p> <p>The complaint must be completely addressed with citation of the circumstances and the person being complained identify the complainant. Apart from that, it must be presented clearly.</p> <p>Anonymous complaints shall be considered only if it is of public knowledge, is supported by clear evidence, or is readily verifiable or contains sufficient leads to particulars to enable the taking of further action. Also, a verbal complaint is considered provided it is readily verifiable and with adequate information that leads to being taken for action. The verbal complaints shall be entered in the complaint's logbook, but whenever possible, shall be confirmed in writing. Likewise, the</p>

	<p>complaining party shall provide his/her address and telephone number, if any.</p> <p>The mode of receiving complaints is through email or letters received from the complainant.</p>
<p>How complaints are processed</p>	<p>Resolutions on the complaints will be worked on in a given period. Complainants shall be informed of the progress of the complainants.</p> <p>These are the different services from PPD:</p> <ol style="list-style-type: none"> 1. Registration of SWDAs 2. Registration and License to operate SWDAs 3. Accreditation SWDAs, service providers LGU centers, DSWD facilities 4. Duty-free entry 5. National/ Local Fund-Raising Campaign (Public Solicitation) 6. Social Worker Managing Court Cases Accreditation 7. Pre-marriage Counselor Accreditation 8. Child Development Worker/ Center Accreditation <p>(no complaints received on any of the following services.)</p> <p>In the event wherein the client has concerns in any of these services, the assigned team shall explain and do fact-finding investigations. Transparency will be observed in which the client will be made aware of how the processing of complaints runs.</p>

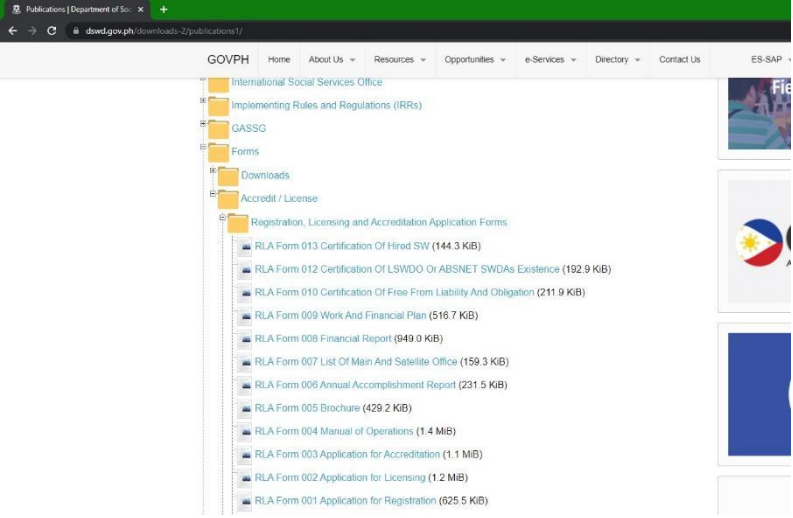
	(no complaints received on any of the following services.)
Contact Person/Information	<u>Standardsunit.dswd10@gmail.com</u> Potri Jallila T. Taha- Standards Head Leah L. Pacteres- RLA Focal Arsenia A. Trinidad – ECCD Focal Donnal G. Lim- SSC Focal
Contact Information	
Anti-Red Tape Authority (ARTA)	<u>complaints@arta.gov.ph</u> 8-478-5093
Presidential Complaint Center (PCC)	<u>pcc@malacanang.gov.ph</u> 8888
Contact Center ng Bayan (CCB)	<u>email@contactcenterngbayan.gov.ph</u> 0908-881-6565

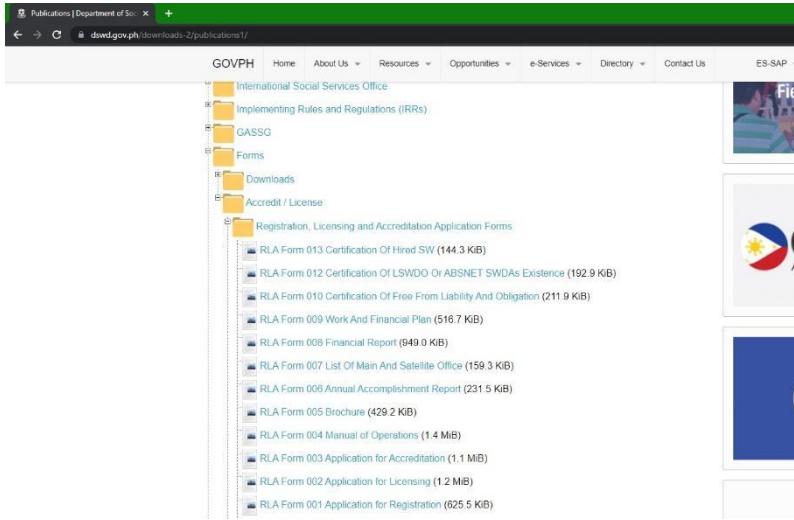
17. ACCREDITATION OF SOCIAL WELFARE AND DEVELOPMENT PROGRAMS AND SERVICES

Refers to the process of assessing a licensed SWA if their SWD programs and services are compliant with the Department's set standards. After compliance with the same, a Certificate of Accreditation shall be issued as proof of official recognition of the quality delivery of SWD programs and services.

Office / Division:	Policy and Plans Division- Standards Section
Classification:	Highly Technical
Type of Transaction:	G2C- Government to Citizens G2G- Government to Government
Who may avail:	All Public and Private Registered and Licensed SWA with Social Welfare and Development Programs and Services
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Mandatory Requirements	
1. Accomplished Application Form	You may download all the documentary requirements at this link, https://www.dswd.gov.ph/downloads-2/publications1/
2. Pre-accreditation assessment conducted by concerned FO	

3. Duly Accomplished Pre-accreditation assessment tool signed by the SWA's Head of Agency or Authorized Representative	<p>following the sequence (Forms → Accreditation / License → Registration, Licensing and Accreditation Application Forms)</p> <div></div> <p>Also, you may request for a complete checklist of requirements at standardsunit.dswd10@gmail.com</p>	
4. Certification of no derogatory information issued by SEC (Except those operating less than six (6) months upon filing of the application)		
5. ABSNET Membership		
6. Work and Financial Plan for the two (2) succeeding years		
7. Notarized certification from the Board of Trustees and/or the funding agency to financially support the organization's to operate for at least two (2) years		
8. Annual Accomplishment Report from the Previous year		
9. Audited Financial Report of the previous year		
10. Profile of Clients served for the preceding and current year		
11. Certification from the SWDAs Head of Agency on their observance and 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)		
Additional/Optional Requirements		
Basic Documents		
1. Manual of Operation		

2. Profile of Board Trustee or its equivalent	You may download all the documentary requirements at this link,
3. Profile of Employees and Volunteers: <input type="checkbox"/> Staff requirement shall be based on Staff Client ratio per standards on accreditation of specific programs and services	https://www.dswd.gov.ph/downloads-2/publications1/ following the sequence (Forms → Accredit / License → Registration, Licensing and Accreditation Application Forms)
4. For those operating in more than one region <input type="checkbox"/> List of main and satellite/branch offices, if any	
5. For Applicant SWA's implementing Child Placement Services <input type="checkbox"/> Certification from DSWD or photocopy of the certificate of training attended by the hired RSW related to child placement service.	Also, you may request for a complete checklist of requirements at standardsunit.dswd10@gmail.com
Documents Establishing Corporate Existence and Regulatory Compliance	
6. Certified True Copy of General Intake Sheet issued by SEC/CDA or any regulatory agencies	SWDAs may secure at the nearest Security and Exchange Commission Office.
7. For Center-Based (Residential Based and Non-Residential Based) <input type="checkbox"/> Copy of the valid safety certificates namely: a. Occupancy permit (only for new buildings) or Annual Building Inspection/Structural Safety Certificate (for old buildings)	SWDAs may secure a permit at the concerned OBSUs.

<p>b. Fire Safety Inspection Certificate</p> <p>c. Water Potability Certificate or Sanitary Permit</p>	
<p>8. For applicants that are identified that would be serving IP, the appropriate additional documentary requirement will be required to ensure that the rights of the IP sectors are protected as per RA 8371 (The Indigenous Peoples' Rights Act of 1997)</p>	<p>You may download all the documentary requirements at this link,</p> <p>https://www.dswd.gov.ph/downloads-2/publications1/</p> <p>following the sequence (Forms → Accredit / License → Registration, Licensing and Accreditation Application Forms)</p>  <p>Also, you may request for a complete checklist of requirements at standardsunit.dswd10@gmail.com</p>
<p>9. For applicant with past and current partnership with the DSWD that involved transfer of funds:</p> <p><input type="checkbox"/> Certification from DSWD Office and/or other concerned government agencies that the applicant</p>	

is free from any financial liability/obligation				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secures application form thru the DSWD Website/Standards Bureau/Field Office	1. Provides client application form, and checklist of requirements	None	30 minutes	<i>Jared Rae V. Bade</i>
2. Submit/file application and supporting documents	<p>2. Review and assess documentary requirements submitted</p> <p>a) If application and documentary requirements are not complete, the same documents are returned to the applicant with a list of requirements not complied with</p> <p>If application and documentary requirements are complete, the "Officer of the Day" refers the applicant to the support staff for the issuance of the billing statement</p>	None	1 hour	<i>Jared Rae V. Bade</i> <i>Leah L. Pacteres</i> <i>Potri Jallila T. Taha</i> <i>Ebmae D. Avelino</i> <i>Donnald G. Lim</i>
2.a	2.a Prepares Billing Statement and instructs applicants to	None	20 minutes	<i>Jared Rae V. Bade</i>

	proceed to the Financial Management Division, 1 st Flr. Main building			
3. Presents the Billing Statement at Accounting and to the Cashier and settles the required fee	3. Approves and control, processes payment, and issues Official Receipt	₱1,000.00 per program and services	45 minutes	Cashier Clerk (Financial Mgmt. Division)
TOTAL:		PHP1,000.00	2 hours, 35 minutes	
B. Processing Procedures of Applications with Incomplete Requirements submitted at Field Office through Mail/Courier:				
	Review, assess, and prepare notification indicating the result of the assessment clarifying and guiding the applicant	None	1 working day	Leah L. Pacteres Potri Jallila T. Taha Donnald G. Lim Ebmae D. Avelino
	Approval and signing of written notice	None	1 working day	Regional Director Mari-Flor A. Dollaga-Libang
	Release the written notice together with the returned documents through email or snail mail	None	1 working day	Jared Rae V. Bade
TOTAL:		None	3 working days	
C. Processing Procedures of First Time Application for Accreditation with Complete Requirements submitted at Field Office:				
1. Submits the Application form, Requirements	Receives, encodes, and/or forwards documents to assigned Technical Staff	None	30 minutes	Jared Rae V. Bade

nts, and Photocopy of the Official Receipt				
1.a	Initial Review of Application	None	1 working day	Leah L. Pacteres Potri Jallila T. Taha Donnald G. Lim Ebmae D. Avelino
1.b	Prepares acknowledgment of application and documents submitted and indicate the schedule of visit	None	1 working day	Leah L. Pacteres Potri Jallila T. Taha Donnald G. Lim Ebmae D. Avelino
2.	Approval and signing of written notice	None	1 working day	Regional Director Mari-Flor A. Dollaga-Libang
2.a	Prepares Pre-assessment Report	None	3 working days	Technical Staff
2.b	Review pre-assessment report	None	1 working day	Potri Jallila T. Taha Zosimo G. Butil
2.c	Approval and signing of the pre-assessment report	None	2 working days	Regional Director Mari-Flor A. Dollaga-Libang

2.d	Release the pre-assessment report together with the supporting documents thru email or snail mail	None	1 working day	<i>Jared Rae V. Bade</i>
TOTAL:		None	10 days, 30 minutes	

FEEDBACK AND COMPLAINTS MECHANISM

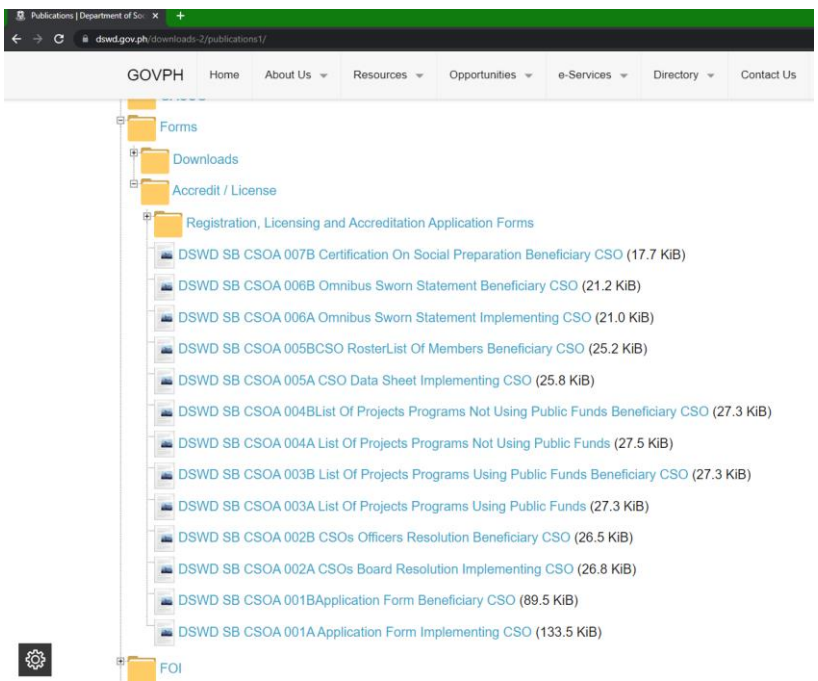
How to send feedback	Every client of the Standards Section whenever they conduct regulatory services inside or outside of the office premises will be given a Customer Satisfaction Survey Form to rate the effectiveness by providing technical assistance/ provision or intervention from the staff to our clientele.
How feedbacks are processed	The Standards Section staff will be gathering the feedback received by our clientele during assessment for Registration, Licensing, Accreditation Assessment, and Monitoring. The Standards Section will be sending back an e-mail/ letter to the client as a form of response signed by the Regional Director. The clientele will submit the accomplished form to the Standards Section staff after the assessment for hand carry of the staff to the section for review and consolidation of the result. Moreover, feedback will also assess and determine the level of effectiveness of the section. Hence, this will be a key instrument for them to have room for improvement since the personnel will also be evaluated.

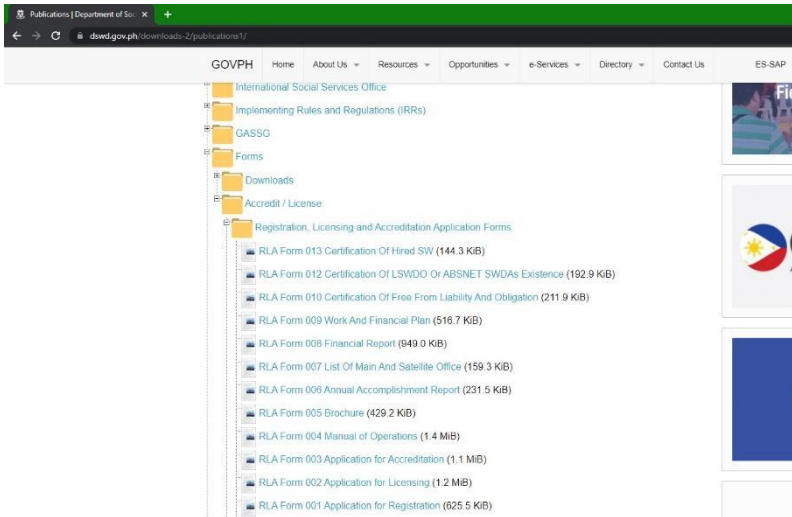
<p>How to file a complaint</p>	<p>Send complaints through email at standardsunit.dswd10@gmail.com</p> <p>The complaint must be completely addressed with citation of the circumstances and the person being complained identify the complainant. Apart from that, it must be presented clearly.</p> <p>Anonymous complaints shall be considered only if it is of public knowledge, is supported by clear evidence, or is readily verifiable or contains sufficient leads to particulars to enable the taking of further action. Also, a verbal complaint is considered provided it is readily verifiable and with adequate information that leads to be taken for action. The verbal complaints shall be entered in the complaint's logbook, but whenever possible, shall be confirmed in writing. Likewise, the complaining party shall provide his/her address and telephone number, if any.</p> <p>The mode of receiving complaints is through email or letters received from the complainant.</p>
<p>How complaints are processed</p>	<p>Resolutions on the complaints will be worked on in a given period. Complainants shall be informed of the progress of the complainants.</p> <p>These are the different services from PPD:</p> <ol style="list-style-type: none"> 1. Registration of SWDAs 2. Registration and License to operate SWDAs

	<ol style="list-style-type: none"> 3. Accreditation SWDAs, service providers LGU centers, DSWD facilities 4. Duty-free entry 5. National/ Local Fund-Raising Campaign (Public Solicitation) 6. Social Worker Managing Court Cases Accreditation 7. Pre-marriage Counselor Accreditation 8. Child Development Worker/ Center Accreditation <p>(no complaints received on any of the following services.)</p> <p>In the event wherein the client has concerns in any of these services, the assigned team shall explain and do fact-finding investigations. Transparency will be observed in which the client will be made aware of how the processing of complaints runs.</p>
Contact Person/Information	<p>Standardsunit.dswd10@gmail.com</p> <p>Potri Jallila T. Taha- Standards Head Leah L. Pacteres- RLA Focal Arsenia A. Trinidad – ECCD Focal Donnald G. Lim- SSC Focal</p>
Contact Information Anti-Red Tape Authority (ARTA) Presidential Complaint Center (PCC) Contact Center ng Bayan (CCB)	<p>complaints@arta.gov.ph 8-478-5093</p> <p>pcc@malacanang.gov.ph 8888</p> <p>email@contactcenterngbayan.gov.ph 0908-881-6565</p>

18. ACCREDITATION OF IMPLEMENTING CIVIL SOCIETY ORGANIZATION

The process of assessing the applicant to determine whether a Civil Society Organization (CSO) is eligible to implement programs and/or projects using DSWD funds after meeting all the set criteria and requirements. A CSO Certificate of Accreditation shall be issued as proof of official recognition.

Office / Division:	Policy and Plans Division- Standards Section
Classification:	Highly Technical
Type of Transaction:	G2C- Government to Citizens G2G- Government to Government
Who may avail:	All Public and Private Registered and Licensed SWA with Social Welfare and Development Programs and Services
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Mandatory Requirements	
1. Accomplished and Notarized Application Form (DSWD-SB- CSEA-001A)	<p>You may download all the documentary requirements at this link,</p> <p>https://www.dswd.gov.ph/downloads-2/publications1/</p> <p>following the sequence (Forms → Accreditation / License)</p> 
2. Photocopy of the Audited Financial Statements as received by the BIR/ Authorized collecting bank for the past three (3) years	
3. Data Sheet of the Directors, Trustees, Officers, and Key Personnel of the applicant CSO. (DSWD-SB-CSEA-003A)	
4. Location sketches (spot/satellite map) and photographs (façade and interior) of the principal office and/or satellite offices	
5. Certificate of Good Standing or Certificate of No Derogatory Information issued by SEC	
	<p>Also, you may request a complete checklist of requirements at standardsunit.dswd10@gmail.com</p>

Additional/Optional Requirements	
Basic Documents	
<p>1. List of Projects and Programs funded by DSWD or any government agency. If applicable. (DSWD-SB-CSOA-002A)</p> <p><i>(Such is required if the applicant already has previous and/or current engagement with government agencies including the DSWD.)</i></p>	<p>You may download all the documentary requirements at this link,</p> <p>https://www.dswd.gov.ph/downloads-2/publications1/</p> <p>following the sequence (Forms → Accredited / License → Registration, Licensing and Accreditation Application Forms)</p> 
<p>2. Certificate of No Default or Delay in Liquidating Funds signed by the DSWD Field Office Head and countersigned by the Finance Management Service or by the concerned government official of the other Government Agencies, if applicable. (DSWD-SB-CSOA-004A)</p> <p><i>(Such is required if the applicant has received public funds from DSWD or any other government agency.)</i></p>	<p>Also, you may request a complete checklist of requirements at standardsunit.dswd10@gmail.com</p>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secures application form thru the DSWD Website/Standard	1. Provides client application form and checklist of requirements	None	30 minutes	Jared Rae V. Bade

s Bureau/Field Office				
2. Submit/file application and supporting documents	<p>2. Review and assess documentary requirements submitted</p> <p>b) If application and documentary requirements are not complete, the same documents are returned to the applicant with a list of requirements not complied with</p> <p>If application and documentary requirements are complete, the "Officer of the Day" refers the applicant to the support staff for the issuance of the billing statement</p>	None	1 hour	<p><i>Jared Rae V. Bade</i></p> <p><i>Potri Jallila T. Taha</i></p> <p><i>Ebmae D. Avelino</i></p> <p><i>Donnald G. Lim</i></p>
2.a	The FO (Standards Section) shall provide the necessary technical assistance in terms of providing a checklist of the requirements and advise the applicant to submit its application documents to the	None	30 minutes	<p><i>Jared Rae V. Bade</i></p> <p><i>Potri Jallila T. Taha</i></p> <p><i>Ebmae D. Avelino</i></p> <p><i>Donnald G. Lim</i></p>

	Standards Bureau following the Accreditation Process.			
3. Endorsement of Implementing CSO applicant at the Field Office for Validation	Upon receipt of the application, the SB through the Standards Compliance Monitoring Division (SCMD), shall check its completeness using the Document Checklist form (DSWD-SB-CSOA007 A) within 2 working days.	None	None	<i>Standards Bureau</i>
3.a	If the application documents are found to be complete, the Standards Bureau shall immediately request the DSWD Field Office (FO) covering the area of operation of the SWA to conduct a site visit to validate the existence of the principal and/ or satellite offices and validate the declared projects and programs and operations of the applicant SWA.	None	5 days	<i>Jared Rae V. Bade</i> <i>Potri Jallila T. Taha</i> <i>Ebmae D. Avelino</i> <i>Donnald G. Lim</i>
3.b		None	None	

	<p>If the documentary requirements are found to be incomplete, a letter with an attached checklist (DSWD-SB-CSOA-007 A) indicating the lacking required documents shall be sent to return all the submitted documents to the applicant, without prejudice to its refiling, to inform the applicant of the deficiencies, and to provide technical assistance if necessary.</p>			
Validation of Implementing Civil Society Organization				
1. Validation of the existence of the applicant	<p>a. conduct a validation visit to verify the existence and operation of the applicant's principal and /or satellite offices.</p> <p>b. In case there are several projects/programs implemented or for implementation, the largest Social Welfare and Development accredited</p>	None	3 working days	<p><i>Potri Jallila T. Taha</i></p> <p><i>Donnald G. Lim</i></p> <p><i>Ebmae D. Avelino</i></p>

	project shall be considered for validation or assessment.			
2. Prepare Validation Report	2. Prepare and submit to the Standards Bureau a validation report on the results of its actions, attaching thereto any pertinent documents gathered. The report shall be signed by the Regional Director or his/her authorized representatives.	None	1 day	<i>Potri Jallila T. Taha</i> <i>Donnald G. Lim</i> <i>Ebmae D. Avelino</i> <i>Jared Rae V. Bade</i> <i>Zosimo G. Butil</i> <i>Regional Director</i> <i>Mari-Flor A. Dollaga-Libang</i>
3. Endorsement of Validation Report	3. Submit Validation Report at the Standards Bureau	None	1 day	<i>Jared Rae V. Bade</i>
TOTAL:		None	10 days, 2 hours	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	Every client of the Standards Section whenever they conduct regulatory services inside or outside of the office premises will be given a Customer Satisfaction Survey Form to rate the effectiveness by providing technical assistance/ provision or intervention from the staff to our clientele.
How feedbacks are processed	The Standards Section staff will be gathering the feedback received by our clientele during assessment for Registration, Licensing, Accreditation

	<p>Assessment, and Monitoring. The Standards Section will be sending back an e-mail/ letter to the client as a form of response signed by the Regional Director. The clientele will submit the accomplished form to the Standards Section staff after the assessment for hand carry of the staff to the section for review and consolidation of the result. Moreover, feedback will also assess and determine the level of effectiveness of the section. Hence, this will be a key instrument for them to have room for improvement since the personnel will also be evaluated.</p>
How to file a complaint	<p>Send complaints through email at standardsunit.dswd10@gmail.com</p> <p>The complaint must be completely addressed with citation of the circumstances and the person being complained identify the complainant. Apart from that, it must be presented clearly.</p> <p>Anonymous complaints shall be considered only if it is of public knowledge, is supported by clear evidence, or is readily verifiable or contains sufficient leads to particulars to enable the taking of further action. Also, a verbal complaint is considered provided it is readily verifiable and with adequate information that leads to being taken for action. The verbal complaints shall be entered in the complaint's logbook, but whenever possible, shall be confirmed in writing. Likewise, the complaining party shall provide his/her address and telephone number, if any.</p> <p>The mode of receiving complaints is through email or letters received from the complainant.</p>

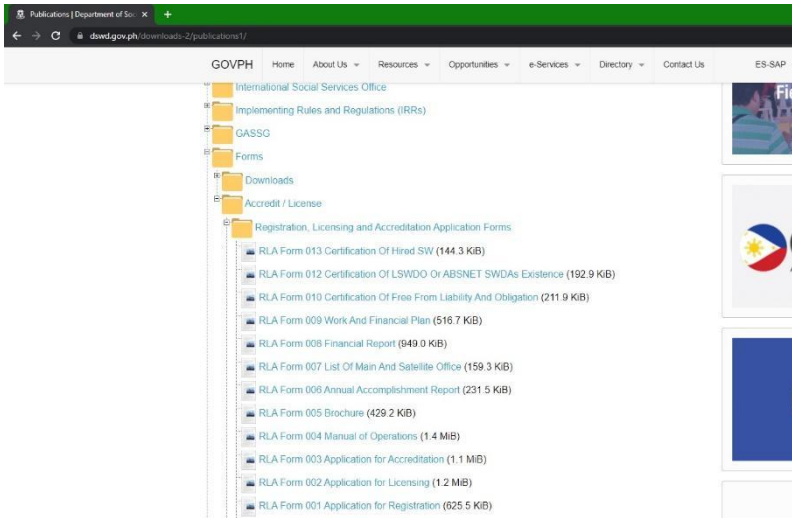
<p>How complaints are processed</p>	<p>Resolutions on the complaints will be worked on in a given period. Complainants shall be informed of the progress of the complaints.</p> <p>These are the different services from PPD:</p> <ol style="list-style-type: none"> 1. Registration of SWDAs 2. Registration and License to operate SWDAs 3. Accreditation SWDAs, service providers LGU centers, DSWD facilities 4. Duty-free entry 5. National/ Local Fund-Raising Campaign (Public Solicitation) 6. Social Worker Managing Court Cases Accreditation 7. Pre-marriage Counselor Accreditation 8. Child Development Worker/ Center Accreditation <p>(no complaints received on any of the following services.)</p> <p>In the event wherein the client has concerns in any of these services, the assigned team shall explain and do fact-finding investigations. Transparency will be observed in which the client will be made aware of how the processing of complaints runs.</p> <p>(no complaints received on any of the following services.)</p>
<p>Contact Person/Information</p>	<p><u>Standardsunit.dswd10@gmail.com</u></p> <p>Potri Jallila T. Taha- Standards Head Leah L. Pacteres- RLA Focal Arsenia A. Trinidad – ECCD Focal Donnal G. Lim- SSC Focal</p>
<p>Contact Information</p>	

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

19. VALIDATION OF BENEFICIARY CIVIL SOCIETY ORGANIZATION

Beneficiary CSOs are those that are made up of individuals bound by common interest and or are confronted by a calamity, social condition, problem, issue, or crisis and who organize themselves mainly to benefit from government projects or programs that they will undertake. It can be said, thus, that the creation of Beneficiary CSOs is a recognition of would-be beneficiaries' capacity to organize themselves, and in the process, assist the government in project or program implementation. As CSOs are also entrusted with or have access to public funds, RA 10924 provides that a government agency may only transfer public funds to CSOs that have been accredited by the government agency from where funds are sought to be transferred.

Office / Division:	Policy and Plans Division- Standards Section
Classification:	Highly Technical
Type of Transaction:	G2C- Government to Citizens
Who may avail:	Beneficiary CSO and DSWD-Organized Beneficiary CSO
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Mandatory Requirements	
A. Requirements for DSWD-Organized Beneficiary CSO Applicants	
1. Certificate of Compliance issued by the regional head of the applicable DSWD program or project, e.g. ARDO or RPC. The content of the certification must attest that the applicant CSO has met all the requirements of the DSWD program or project and following the	

<p>minimum accreditation requirements that are applicable under Rule 65 of the 2017 GAA.</p>	
<p>B. Requirements for Other CSO Applicants</p>	
<p>Basic Documents</p>	
<p>1. Duly accomplished and duly sworn Beneficiary CSO Accreditation Application Form</p>	<p>You may download all the documentary requirements at this link, https://www.dswd.gov.ph/downloads-2/publications1/</p>
<p>2. Proof of existence or presence of the CSO in its stated address and area of operation or organization, namely:</p> <p>a. Pictures of office and direction sketch; and</p> <p>b. At least one of the following documents:</p> <ul style="list-style-type: none"> -barangay certification or endorsement from at least two (2) publicly known individuals in the community -other documents showing proof of existence 	<p>following the sequence (Forms → Accredit / License → Registration, Licensing and Accreditation Application Forms)</p> 
<p>3. Proof of organization, namely:</p> <p>a. organizational chart or governance structure; and</p> <p>b. date of organization, list of officers and members with their complete names, dates of birth (if known and or registered), complete</p>	<p>Also, you may request a complete checklist of requirements at standardsunit.dswd10@gmail.com</p>

address, and contact numbers, if available;	
4. If the CSO Applicant has received public funds before its application, a certificate of good standing from the government agency or agencies from which it has received such public funds, specifically stating that the CSO has liquidated, following COA regulations, all fund transfers due for liquidation; and	
5. Proof of having undergone Social Preparation from the DSWD by the designated Regional Program/Project Officer of the DSWD Program or project where the CSO applicant is seeking funds.	

For DSWD-Organized Beneficiary CSO Applicants

A DSWD-Organized CSO Applicant shall submit the Certificate of Compliance to the FO-AC Secretariat. The FO-AC Secretariat shall then endorse the Certificate of Compliance to the FO AC who will then endorse such to the Regional Director. Based on the Certificate of Compliance with supporting documents, the Regional Director shall issue the Certificate of Accreditation for the CSO Applicant.

For Non-DSWD Beneficiary CSO Applicants

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the Application form, Requirements, and Photocopy of the Official Receipt	1. Receives, encodes, and/or forwards documents to assigned Technical Staff	None		<i>Jared Rae V. Bade</i>

			2 working days	
1.a	1.a Initial Review of Application	None		<i>Potri Jallila T. Taha</i> <i>Donnald G. Lim</i> <i>Ebmae D. Avelino</i>
2. a	2.a Posting of Notice and Validation	None	1 working day	<i>Jared Rae V. Bade</i>
2. b	2. b Posting of Notice to the Public regarding the pending application; Invitation to Submit Derogatory Records	None	5 working day	
2.c	2.c Validation and ocular inspection	None	7 working days	<i>Potri Jallila T. Taha</i> <i>Donnald G. Lim</i> <i>Ebmae D. Avelino</i>
2.d	2.d Assessment and examination of complete documents and approval of validation report	None	3 working days	<i>Potri Jallila T. Taha</i> <i>Zosimo G. Butil</i> <i>Regional Director</i> <i>Mari-Flor A. Dollaga-Libang</i>

3.	3. Evaluation and deliberation	None	5 working days	<i>Field Office Accreditation Committee</i>
4.	4. Final Action Preparation of Resolution for the approval of Field Office Accreditation Committee	None	2 working days	<i>Jared Rae V. Bade</i>
5.	5. Issuance of Certificate of Accreditation and signed by the Regional Director	None	1 working day	<i>Jared Rae V. Bade</i> <i>Regional Director</i> <i>Mari-Flor A. Dollaga-Libang</i>
TOTAL:		None	11 days	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	Every client of the Standards Section whenever they conduct regulatory services inside or outside of the office premises will be given a Customer Satisfaction Survey Form to rate the effectiveness by providing technical assistance/ provision or intervention from the staff to our clientele.
How feedbacks are processed	The Standards Section staff will be gathering the feedback received by our clientele during assessment for Registration, Licensing, Accreditation

	<p>Assessment, and Monitoring. The Standards Section will be sending back an e-mail/ letter to the client as a form of response signed by the Regional Director. The clientele will submit the accomplished form to the Standards Section staff after the assessment for hand carry of the staff to the section for review and consolidation of the result. Moreover, feedback will also assess and determine the level of effectiveness of the section. Hence, this will be a key instrument for them to have room for improvement since the personnel will also be evaluated.</p>
How to file a complaint	<p>Send complaints through email at standardsunit.dswd10@gmail.com</p> <p>The complaint must be completely addressed with citation of the circumstances and the person being complained identify the complainant. Apart from that, it must be presented clearly.</p> <p>Anonymous complaints shall be considered only if it is of public knowledge, is supported by clear evidence, or is readily verifiable or contains sufficient leads to particulars to enable the taking of further action. Also, a verbal complaint is considered provided it is readily verifiable and with adequate information that leads to being taken for action. The verbal complaints shall be entered in the complaint's logbook, but whenever possible, shall be confirmed in writing. Likewise, the complaining party shall provide his/her address and telephone number, if any.</p>

	<p>The mode of receiving complaints is through email or letters received from the complainant.</p>
How complaints are processed	<p>Resolutions on the complaints will be worked on in a given period. Complainants shall be informed of the progress of the complainants.</p> <p>These are the different services from PPD:</p> <ol style="list-style-type: none"> 1. Registration of SWDAs 2. Registration and License to operate SWDAs 3. Accreditation SWDAs, service providers LGU centers, DSWD facilities 4. Duty-free entry 5. National/ Local Fund-Raising Campaign (Public Solicitation) 6. Social Worker Managing Court Cases Accreditation 7. Pre-marriage Counselor Accreditation 8. Child Development Worker/ Center Accreditation <p>(no complaints received on any of the following services.)</p> <p>In the event wherein the client has concerns in any of these services, the assigned team shall explain and do fact-finding investigations. Transparency will be observed in which the client will be made aware of how the processing of complaints runs.</p> <p>(no complaints received on any of the following services.)</p>
Contact Person/Information	<p><u>Standardsunit.dswd10@gmail.com</u></p>

	Potri Jallila T. Taha- Standards Head Leah L. Pacteres- RLA Focal Arsenia A. Trinidad – ECCD Focal Donnal G. Lim- SSC Focal
Contact Information	
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

20. PUBLIC SOLICITATION

The Presidential Decree (PD) No. 1564 of 1978, also known as the “Solicitation Permit Law”, mandated the Department of Social Welfare and Development (DSWD) to issue a solicitation permit to any person, corporation, organization, or association desiring to solicit or receive contributions for charitable or public welfare purposes at the DSWD Regional Offices. On the other hand, the Executive Order (EO) No. 24 series of 2001 “Delegating to the Department of Social Welfare and Development the Authority to Grant Authorization for the Conduct of National Fundraising Campaigns” directed the DSWD Secretary the final authority to approve or disapprove requests for the conduct of national fundraising campaigns.

Office / Division:	Policy and Plans Division- Standards Section
Classification:	Highly Technical
Type of Transaction:	G2C- Government to Citizens G2G- Government to Government
Who may avail:	Persons, corporations, organizations, or associations desiring or conducting solicitation activities for public and charitable purposes.
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
Mandatory Requirements	
1. Duly Accomplished Application Form (DSWD-SB- PS-F-001) signed by the Agency Head or his/her authorized representative	You may download all the documentary requirements at this link, https://www.dswd.gov.ph/downloads-2/publications1/
2. Certified true copy of Certificate of Registration and Articles of Incorporation and by-laws with the SEC or other	

regulatory government agency which has jurisdiction to regulate the applicant, if it is a new application	following the sequence (Forms → Accreditation / License → Registration, Licensing and Accreditation Application Forms)	
3. Updated Certification of Good Standing, or Updated Certificate of Corporate Filing/ Accomplished SEC General Information Sheet from any of the above-mentioned regulatory government agencies which have jurisdiction to regulate the applying organization or agency. This shall be required if the date of registration with the concerned regulatory government agency is more than five (5) years before application.		
4. Project proposal approved by the Head of Agency on the intended public solicitation activity including the work and financial plan on the activity to be undertaken. (DSWD-SB-PS-F-002).		
5. Profile of current governing board members or their equivalent in the corporation, certified by the corporate secretary or any equivalent officer (DSWD-SB-PS-F-003).		
6. Work and Financial Plan for the two (2) succeeding years		
7. Notarized written agreement or any similar document signifying of the intended beneficiary/ies concurrence as the recipient of the fundraising activities		
8. Annual Accomplishment Report from the Previous year		
9. Approved and notarized board resolution or other written authorization for the solicitation activity which shall ensure strict compliance to the standard ratio of fund utilization (DSWD-SB- PS-F-00 4) or pledge of commitment (for an individual) (DSWD-SB- PS-F-00 5).		
10. Endorsement or certification from any but not limited to the following agencies allowing the applicant to		
Also, you may request for a complete checklist of requirements at standardsunit.dswd10@gmail.com		

<p>undertake solicitation in the agency's jurisdiction such as:</p> <p>10.1. Director of Private Schools – if for private school projects</p> <p>10.2. School Superintendent – if for public school projects</p> <p>10.3. Department of Health – if for medical and health projects</p> <p>10.4. Local Government Unit – if for provincial/city/municipal projects</p> <p>10.5. Bishop/Parish Priest/Minister or Head</p> <p>10.6. Endorsement letter from DSWD registered and licensed SWDA or the Crisis Intervention Unit of the DSWD or LGU – if allows the individual applicant to raise funds under its name.</p>	
<p>10.1.1. Applicant's Social Case Study Report from his/her localities duly signed by the City/Municipal Social Welfare and Development Office (C/MSWDO).</p>	
<p>10.1.2. Treatment Protocol (Original/Certified True Copy by the attending physician with corresponding license number) or Medical Certificate/ Abstract (Certified True Copy of the Hospital's Records Section</p>	
<p>10.1.3. Fund utilization report (DSWD-SB- PS-F-007) of its proceeds and expenditures duly certified by its auditor/bookkeeper, if the soliciting entity is a non-government organization or an individual. The said fund utilization report should be included in the Audited Annual Financial Report to be submitted to the concerned DSWD office, copy-furnishing the Standards Bureau, 120 days after the end of every fiscal year as provided in the organization's Constitution and By-Laws</p>	

Solicitation during State of Emergency/Calamity

1. In times of natural or human-induced disasters and calamities, or when the beneficiaries of the public solicitation are living within clusters of communities, barangays, municipalities, cities, provinces, and regions declared by the President of the Philippines or Local Sanggunian under the State of Calamity, a temporary permit with validity not exceeding three (3) months may be issued by the DSWD Standards Bureau or concerned DSWD-Fus in those areas. Application for this purpose shall be applied within the period that the targeted recipient areas are declared under state of emergency or calamity.

2. Requirements in facilitating the issuance of the permit shall be the same as those indicated in Section 7. However, in the exigency of the service, the submission of requirements shall be limited to items 10.1 and 10.4 of this guideline as well as the notarized undertakings (DSWD-SB- PS-F-006).

3. Applicants shall observe the same procedures provided in Section 8 of these guidelines. However, applications may be filed directly to the Standards Bureau if the concerned DSWD-FO is also affected by the disaster or calamity. The Bureau and FO shall install a “Fast Lane” with a processing time of two (2) working days for this purpose.

4. Those with existing permits shall first apply an amendment of the issued permit for the inclusion of solicitation during a disaster, if necessary.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secures application form thru the DSWD Website/Standards Bureau/Field Office	1. Provides client application form and checklist of requirements	None	30 minutes	Jared Rae V. Bade
2. Submit/file application and supporting documents	2. Review and assess documentary requirements submitted c) If application and documentary requirements are not	None	1 hour	Jared Rae V. Bade Potri Jallila T. Taha Leah L. Pacteres

	<p>complete, the same documents are returned to the applicant with a list of requirements not complied with</p> <p>If application and documentary requirements are complete, the "Officer of the Day" refers the applicant to the concerned staff.</p>			
2.a	<p>2.a The FO (Standards Section) shall provide the necessary technical assistance in terms of providing a checklist of the requirements and advise the applicant to submit its application documents to the Standards Bureau (For Nation-wide Campaign) and FO-Standards (For Local Fund Campaign).</p>	None	30 minutes	<p><i>Jared Rae V. Bade</i> <i>Leah L. Pacteres</i> <i>Potri Jallila T. Taha</i></p>
3. Validation	<p>3. Within five (5) working days upon the receipt of the application and documentary requirements, the designated staff shall assess the eligibility of</p>	None	Within 5 days	<p><i>Leah L. Pacteres</i> <i>Potri Jallila T. Taha</i></p>

	the applicant and evaluate the validity of the documents submitted. Agency visit assessment may also be conducted, if necessary.			
4. Preparation of Assessment Report	4. Accomplished application form together with the assessment report and recommendation of the designated staff member, shall be forwarded to the Regional Director or his/her authorized representative for approval or disapproval (if local fund campaign) or to Standards Bureau for (Nationwide Fund Campaign).	None	5 days	<i>Potri Jallila T. Taha</i> <i>Leah L. Pacteres</i> <i>Regional Director</i> <i>Mari-Flor A. Dollaga-Libang</i>
5.a	5.a If approved, The designated staff of Standards Bureau or FO shall issue the signed certificate to the applicant and provide orientation conforming to the standard operating procedures in the inventory, monitoring, and utilization of solicited funds (DSWD-SB- PS-F-007).	None	45 minutes	<i>Regional Director</i> <i>Mari-Flor A. Dollaga-Libang</i>

5.b	5.b If disapproved, Five (5) working days after receipt of the application, documents shall be returned to the applicant with a letter citing reasons for disapproval. The Standards Bureau or FO-Standards Section shall then discuss with the applicant the reasons for the disapproval and provide necessary technical assistance to the latter to qualify for the issuance of the permit to conduct regional /national fundraising activity	None	5 working days	<i>Potri Jallila T. Taha</i> <i>Leah L. Pacteres</i>
6.a	6.a Prepares Billing Statement and instructs the applicant to proceed to the Financial Management Service (Cashier Unit) 1 st Flr. main building	None	20 minutes	<i>Jared Rae V. Bade</i>
6.b Presents the Billing Statement at Accounting and to the Cashier and settles the required fee	6.b Approves and control, processes payment, and issues O.R.	₱1,000 .00	45 minutes	<i>Cashier Clerk (Financial Management Division)</i>
7.	7. Approval and Signing of Authority to	None	1 working day	<i>Regional Director Mari-Flor A. Dollaga-Libang</i>

	Conduct Fund Campaign Certificate			
8.	8. Send the Confirmation Report and notify the availability of the Certificate of Authority to Conduct Fund Campaign Certificate for release through various means (direct pick-up, courier, or thru awarding ceremony)	None	1 working day (depending on the choice of the applicant)	Jared Rae V. Bade
TOTAL:		None	17 days, 3 hours, 50 minutes	

21. PRE-APPLICATION PROCESS OF DUTY-FREE ENTRY

Aim to cover only the foreign donations consigned to any licensed and/or accredited private SWDA in accordance with Section 800(m) of the Republic Act No. 10863, otherwise known as the Customs Modernization and Tariff Act (CMTA) of 2016. There exist other processes in relation to the facilitation of local and foreign donations, which are covered by other pertinent guidelines of the Department, led by DSWD offices such as the Disaster Response Management Bureau and the National Response and Logistics Management Bureau.

Office / Division:	Policy and Plans Division- Standards Section
Classification:	Highly Technical
Type of Transaction:	G2C- Government to Citizens G2G- Government to Government
Who may avail:	licensed and/or accredited SWDA
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
Mandatory Requirements <i>(To facilitate the issuance of certification for duty-exempt importation of foreign donations, the licensed and/or accredited SWDA applicant shall submit two (2) copies of the following documents to the concerned DSWD- Field Office for assessment at least three (3) weeks prior to the scheduled arrival of donations in the country)</i>	

1. Authenticated Deed of Donation from the Philippine Consular Office of the country of origin, with the accompanying certificate as to the fitness of food and medicine for consumption and compliance with the country of origin's sanitary and phytosanitary standards;	you may request a complete checklist of requirements at standardsunit.dswd10@gmail.com
2. A separate Notarized Deed of Acceptance;	
3. Shipping documents such as original and/or duly certified true copy of Bill of Lading or Airway Bill;	
4. Original and/or duly certified true copy of Packing List;	
5. 5. Duly-approved Plan of Distribution (DSWD DFE Form 2, Annex B hereof);	
6. Photocopy of Official Receipt signifying the payment of the processing fee at the DSWD Field Office;	
7. If applicable, notarized distribution report on the latest shipment previously received by the applicant (DSWD DFE Form 3, Annex C hereof);	
8. In case of relief items other than food and medicines, proof of prior agreements or approved arrangements with appropriate government agencies.	
1. Pre-Application Process	
<p>1. a. The duly licensed and/or accredited SWDA shall consult with the concerned DSWD Field Office for the confirmation and approval of their plan of distribution before negotiating for, or accepting any foreign donations. The concerned DSWD Field Office shall confirm and approve the plan of distribution submitted by the SWDA.-For this purpose, DSWD DFE Form 2 (Annex B) shall be accomplished and submitted to support the application for duty-exempt importation.</p> <p>b. In cases where the licensed and/or accredited SWDA operates nationwide, said SWDA shall secure approval from each DSWD-Field Office having jurisdiction over the area where the distribution of goods shall take place. The DSWD shall not allow SWDA with specific areas of operation, to expand their area of coverage to accept foreign donations.</p>	
2. Application Process	
A. Field Office Level	
<p>a. The application form, DSWD DFE Form 1, together with the supporting documents and other requirements, shall be filed by the licensed_ and/or accredited SWDA at the respective DSWD-Field Office covering the region where the intended distribution of goods shall take place. Likewise, the applicant shall pay the required processing fee at the Cash Unit of the concerned DSWD Field Office, which will then issue an official receipt.</p>	

<p>b. Should the intended distribution areas cover more than one region, the filing of the application shall take place in the DSWD-Field Office where the SWDA's main office is located.</p>
<p>c. Within the day of the transaction, the applicant SWDA may provide customer satisfaction feedback reflecting his/her immediate experience of the accommodation by the receiving staff from the concerned DSWD-Field Office. In addition, the applicant is also encouraged to provide the DSWD-Standards Bureau with overall feedback through various communication channels to find insights for customer experience improvements.</p>
<p>d. The concerned DSWD-Field Office shall review and assess the submitted application and requirements within three (3) working days upon receipt of the application, considering the ff:</p> <ul style="list-style-type: none"> • Completeness and compliance of application documents submitted; • Consistency of information indicated in the submission; • Approved plan of distribution (donations to be received vis-a-vis the target clientele to be served); and
<p>e. The reviewing staff from the DSWD Field Office may opt to conduct an area visit/validation if deemed necessary. During the visit, the reviewing staff may obtain in-depth information concerning all administrative and operational aspects of the program if the information provided in the documents received from the applicant appears to be inadequate in some way.</p>
<p>f. Should the assessment be favorable, the DSWD Field Office shall immediately forward the documents submitted by the qualified applicant with the assessment report and duly-accomplished assessment form to the DSWD Standards Bureau at the Central Office. The concerned Field Office shall ensure that the Standards Bureau is notified within the timeline as mentioned in VIII(2)l.</p>
<p>i. Should there be deficiencies in the documents submitted, the DSWD Field Office shall return the application to the applicant and provide the necessary technical assistance to comply with the requirements, within three (3) working days upon the return of the application. The corrected application is directed to the technical staff who handled the initial assessment. Hence, it is not considered a new transaction that requires the payment of another processing fee.</p>
<p>B. Central Office Level</p>
<p>a. Upon receipt of the validation and assessment report prepared by the DSWD Field Office, the Standards Bureau shall conduct a final review and evaluation within three (3) working days before any appropriate action be made, using the standard review form provided as Annex E to these guidelines:</p>
<p>i. If approved The duly-accomplished assessment form with corresponding recommendations together with the following documents shall be forwarded to the Undersecretary heading the Standards Bureau for initial, prior to endorsement to the DSWD Secretary or his/her authorized representative for approval:</p>

- Endorsement letter addressed to the DOF certifying that the foreign -donations consigned to qualified licensed and/or accredited SWDA may be allowed duty-exempt importation (Annex G).
- Conforme letter addressed to qualified applicants that they should comply with post-facilitation requirements to maximize the use of donations (Annex H).
- Letter addressed to concerned DSWD-Field Office (FO) informing them that the recommended licensed and/or accredited SWDA has been favorably endorsed to DOF for duty-free entry and requesting said FO to monitor the actual distribution of goods to targeted beneficiaries (Annex I).

ii. If disapproved

The Standards Bureau shall immediately send a written communication (via electronic mail and courier) to the concerned DSWD Field Office, copy furnished the applicant, indicating the reasons for the disapproval of the application. The Standards Bureau shall ensure that the Field Office is notified of the said communication within one (1) to two (2) working days. The Standards Section at the Field Office shall then discuss the results of the application and provide necessary technical assistance to the applicant for the compliance of requirements within three (3) working days upon receipt of the said letter.

Client Steps	Agency Actions	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The duly registered, licensed, and/or accredited SWDA shall consult with the concerned DSWD Field Office for the confirmation and approval of their plan of distribution before negotiating for, or accepting any foreign donations.	1. Provides client application form and checklist of requirements	None	30 minutes	Jared Rae V. Bade
2. Submit/file application and supporting documents	2. Review and assess documentary requirements submitted	None	1 hour	Jared Rae V. Bade Potri Jallila T. Taha Leah L. Pacteres

	<p>d) If application and documentary requirements are not complete, the same documents are returned to the applicant with a list of requirements not complied with</p> <p>If application and documentary requirements are complete, the "Officer of the Day" refers the applicant to the concerned staff.</p>			
3.	<p>3. The FO (Standards Section) shall provide the necessary technical assistance in terms of providing a checklist of the requirements and advise the applicant to submit its application documents to the Standards Bureau.</p>	None	30 minutes	<p><i>Jared Rae V. Bade</i></p> <p><i>Leah L. Pacteres</i></p> <p><i>Potri Jallila T. Taha</i></p>
4. Validation	<p>4. Within three (3) working days upon the receipt of the application and documentary requirements, the designated staff shall</p>	None	Within 5 days	<p><i>Leah L. Pacteres</i></p> <p><i>Potri Jallila T. Taha</i></p>

	assess the eligibility of the applicant and evaluate the validity of the documents submitted. Agency visit assessment may also be conducted, if necessary.			
5. Preparation of Assessment Report	The accomplished application form together with the assessment report and recommendation of the designated staff member shall be forwarded to the Regional Director or his/her authorized representative for approval or disapproval.	None		<i>Potri Jallila T. Taha</i> <i>Leah L. Pacteres</i> <i>Regional Director</i> <i>Mari-Flor A. Dollaga-Libang</i>
6.	6. If approved, the designated staff of Standards Bureau or FO shall issue the signed certificate to the applicant and provide orientation conforming to the standard operating procedures in the Duty Free-Entry (DSWD DFE Form 2 (Annex C)).	None	45 minutes	<i>Regional Director</i> <i>Mari-Flor A. Dollaga-Libang</i>
TOTAL:			5 days, 2 hours, 45 minutes	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Every client of the Standards Section whenever they conduct regulatory services inside or outside of the office premises will be given a Customer Satisfaction Survey Form to rate the effectiveness by providing technical assistance/ provision or intervention from the staff to our clientele.
How feedbacks are processed	The Standards Section staff will be gathering the feedback received by our clientele during assessment for Registration, Licensing, Accreditation Assessment, and Monitoring. The Standards Section will be sending back an e-mail/ letter to the client as a form of response signed by the Regional Director. The clientele will submit the accomplished form to the Standards Section staff after the assessment for hand carry of the staff to the section for review and consolidation of the result. Moreover, feedback will also assess and determine the level of effectiveness of the section. Hence, this will be a key instrument for them to have room for improvement since the personnel will also be evaluated.
How to file a complaint	<p>Send complaints through email at standardsunit.dswd10@gmail.com</p> <p>The complaint must be completely addressed with citation of the circumstances and the person being complained identify the complainant. Apart from that, it must be presented clearly.</p> <p>Anonymous complaints shall be considered only if it is of public knowledge, is supported by clear</p>

	<p>evidence, or is readily verifiable or contains sufficient leads to particulars to enable the taking of further action. Also, a verbal complaint is considered provided it is readily verifiable and with adequate information that leads to being taken for action. The verbal complaints shall be entered in the complaint's logbook, but whenever possible, shall be confirmed in writing. Likewise, the complaining party shall provide his/her address and telephone number, if any.</p> <p>The mode of receiving complaints is through email or letters received from the complainant.</p>
<p>How complaints are processed</p>	<p>Resolutions on the complaints will be worked on in a given period. Complainants shall be informed of the progress of the complainants.</p> <p>These are the different services from PPD:</p> <ol style="list-style-type: none"> 1. Registration of SWDAs 2. Registration and License to operate SWDAs 3. Accreditation SWDAs, service providers LGU centers, DSWD facilities 4. Duty-free entry 5. National/ Local Fund-Raising Campaign (Public Solicitation) 6. Social Worker Managing Court Cases Accreditation 7. Pre-marriage Counselor Accreditation 8. Child Development Worker/ Center Accreditation <p>(no complaints received on any of the following services.)</p>

	In the event wherein the client has concerns in any of these services, the assigned team shall explain and do fact-finding investigations. Transparency will be observed in which the client will be made aware of how the processing of complaints runs.
Contact Person/Information	<u>Standardsunit.dswd10@gmail.com</u> Potri Jallila T. Taha- Standards Head Leah L. Pacteres- RLA Focal Arsenia A. Trinidad – ECCD Focal Donnald G. Lim- SSC Focal
Contact Information	
Anti-Red Tape Authority (ARTA)	<u>complaints@arta.gov.ph</u> 8-478-5093
Presidential Complaint Center (PCC)	<u>pcc@malacanang.gov.ph</u> 8888
Contact Center ng Bayan (CCB)	<u>email@contactcenterngbayan.gov.ph</u> 0908-881-6565

22. REQUEST FOR LISTAHANAN/PANTAWID CERTIFICATIONS

To provide guidance on the issuance of Certification to Pantawid Beneficiaries as Supporting Document in Availing Assistance (Philhealth, Scholarships, etc.)

DIVISION	Pantawid Pamilyang Pilipino Program – Regional Program Management Office
CLASSIFICATION	Simple
TYPE OF TRANSACTION	G2C – Government to Citizen
WHO MAY AVAIL	Pantawid (4Ps) Beneficiaries
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Grantee's Pantawid Household ID	DSWD Field Office 10 Pantawid – RPMO
Student's School ID (for school-related certification) Valid ID (for PhilHealth-related certifications)	Government/Private agencies

CLIENT STEPS	AGENCY ACTION	FEES	PROCESSING TIME	RESPONSIBLE PERSON
1. Present Pantawid ID or any valid ID to the IPDO	1. Check the household status of the beneficiary in the Pantawid Pamilya Information System (PPIS)	None	15 minutes	IPDO
	2. Classification of result	None	2 minutes	
	2.1 If household is active, Certification will be printed and shall be forwarded to Office of the Regional Director (ORD) for the Regional Director's (RD's) signature	None	30 minutes	
	2.2 If household is inactive due to reasons other than Fraud and Ineligibility, Certification that the client is classified poor based on Listahanan Database will be printed and be forwarded to ORD for RD's signature	None	30 minutes	
	2.3 If Household is inactive due to Fraud and Ineligibility, the household will not be issued with Certification but a Feedback Form will be given instead.	None	30 minutes	
	3. Certification will be forwarded the Office of the Regional Director or to the Regional Director's alternate for signature	None	5 minutes	
	4. Signed copy will be provided to the client	None	5 minutes upon receipt from the ORD*	
Fill-out the Evaluation Form/Client Satisfaction Survey at the designated area.	5. Provide the client with Evaluation Form/Client Satisfaction Survey Form	None	5 minutes	
Minimum			45 minutes	
Maximum			1 hour	

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 does not respond within reasonable time: Email: 4psassistance.fo10@dswd.gov.ph Contact number: 0917-120-4360</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 to any of the contact details provided above or you may answer via google form through the link https://forms.gle/LhFJMvGhtqM6GLTH6.</p>
How feedback is processed	<p>A technical staff is assigned to read daily all inquiries and follow ups sent to 4psassistance.fo10@dswd.gov.ph. These are forwarded to the concerned unit 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 unit 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: 4psassistance.fo10@dswd.gov.ph Contact number: 0917-120-4360</p>
How complaints are processed	<p>All complaints about service delivery received through any of the channels above are directly forwarded to the Regional Program Management Office 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 ARTA, PCC, CCB	<p>Anti Red-Tape Authority (ARTA): Email: complaints@arta.gov.ph / info@arta.gov.ph Call: 8-478-5093</p>

	<p>Presidential Complaint Center (PCC): Email: pcc@malacanang.gov.ph Call: 8888</p> <p>Contact Center ng Bayan (CCB): SMS: 0908-881-6565 Call: 165 56 P5.00 + VAT per call anywhere in the Philippines via PLDT landlines Email: email@contactcenterngbayan.gov.ph Web: https://contactcenterngbayan.gov.ph Facebook: https://facebook.com/civilservicegovph</p>
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23. GRIEVANCE INTAKE AND RESPONSE (WALK-IN)

Intake and response refers to the recording of a grievance in a grievance form 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.

The **grievance form** is an instrument where to record valid grievance transactions. It may come in a physical paper or in an electronic form, uploaded in an official website for download, or opened immediately from a website. For quick and easy recording of grievances, the grievance form is designed to record only the type, subtype, and details of the grievance in easily understandable codes and keywords. But supporting documents can be requested and attached to the grievance form.

As a general rule, anyone may **accept** a grievance from various channels 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:	Pantawid Pamilyang Pilipino Program – Regional Program Management Office	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizen	
Who may avail:	All	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
If 4Ps beneficiary, 4Ps ID		Issued by the assigned City/Municipal Link, Community Facilitators
If non-4Ps beneficiary, none		

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.	1.1. Ensure that the client fills out the logbook and direct 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 grievance is all about, and verify the identity of the client. Refer to the Grievance Redress Division 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. Fill out a grievance form.	3.1. Encode the grievance correctly and completely in the GRS Information System/Tracker. 3.2. If the client is a beneficiary or a former beneficiary, check the status of the concerned beneficiary in the Pantawid Pamilya Information System (PPIS). 3.3. Check the supporting documents provided, if available. 3.4. Assess all the data and information available and discuss with the beneficiary the findings and next steps to take. 3.4.1. If all information is readily available to resolve the case,	None	20 mins	Officer-of-the-Day/ / Assigned Focal Person

	<p>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>			
4. None	<p>4.1. Administer the Client Satisfaction Measurement Survey</p> <p>4.2 Analyze the data and include it in the Client Satisfaction Measurement Report.</p>	None	5 minutes	Officer-of-the-Day/ / Assigned Focal Person
5. Proceed to the office lobby and logout from the client's logbook.	<p>5.1. Dismiss the client gracefully.</p> <p>If the grievance is already resolved, proceed to Step 6.1.4</p>	None	1 minute	Guard on Duty
6. None	<p>6.1 If the grievance is not yet resolved, endorse the grievance to the concerned office (DSWD Field Office and/or Central Office OBSU) for processing and feedback within three (3) days.</p>	None	7 hours and 7 minutes	Officer-of-the-Day/ Assigned Focal Person
	<p>6.1.2 Monitor the status of grievance and receive feedback</p>	None	2 days	Assigned Focal Person

	report from the concerned office.			
	6.1.3. Provide the client an update/feedback about the status of his/her grievance either thru text messaging or phone call.	None	10 minutes	Officer-of-the-Day/ Assigned Focal Person
	6.1.4 Update the status of the grievance in the GRS Information System/Tracker.	None	10 minutes	Assigned Focal Person
Total if grievance is resolved outright		None	35 minutes	
Total if grievance is referred to Field Office for resolution and feedback is provided to the client		None	3 days	

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 does not respond within reasonable time: Email: 4psassistance.fo10@dswd.gov.ph Contact number: 0917-120-4360</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 to any of the contact details provided above or you may answer via google form through the link https://forms.gle/LhFJMvGhtqM6GLTH6.</p>
How feedback is processed	<p>A technical staff is assigned to read daily all inquiries and follow ups sent to 4psassistance.fo10@dswd.gov.ph. These are forwarded to the concerned unit 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 unit 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: 4psassistance.fo10@dswd.gov.ph Contact number: 0917-120-4360</p>
How complaints are processed	<p>All complaints about service delivery received through any of the channels above are directly forwarded to the Regional Program Management Office 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 ARTA, PCC, CCB	<p>Anti Red-Tape Authority (ARTA): Email: complaints@arta.gov.ph / info@arta.gov.ph Call: 8-478-5093</p> <p>Presidential Complaint Center (PCC): Email: pcc@malacanang.gov.ph Call: 8888</p> <p>Contact Center ng Bayan (CCB): SMS: 0908-881-6565 Call: 165 56 P5.00 + VAT per call anywhere in the Philippines via PLDT landlines Email: email@contactcenterngbayan.gov.ph Web: https://contactcenterngbayan.gov.ph Facebook: https://facebook.com/civilservicegovph</p>

24. Processing of Relief Augmentation Request

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 or calamities.

To ensure that management and mobilization of resources, food and non-food items and funds are done in an effective, efficient and coordinated manner.

Office / Division:	Disaster Response Management Division
Classification:	Complex

Type of Transaction:	G2G - Government to Government			
Who may avail:	All DSWD Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
LGU Request for Augmentation with attached LGU DROMIC Report			Concerned LGU	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
none	<p>1. RECEIVE REQUEST FROM LGUS AND ENDORSE THE REQUEST TO CONCERNED SECTION</p> <p>The DRMD Admin receives the request for augmentation from the LGU to be forwarded to the concerned section (this may vary depending on the FO organizational set-up)</p>	none	5 min.	<i>Division Admin. Assistant</i>
none	2. RECEIVE REQUEST FROM DRMD ADMIN AND ENDORSE THE REQUEST TO THE CONCERNED SECTION HEAD	none	5 min.	<i>Section/Unit Admin. Aide</i>

	Request shall be forwarded to the concerned section through the Section Admin.			
none	<p>3. VALIDATE REQUEST THROUGH FO DROMIC REPORT</p> <p>Request shall be validated and assessed by the concerned Section Head in coordination with the requesting LGU, and through review of the latest FO DROMIC Report. Basis for validation and assessment shall be as follow:</p> <ul style="list-style-type: none"> - Relief assistance provided by the LGU - Current capacity of the LGU - Number of disaster-affected families vs number of relief assistance requested 	none	1 day	<i>DRIMU Head/ Report Writer</i>
none	<p>5. INFORM THE LGU</p> <p>A communication letter shall be sent to the requesting LGU informing</p>	none	Not Applicable	

	them of the result of assessment.			
none	<p>6. IDENTIFY NUMBER OF FFPS TO BE SERVED AND PREPARE RECOMMENDATION FOR THE REVIEW OF THE DRMD CHIEF</p> <p>The Section Head shall prepare a transmittal memorandum for the Regional Director with the attached assessment report recommending the approval of the request. Assessment report shall include the validated number of FFPS needed by the LGU.</p>	none	6 min.	<i>Social Welfare Officer</i>
none	<p>7. FORWARD DOCUMENTS TO THE DRMD ADMIN</p> <p>Concerned Section Admin shall track and forward the documents to the DRMD Admin.</p>	none	1 min.	<i>DRMD Admin Assistant and Section Aide</i>

none	<p>8. FORWARD DOCUMENTS TO THE DRMD CHIEF</p> <p>DRMD Admin shall track and endorse the documents to the DRMD Chief.</p>	none	1 min.	<i>DRMD Admin. Assistant</i>
none	<p>9. REVIEW RECOMMENDATIONS AND ENDORSE DOCUMENTS TO THE ARD AND RD</p> <p>DRMD Chief shall review the recommendations of the Concerned Section Head.</p> <p>- If there are additional inputs, then the DRMD Admin shall return the documents to the Concerned Section Head for necessary revisions.</p> <p>- If none, then the documents shall be forwarded to the OARDO</p>	none	6 min.	<i>DRMD Chief and DRMD Admin. Assistant</i>

none	<p>10. RECEIVE DOCUMENTS AND ENDORSE TO THE OARDO ADMIN</p> <p>DRMD Admin shall track and forward the documents to the OARDO Admin.</p>	none	1 min.	<i>DRMD Admin. Assistant</i>
none	<p>11. RECEIVE DOCUMENTS AND ENDORSE TO THE ARDO</p> <p>OARDO Admin shall track and endorse the documents to the ARDO.</p>	none	3 min.	<i>OARDO Admin. Assistant</i>
none	<p>12. REVIEW RECOMMENDATION OF THE DRMD CHIEF</p> <p>ARDO shall review the recommendations of the DRMD Chief.</p> <p>- If there are additional inputs, then the OARDO Admin shall return the documents to the DRMD Chief for necessary revisions. Attach/update Action Slip if there are additional inputs</p>	none	8 min.	<i>ARDO Admin. Assistant/ ARDO</i>

	- If none, then the documents shall be forwarded to the RD			
none	<p>13. RECEIVE DOCUMENTS AND ENDORSE TO THE RD ADMIN</p> <p>OARDO Admin shall track and forward the documents to the RD Admin.</p>	none	1 min.	<i>OARDO Admin. Assistant</i>
none	<p>14. RECEIVE DOCUMENTS AND ENDORSE TO THE RD</p> <p>RD Admin shall track and endorse the documents to the RD. Attach/update Action Slip if there are additional inputs.</p>	none	2 min.	<i>RD Admin. Assistant</i>
none	<p>15. REVIEW RECOMMENDATION FROM THE ARDO</p> <p>RD shall review the recommendations of the DRMD Chief [and the ARDO].</p> <p>- If there are additional inputs, then the RD</p>	none	10 min.	<i>RD/ RD Admin. Assistant</i>

	<p>Admin shall return the documents to the DRMD Chief for necessary revisions. Attach/update Action Slip if there are additional inputs</p> <p>- If none, then the documents shall be signed and approved</p>			
none	<p>16. FORWARDS APPROVED REQUEST TO OARDO</p> <p>RD Admin shall track and forward the documents to the OARDO Admin.</p>	none	2 min.	<i>RD Admin. Assistant</i>
none	<p>17. FORWARDS APPROVED REQUEST TO DRMD ADMIN</p> <p>OARDO Admin shall track and forward the documents to the DRMD Admin.</p>	none	1 day	<i>OARDO Admin. Assistant</i>
none	<p>18. ENDORSE APPROVED REQUEST TO RROS</p> <p>DRMD Admin shall track and forward the documents to the RROS Admin.</p>	none	1 min.	<i>DRMD Admin. Assistant</i>

none	<p>19. RECEIVE APPROVED REQUEST FROM DRMD ADMIN AND ENDORSE TO RROS HEAD</p> <p>RROS Admin shall track and endorse the documents to the RROS Head.</p>	none	1 min.	<i>RLMU Admin. Assistant</i>
none	<p>20. ENDORSE THE APPROVED REQUEST TO THE WAREHOUSE FOCAL TO CHECK THE AVAILABILITY OF GOODS</p> <p>RROS head shall check the availability of goods in coordination with the Warehouse Focal, who shall be copy furnished with the approved documents.</p>	none	1 min.	<i>RLMU Warehouseman</i>
none	<p>21. CHECK THE AVAILABILITY OF GOODS</p> <p>The warehouse focal shall check and coordinate with the RROS head regarding the availability/unavailability of goods vis-à-vis the number of validated number of relief</p>	none	5 min.	<i>RLMU Supply</i>

	augmentation request. If stocks are available, the Warehouse Focal shall prepare and facilitate the Request Issuance Slip (RIS).			
none	<p>22. PREPARE PURCHASE REQUEST OR MEMORANDUM FOR REPLENISHMENT OF GOODS/ STANDBY FUNDS</p> <p>If stocks are unavailable, the RROS Head shall prepare purchase request or Memorandum for replenishment of goods/standby funds from the Central Office.</p>	none	5 min.	<i>RLMU Admin. Assistant</i>
none	<p>23. INFORM THE LGU THAT THERE ARE NO AVAILABLE STOCKS</p> <p>The RROS shall also inform the LGU through a communication letter on the status of their request.</p>	none	1 min.	<i>DRRU/ RLMU Admin. Assistant</i>
none	24. ARRANGE THE SCHEDULE OF DELIVERY/PICK-UP WITH END-USER	none	2 min.	<i>RROC / RLMU Admin. Assistant</i>

	<p>The RROS head shall coordinate with the requesting LGU for the schedule of delivery or pick-up. If the goods will be picked-up by the LGU, the RROS Head shall inform the Warehouse Focal of the release of goods.</p>			
none	<p>25. PREPARES DELIVERY RECEIPT, RELEASE GOODS TO THE LGU, AND INFORM THE RROS HEAD OF THE STATUS</p> <p>The Warehouse Focal shall prepare delivery receipt and facilitate the release of goods to the LGU. Once released, the Warehouse Focal shall update the RROS Head.</p>	none	1 min.	<i>RLMU Warehouseman</i>
none	<p>26. RECORD RELEASE OF GOODS ON THE SUMMARY OF RELIEF AUGMENTATION, AND UPDATE CONCERNED DRMD SECTION ON THE NUMBER OF RELEASED GOODS</p> <p>The RROS Head shall record release of goods on the Summary of Relief Augmentation and update the concerned DRMD</p>	none	1 min.	<i>RLMU Supply</i>

	section on the number of released goods.			
none	<p>27. INFORM WAREHOUSE FOCAL ON THE DELIVERY VEHICLE REQUEST</p> <p>If the goods are to be delivered by the FO, the RROS Head shall request for delivery vehicle from the Warehouse Focal</p>	none	1 min.	<i>RLMU Admin. Assistant</i>
none	<p>28. COORDINATE WITH THE DISPATCHER FOR AVAILABILITY OF VEHICLE</p> <p>The Warehouse Focal shall prepare Delivery Vehicle Request and coordinate with the Dispatcher for availability of vehicle.</p> <p>If delivery vehicle is not available, the Warehouse Focal shall coordinate with the RDRRMC to request for delivery vehicle.</p>	none	5 min.	<i>RLMU Warehouseman</i>

none	<p>29. FACILITATE THE LOADING OF GOODS TO BE DELIVERED AND REQUEST ESCORT / DRMD STAFF FROM THE DRRS TO MONITOR THE RELEASE AND DISTRIBUTION</p> <p>If delivery vehicle is available, the Warehouse Focal shall facilitate the loading of goods to be delivered and request staff from the DRRS to escort and monitor the release and distribution of goods.</p>	none	1 hour	<i>RLMU Admin. Assistant / Warehouseman</i>
none	<p>30. ASSIGN ESCORT FROM DRMD OR QUART</p> <p>The DRRS Head shall assign escort (DRMD staff or QUART member) and endorse to the Warehouse Focal.</p>	none	5 min.	<i>DRMD/ RLMU Admin. Assistant</i>
none	<p>31. ENDORSE DELIVERY RECEIPT TO THE ASSIGNED ESCORT</p> <p>Assigned escort shall report to the Warehouse Focal who shall provide</p>	none	1 min.	<i>DRMD / RLMU</i>

	further instruction and endorse delivery receipt.			
none	<p>32. ESCORT AND FACILITATE THE DELIVERY OF GOODS TO THE LGU</p> <p>The assigned escort shall monitor the distribution of goods, secure the Relief Distribution Sheets (RDS), and submit distribution report to DRIMS.</p>	none	2 days	<i>DRMD/ RLMU Escort / Staff</i>
none	<p>33. UPDATE THE PROGRESS</p> <p>The DRIMS Technical Staff shall update the FO DROMIC Report accordingly.</p>	none	2 hours	<i>DRIMU Report Writer</i>
TOTAL:				
FEEDBACK AND COMPLAINTS MECHANISM				
How to send feedback:		Complete the DSWD-QMS-GF-005 (Client Satisfaction Form)		

How feedbacks are processed	Consolidate monthly to know the data/statistics on satisfaction in processing the request and different purpose of the clients/usage of the data requested.
How to file a complaint	<p>A grievance may be filed through any of the established modalities:</p> <ul style="list-style-type: none"> - electronic mail (fo10@dswd.gov.ph) - posts, comments and chat messages via DSWD FO10 Official Facebook Page: “DSWD Region X” - personal appearance - letters addressed to the Regional Director, Ms. Mari-Flor A. Dollaga-Libang - website at fo10.dswd.gov.ph - through 8888 Citizen’s Complaint Center
How complaints are processed	<p>Consists of a five-step procedure commencing on the receipt of grievance and ending on the grievance final resolution. These steps are:</p> <ol style="list-style-type: none"> 1. Submission/Receipt of a Grievance 2. Recording of Grievance 3. Data Gathering and Investigation 4. Resolution

	<p>5. Final Feedback</p> <p>Reports generated using the ISO form DSWD-QMS-GF-006</p>
Contact Person/Information	<p>Ms. Evelyn S. Madrio</p> <p>Disaster Response Management Division Chief</p> <p>drr.dswdregion10@gmail.com</p>
<p>Contact Information</p> <p>Anti-Red Tape Authority (ARTA)</p> <p>Presidential Complaint Center (PCC)</p> <p>Contact Center ng Bayan (CCB)</p>	<p>complaints@arta.gov.ph</p> <p>8-478-5093</p> <p>pcc@malacanang.gov.ph</p> <p>8888</p> <p>email@contactcenterngbayan.gov.ph</p> <p>0908-881-6565</p>

**Protective Services Division;
Administrative Division; Human
Resource Management and
Development Division; Financial and
Management Division; Office of the
Regional Director**

Internal Services

25. Inventory and Issuance of Personal Belongings to Newly Admitted Clients

Office or Division:		Regional Rehabilitation Center for Youth (RRCY) – PSD			
Classification:		Simple			
Type of Transaction:		G2G – Government to Government			
Who may avail:		CLIENT (CICL)			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
Requirements may vary					
CLIENT STEPS	AGENCY ACTIONS	DOCUMENTS	PROCESSING TIME	PROCESSING FEE	PERSON RESPONSIBLE
1. Newly admitted clients referred by Social Services Unit to Homelife Unit	1. Conduct inventory of personal belongings to the newly admitted clients	Inventory Form	1 hour	None	<i>On duty Houseparent</i>
2	2. Assign client to a handling houseparent	Clients Handle Form	10minutes	None	<i>Houseparent</i>
3	3. Prepare Request Issuance Sheet and analysis Report for the issuance of the needed personal belonging for the clients	Requisition Issuance Slip, Analysis Report, and Issuance form	30 minutes	None	<i>Houseparent</i>
4	4. Submit the form to	Requisition Issuance Slip	5 minutes	None	<i>Supervising Houseparent /HP III</i>

	the Supervising Houseparent for pre-assessment and approval	and Inventory form			
5	5. Submit the form to the Center Head for Approval	Requisition Issuance Slip and Inventory form	5 minutes	None	<i>Houseparent</i>
6	6. Submit approved form to the Designated Supply officer	Approved Requisition Issuance Slip and Inventory form	1 hour	None	<i>Houseparent</i>
TOTAL:			2 hours, 50 minutes	None	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	-The RRCY maintains email, text/calls, client satisfaction survey, and suggestion box for feedback concerns.
How feedbacks are processed	<p>-The Clients Satisfaction Survey will be conducted every quarter. Staff disseminated forms to CICL and let them express their thoughts/feelings and fill in the forms.</p> <p>- Feedback will be sent thru RRCY Official Email Account rrcy.fo10@dswd.gov.ph and text 09051165999</p> <p>- Suggestion box placed inside the Admin Building and or they can Drop it to the guardhouse.</p>
How to file a complaint	Any complaints are directly sent through RRCY Official email add, reach via text/call, Suggestion Box, and Client Satisfaction Survey

How complaints are processed	Complaints are automatically directed to the Center Head. The Center Head then discusses the concern during the meeting.
Contact Person/Information	rrcy.fo10@dswd.gov.ph Sonia E. Ipang- 09051165999
Contact Information	
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

26. Training Needs Assessment to Newly Admitted Clients

All newly admitted clients undergo training needs assessment handled by the Manpower Development Officer I to devise proper ranking and quarterly training needs reports.

Office or Division:			Regional Rehabilitation Center for Youth (RRCY)		
Classification:			Simple		
Type of Transaction:			G2G – Government to Government		
Who may avail:			CLIENT (CICL)		
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE	
Requirements may vary					
CLIENT STEPS	AGENCY ACTIONS	DOCUME NTS	PROCESS ING TIME	PROCESS ING FEE	PERSON RESPONSIBLE
1. Newly admitted client is referred by the	1. Training Needs Assessme nt	Filled up Training Needs Assessme nt Form	10 minutes	None	Manpower Development Officer I
Houseparen t on Duty for the conduct of Training Needs Assessment	1.1. Client will be turned over back to Housepare nt on Duty		2 minutes	None	Manpower Development Officer I

	1.2. Consolidation of Individual Training Needs Assessment	Ranking of Training Needs Assessment Result	2 hours	None	<i>Manpower Development Officer I</i>
2. Reporting	2. Submission of report	Quarterly Training Needs Assessment Report	Every 25 th to 30 th day of the quarter	None	<i>Manpower Development Officer I</i>
TOTAL:			2 hours, 12 minutes (number of days depending on the time of the month)	None	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	-The RRCY maintains email, text/calls, client satisfaction survey, and suggestion box for feedback concerns.
How feedbacks are processed	<p>-The Clients Satisfaction Survey will be conducted every quarter. Staff disseminated forms to CICL and let them express their thoughts/feelings and fill in the forms.</p> <p>- Feedback will be sent thru RRCY Official Email Account rrcy.fo10@dswd.gov.ph and text 09051165999</p> <p>- Suggestion box placed inside the Admin Building and or they can Drop it to the guardhouse.</p>
How to file a complaint	Any complaints are directly sent through RRCY Official email add, reach via text/call, Suggestion Box, and Client Satisfaction Survey

How complaints are processed	Complaints are automatically directed to the Center Head. The Center Head then discuss the concern during the meeting.
Contact Person/Information	rrcy.fo10@dswd.gov.ph Sonia E. Ipang- 09051165999
Contact Information	
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

27. Physical Check-Up of Newly Admitted Clients

All newly-admitted clients undergo physical check-ups for the handling social workers to have a solid baseline on the assessment of the best intervention to be given i.e physical, psychological, mental, spiritual, and emotional support.

Office or Division:	Regional Rehabilitation Center for Youth (RRCY)				
Classification:	Simple				
Type of Transaction:	G2G – Government to Government				
Who may avail:	CLIENT (CICL)				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
Requirements may vary					
CLIENT STEPS	AGENCY ACTIONS	DOCUMENTS	PROCESSING TIME	PROCESSING FEE	PERSON RESPONSIBLE
1. Newly admitted CICL is referred by Houseparent on duty for Physical and Medical examination	1. Profiling of client	Physical Examination Form, Nurses Note, Monthly Weighing Form, and Resident's Logbook	5 mins	None	Nurse on duty

within 24 hours					
2	2. Vital signs taking including height and weight with Body Mass Index	Physical Examination Form, Nurses Note, Monthly Weighing Form	5 mins	None	<i>Nurse on duty</i>
3	3. Prepare out on pass to both staff and client and wait for the approval from Center Head	Individual pass slip (staff)/ resident's out on pass form	5 mins	None	<i>Nurse on duty/ Center Head</i>
4	4. Inform driver for transportation to prepare the vehicle gate pass with the approval from Center Head	Vehicle gate pass	3 mins	None	<i>Driver</i>

5. Referred to Gingoog City Health Office	5. Travel time from RRCY to City Health Office, Gingoog City	RP JEEP	10 mins	None	<i>Nurse on duty/ Driver</i>
6	6. Referring/ Escorting client to City Health Officer or Physician	Physical Examination Form	25 mins	None	<i>Nurse on duty and Physician</i>
7	7. Travel time from City Health Office, Gingoog City to RRCY	RP JEEP	10 mins	None	<i>Nurse on duty/ Driver</i>
5	8. Endorsing client back to HP on duty and provided the handling Social Worker with a copy of the	Physical Examination Form (Photocopy)	5 mins	None	<i>Nurse on duty/ Houseparent on duty/ Undersigned Social Worker</i>

	physical examina tion				
TOTAL:			1 hour, 8 minutes	None	
FEEDBACK AND COMPLAINTS MECHANISM					
How to send feedback			-The RRCY maintains email, text/calls, client satisfaction survey, and suggestion box for feedback concerns.		
How feedbacks are processed			- The Clients Satisfaction Survey will be conducted every quarter. A staff disseminates the form to CICL and lets them express their thoughts/feelings in filling up the forms. - Feedback will be sent thru RRCY Official Email Account rrcy.fo10@dswd.gov.ph and text 09051165999 - Suggestion box placed inside the Admin Building and or they can Drop it to the guardhouse.		
How to file a complaint			Any complaints are directly sent through RRCY Official email add, reach via text/call, Suggestion Box, and Client Satisfaction Survey		
How complaints are processed			Complaints are automatically directed to the Center Head. The Center Head then discuss the concern during the meeting.		

Contact Person/Information	rrcy.fo10@dswd.gov.ph Sonia E. Ipang- 09051165999
Contact Information	
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

28. Psychological Assessment for Clients

To ensure that all the clients' psychological needs are met during their stay in the center, they undergo psychological assessment conducted by a Psychometrician.

Office or Division:	Regional Rehabilitation Center for Youth (RRCY)/PSD				
Classification:	Simple				
Type of Transaction:	G2G – Government to Government				
Who may avail:	CLIENT (CICL)				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
Requirements may vary					
CLIENT STEPS	AGENCY ACTIONS	DOCUMENTS	PROCESSING TIME	PROCESSING FEE	PERSON RESPONSIBLE
1. Newly admitted client in the center	1. Client is referred by Social Services Unit for psychological assessment 1.1. Conduct of Biopsychosocial Interview (Pre-assessment) to the newly admitted client	Biopsychosocial Interview Form	1 – 2 hours	None	Psychometrician

2	2. Conduct psychological testing	Answer Sheet	2 – 3 hours	None	<i>Psychometrician</i>
3	3. Return client to the homelife unit		2-3 mins	None	<i>Psychometrician</i>
4	4. Interpretation of client psychological test.	Result of Psychological Test base on the Interpretation Manual	5-6 hours	None	<i>Psychometrician</i>
5	5. Produce Psychological Evaluation Report	Psychological Evaluation Report	8-10 hours	None	<i>Psychometrician</i>
TOTAL:			16 hours and 2 minutes to	None	

How to send feedback	-The RRCY maintains email, text/calls, client satisfaction survey, and suggestion box for feedback concerns.
How feedbacks are processed	<p>-The Clients Satisfaction Survey will be conducted every quarter. A staff disseminates the form to CICL and lets them express their thoughts/feelings in filling up the forms.</p> <p>- Feedback will be sent thru RRCY Official Email Account rrcy.fo10@dswd.gov.ph and text 09051165999</p> <p>- Suggestion box placed inside the Admin Building and or they can Drop it to the guardhouse.</p>
How to file a complaint	Any complaints are directly sent through RRCY Official email add, reach via text/call, Suggestion Box, and Client Satisfaction Survey
How complaints are processed	Complaints are automatically directed to the Center Head. The Center Head

	then discuss the concern during the meeting.
Contact Person/Information	rrcy.fo10@dswd.gov.ph Sonia E. Ipang- 09051165999
Contact Information	
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

29. Reporting of Client(s) Who Left the Center Without Permission (LWOP)

All clients who leave the center without permission are reported to the appropriate body for proper mobilization in handling the situation.

Office or Division:	Regional Rehabilitation Center for Youth (RRCY)/PSD				
Classification:	Simple				
Type of Transaction:	G2G – Government to Government				
Who may avail:	CLIENT (CICL)				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
Requirements may vary					
CLIENT STEPS	AGENCY ACTIONS	DOCUM ENTS	PROCESS ING TIME	PROCESS ING FEE	PERSON RESPONSIBLE
1. LWOP Incident in the center information	1. Inform the incident to the Center Head within 24 hours	None	5 mins	None	Houseparent Security Guard
2	2. Mobilize/inform the staff to possibly apprehend the reported LWOP CICL	None	5mins	None	Center Head
3	3. Report will be submitted	Incident Report	5mins	None	Houseparent Security Guard

	to the Center Head and Executive on Duty				
4. Report to PNP, Barangay, Referring Parties, Parents, Regional Office and Court	4. File Police Blotter to Gingoog City Police Station and inform Brgy. 26, Gingoog City	Police Blotter and Letter	25mins	None	<i>Security Guard</i>
5	5. Searching in the bus terminal, national highways, and neighboring barangay within Gingoog City		None	None	<i>Houseparent Security Guard</i>
6	6. Inform the referring parties and parents of the client		10mins	None	<i>Social Worker</i>
7	7. Prepare a report to the handling court and regional office	Letter Report with a request for issuance of the warrant of arrest	2hrs	None	<i>Social Worker</i>
TOTAL:			2 hours, 50 minutes	None	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	-The RRCY maintains email, text/calls, client satisfaction survey, and suggestion box for feedback concerns.
How feedbacks are processed	<p>- The Clients Satisfaction Survey will be conducted every quarter. A staff disseminates the form to CICL and lets them express their thoughts/feelings in filling up the forms.</p> <p>- Feedback will be sent thru RRCY Official Email Account rrcy.fo10@dswd.gov.ph and text 09051165999</p> <p>- Suggestion box placed inside the Admin Building and or they can Drop it to the guardhouse.</p>
How to file a complaint	Any complaints are directly sent through RRCY Official email add, reach via text/call, Suggestion Box, and Client Satisfaction Survey
How complaints are processed	Complaints are automatically directed to the Center Head. The Center Head then discuss the concern during the meeting.
Contact Person/Information	rrcy.fo10@dswd.gov.ph Sonia E. Ipang- 09051165999
Contact Information	
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

30. Procedures in the Receipt, Inspection, Acceptance, and Recording, Deliveries of Inventory Items and Equipment

In accordance with the Implementation of ADMINISTRATIVE ORDER NO. 6 SERIES OF 2017 or COMPREHENSIVE GUIDELINES ON THE MANAGEMENT OF DSWD PROPERTIES.

Office of Division	Property, Supply, and Assets Mngt. Unit	
Classification:	Internal	
Type of Transaction:	G2G – Government to Government	
Who may avail:	DSWD Field Office 10 Employees	
AGENCY ACTIONS	PROCESSING TIME	PERSON/UNIT RESPONSIBLE
Delivery of Equipment and Inventory Item 1. Signs “Received” portion of original and Copy 2 of the Delivery Receipt (DR). Files original and return Copy 2 of the DR to the Supplier/Procurement Service. 2. Prepares Inspection and Acceptance Report (IAR) in three copies. Forwards IAR, original of DR, and copy 2 of approved PO from file to the Property Inspector for inspection of deliveries.	1 min. 1 min.	<i>Property Supply and Assets Mgt. Unit (PSAMU)/ Warehouse In-charge</i>
3. Inspect and verifies items as to quantity and conformity with inspections based on the DR and approved PO. If in order, signs and indicates the date of inspection in the “inspected” column of the IAR. Retains copy 3 of IAR and forwards the items and copy 1-2 of IAR, original of DR and copy 2 of PO to Property/Supply Officer for Acceptance. 4. If the specifications are not in order or the delivery is not	30 min.	<i>Property Inspector</i>

complete, the office indicates notation on the IAR that the deliveries are not in conformity with specifications agreed under the approved PO or deliveries are not complete, then forwards the IAR to the Property/Supply Officer.		
<p>5. Signs in the “Acceptance” column, acknowledging receipt of the items delivered. Checks the appropriate box whether a complete or partial (indicate quantity received) delivery and indicates the date of receipt and remarks, if any.</p> <p>Forwards items to Property/Supply Custodian for safe-keeping/storage.</p>	5 min.	<i>Property/Supply Officer</i>
<p>6. In-charge of accepting deliveries of procured items shall, within twenty-four (24) hours from such acceptance, notify the COA Auditor of the time and date of the scheduled deliveries. Forward a copy of IAR, P.O to COA Auditor either complete or partial deliveries.</p> <p>7. After notify the COA Auditor.</p> <p>a. Completed deliveries of items – forward the vouchers to accounting for payments.</p> <p>b. Incomplete deliveries of items – Hold the voucher and waiting for complete deliveries of items/goods.</p>	<p>1 hour</p> <p>30 min.</p>	<i>Property/Supply Officer</i>
For PPE more than P15,000 above issued a PAR to DSWD Staff for Permanent/Contractual Staff for PAR	10 min.	<i>Property/Supply Officer</i> PREMIS

and for sub-PAR for MOA Staff and below Php.14,999.00 issued an ICS to DSWD Staff (Semi-expenditures)		
Servicing: Motor Vehicles – Provide a copy of IAR and PO to the Warehouse In charge of recording the repair History.	10 min.	<i>Property/Supply Officer</i>
Training Accommodations/Vehicle Rentals – If the activity/services are COMPLETED or PARTIAL attached the ff: <ul style="list-style-type: none"> • Attendance Sheets • Billing Statements <p>8. Proceed to Step 1-5. For COMPLETED activity, forward the vouchers to Accounting for payments.</p> <p>Duplicate the vouchers for PARTIAL activity/services and forward to budget for adjustment (payments). The original voucher was kept by PSAMU to monitor the remaining activities/services.</p>	30 min.	<i>End-User</i> <i>Property/Supply Officer</i>
TOTAL:	2 hours, 57 minutes	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<p>All concerns/feedbacks are forwarded to the Office of the Regional Director;</p> <p>Moreover, concerns/feedbacks can be directly sent to the following Email addresses and phone numbers:</p> <p>supply.dswd.fo10@gmail.com</p> <p><u>admin.fo10@dswd.gov.ph</u></p> <p>PSAMU – 09279321960</p>

How feedbacks are processed	<p>The PSAMU will provide an approved response letter to the individual who provided the feedback/inquiry.</p> <p>However, should an individual opt to provide a contact number with his/her feedback, the PSAMU will promptly communicate with the said individual.</p>
How to file a complaint	<p>All concerns/feedbacks are forwarded to the Office of the Regional Director;</p> <p>Moreover, concerns/feedbacks can be directly sent to the following Email addresses and Phone numbers:</p> <p>supply.dswd.fo10@gmail.com</p> <p>admin.fo10@dswd.gov.ph</p> <p>PSAMU – 09279321960</p>
How complaints are processed	<p>All concerns/feedbacks coming from the ORD and/or via email will be promptly acted by the PSAMU with the approval from the Division Chief.</p>
Contact Person/Information	<p>supply.dswd.fo10@gmail.com</p> <p>admin.fo10@dswd.gov.ph</p> <p>PSAMU – 09279321960</p>
Contact Information Anti-Red Tape Authority (ARTA) Presidential Complaint Center (PCC) Contact Center ng Bayan (CCB)	<p>complaints@arta.gov.ph 8-478-5093</p> <p>pcc@malacanang.gov.ph 8888</p> <p>email@contactcenterngbayan.gov.ph 0908-881-6565</p>

31. Procedures in the Requisition and Issuance of Inventory Items/Equipment

In accordance with the Implementation of ADMINISTRATIVE ORDER NO. 6 SERIES OF 2017 or COMPREHENSIVE GUIDELINES ON THE MANAGEMENT OF DSWD PROPERTIES.

Office of Division:	Property, Supply, and Assets Mngt. Unit	
Classification:	Internal	
Types of Transaction:	G2G – Government to Government	
Who may avail:	DSWD Field Office 10 Employees	
AGENCY ACTIONS	PROCESSING TIME	PERSON/UNIT RESPONSIBLE
<u>Inquiry for the Availability of Supplies</u> 1. Fill-out/prepares Supplies Availability Inquiry (SAI)	5 min.	<i>Concerned Office Requesting Personnel (CORP)</i>
2. If stock is Not Available , advises End-user to prepare a Purchase Request (PR) for the item requested. If available from stock , prepares and fills up Requisition and Issuance Slip (RIS) in three (3) copies. Sign “Requested by”. Forward RIS to the authorized official for approval. Note: The RIS shall be distributed as follows: <i>Original – Accounting Unit</i> <i>Copy 2 – Property Supply and Assets Mgt. Unit</i> <i>Copy 3 – Requesting Office</i>	5 min.	
3. Receives signed RIS and forwards to the PSMAU together with the original SAI for withdrawal of inventory items requested.	5 min.	
4. Review and verifies RIS, as to the completeness of the information. Fills up the RIS No./Date, and Quantity, Remarks, and initials “Approved by”	5 min.	<i>PSMAU</i>

portion of the RIS, and records RIS in the logbook.		
5. Signs the “Approved by” portion of RIS and returns to the Supply Officer for issuance of the stock.	5 min.	<i>Admin Division Chief</i>
6. Fill up and signs the “Issuance” portion of the RIS and issues inventory items requested to the Requesting Personnel.	5 min.	<i>Supply Officer</i>
7. Receives supplies, requested, and sign in the “Received by” portion of the RIS.	5 min.	<i>Concerned Office Requesting Personnel (CORP)</i>
For Equipment: Follow Steps 1-5 <ol style="list-style-type: none"> 1. Update database and prepare PAR/ICS and sticker 2. Review and sign by PSAM Head 3. Receives supplies, requested, and sign in the “Received by” portion of the RIS. 4. Release supplies or equipment 	20 min. 5 min. 5 min. 10 min.	PREMIS PSAMU CORP <i>Property Custodian</i>
TOTAL:	1 hour, 15 minutes	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<p>All concerns/feedbacks are forwarded to the Office of the Regional Director;</p> <p>Moreover, concerns/feedbacks can be directly sent to the following Email addresses and phone numbers:</p> <p>supply.dswd.fo10@gmail.com</p> <p><u>admin.fo10@dswd.gov.ph</u></p> <p>PSAMU – 09279321960</p>
How feedbacks are processed	<p>The PSAMU will provide an approved response letter to the individual who provided the feedback/inquiry.</p>

	<p>However, should an individual opt to provide a contact number with his/her feedback, the PSAMU will promptly communicate with the said individual.</p>
How to file a complaint	<p>All concerns/feedbacks are forwarded to the Office of the Regional Director;</p> <p>Moreover, concerns/feedbacks can be directly sent to the following Email addresses and Phone numbers:</p> <p>supply.dswd.fo10@gmail.com</p> <p>admin.fo10@dswd.gov.ph</p> <p>PSAMU – 09279321960</p>
How complaints are processed	<p>All concerns/feedbacks coming from the ORD and/or via email will be promptly acted by the PSAMU with the approval from the Division Chief.</p>
Contact Person/Information	<p>supply.dswd.fo10@gmail.com</p> <p>admin.fo10@dswd.gov.ph</p> <p>PSAMU – 09279321960</p>
Contact Information Anti-Red Tape Authority (ARTA) Presidential Complaint Center (PCC) Contact Center ng Bayan (CCB)	<p>complaints@arta.gov.ph 8-478-5093</p> <p>pcc@malacanang.gov.ph 8888</p> <p>email@contactcenterngbayan.gov.ph 0908-881-6565</p>

32. DSWD Disposal of Waste Material/Scrap and Spoiled Goods

In accordance with the Implementation of ADMINISTRATIVE ORDER NO. 6 SERIES OF 2017 or COMPREHENSIVE GUIDELINES ON THE MANAGEMENT OF DSWD PROPERTIES.

Office of Division:	Property, Supply, and Assets Mngt. Unit	
Classification:	Internal	
Type of Transaction:	G2G – Government to Government	
Who may avail:	DSWD Field Office 10 Employees	
AGENCY ACTIONS	PROCESSING TIME	PERSON/UNIT RESPONSIBLE
1. Identification of waste materials/scrap for disposal	1 week	<i>Warehouseman</i>
2. Submission of Request for Disposal	5 min.	<i>Warehouseman</i>
3. Inspection of waste materials and preparation of WMR	1 day	<i>PAMU</i>
4. Submission of Request to RPDAC	1 hour	<i>PAMU</i>
5. Evaluation of the items requested for disposal and preparation of recommendation on the mode of disposal to be applied	1 day	<i>RPDAC</i>
6. Approval of resolution on the modes of disposal applied	1 hour	<i>Regional Director</i>
7. Publication of bidding for the sale of disposable properties	1 week	<i>RPADC Secretariat</i>
8. Conduct of bidding process	1 day	<i>RPDAC</i>
9. Awarding of winning bidder	1 day	<i>RPDAC</i>
10. Acceptance of Payment	1 day	<i>Cashier</i>
11. Hauling	1 -3 days	<i>RPDAC Secretariat and the Warehouseman</i>
12. Submission of Report to COA, IAS, and Accounting Division	1 hour	<i>RPDAC Secretariat</i>
TOTAL:	22 days, 3 hours, 5 minutes	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<p>All concerns/feedbacks are forwarded to the Office of the Regional Director;</p> <p>Moreover, concerns/feedbacks can be directly sent to the following Email addresses and phone numberS:</p> <p>supply.dswd.fo10@gmail.com</p> <p><u>admin.fo10@dswd.gov.ph</u></p> <p>PSAMU – 09279321960</p>
How feedbacks are processed	<p>The PSAMU will provide an approved response letter to the individual who provided the feedback/inquiry.</p> <p>However, should an individual opt to provide a contact number with his/her feedback, the PSAMU will promptly communicate with the said individual.</p>
How to file a complaint	<p>All concerns/feedbacks are forwarded to the Office of the Regional Director;</p> <p>Moreover, concerns/feedbacks can be directly sent to the following Email addresses and Phone numbers:</p> <p>supply.dswd.fo10@gmail.com</p> <p><u>admin.fo10@dswd.gov.ph</u></p> <p>PSAMU – 09279321960</p>
How complaints are processed	<p>All concerns/feedbacks coming from the ORD and/or via email will be prompted acted by the PSAMU with the approval from the Division Chief.</p>
Contact Person/Information	<p>supply.dswd.fo10@gmail.com</p> <p><u>admin.fo10@dswd.gov.ph</u></p> <p>PSAMU – 09279321960</p>

Contact Information	
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

33. Procedures in the Requisition and Issuance of Equipment

In accordance with the Implementation of ADMINISTRATIVE ORDER NO. 6 SERIES OF 2017 or COMPREHENSIVE GUIDELINES ON THE MANAGEMENT OF DSWD PROPERTIES.

Office of Division:	Property, Supply, and Assets Mngt. Unit	
Classification:	Internal	
Type of Transaction:	G2G – Government to Government	
Who may avail:	DSWD Field Office 10 Employees	
AGENCY ACTIONS	PROCESSING TIME	PERSON/UNIT RESPONSIBLE
1. Upon receipt of Notice of Availability of the equipment requested, prepares RIS in three copies. Fills up the necessary information about requisition, except the Issuance column of the RIS	5 min.	<i>Concerned Office Requesting Personnel</i>
2. Reviews RIS and signs “Requested by” in the requisition column.	5 min.	<i>Authorized Official</i>
3. Records the signed RIS in the logbook and indicate the date, particulars, and remarks. Forwards the same to supplies and Property Unit for processing of the requisition.	5 min.	<i>Requesting Personnel</i>
4. Receives signed RIS from Requesting Office. Records	5 min.	<i>Property and Supply Unit Receiving Staff</i>

<p>the RIS in the logbook the date, particulars, and Requesting Office. Assigns number on RIS and issues Copy 3 to Requesting Office personnel for file.</p> <p>Note: Copy 3 of the RIS shall be issued to Requesting Personnel</p>		
<p>5. Verifies RIS and checks against the PR</p> <p>Initials RIS and forwards the original and Copy 2 of RIS to the Head of the Property and Supply Unit for review and approval.</p>	5 min.	<i>Property Officer</i>
<p>6. Reviews RIS and signs the "Approved by" Issuance portion of RIS. Forwards copies 1-2 of RIS to Property Custodian.</p>	5 min.	<i>Head of the Property and Supply Unit</i>
<p>7. Based on the approved RIS, assigns number on the property being transferred/issued indicates the number in the RIS</p>	5 min.	<i>Property Custodian</i>
<p>8. Prepares Acknowledgement Receipt of Equipment (ARE). Indicates the quantity, unit, description, and property number of the items being issued. Signs in the "<i>Received from</i>" and "<i>Issued by</i>" portions of the ARE and RIS, RESPECTIVELY. Records the date, number, and particulars in the ARE logbook</p> <p>Note: The ARE shall be distributed as follows:</p> <p>Original – Supply and Property Unit file</p> <p>Copy 2 – Recipient or user of the property file</p>	5 min.	<i>Property Custodian</i>
<p>9. Retrieves copy 3 of RIS, checks item if it conforms with</p>	5 min.	<i>Concerned Office Requesting Personnel</i>

RIS. Signs "Received by" portion of original and copy 2 of ARE and RIS. Returns original ARE and copies 1-2 of RIS to Property Custodian/Officer. Files copy 2 of ARE and copy 3 of RIS.		
10. Files original of ARE per accountable officer and copy 2 of RIS. Forwards the original RIS the Accounting Unit for recording in the PPELC.	5 min.	<i>Supply and Property Unit/Property Officer</i>
TOTAL:	50 minutes	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	<p>All concerns/feedbacks are forwarded to the Office of the Regional Director;</p> <p>Moreover, concerns/feedbacks can be directly sent to the following Email addresses and phone numbers:</p> <p>supply.dswd.fo10@gmail.com</p> <p>admin.fo10@dswd.gov.ph</p> <p>PSAMU – 09279321960</p>
How feedbacks are processed	<p>The PSAMU will provide an approved response letter to the individual who provided the feedback/inquiry.</p> <p>However, should an individual opt to provide a contact number with his/her feedback, the PSAMU will promptly communicate with the said individual.</p>
How to file a complaint	<p>All concerns/feedbacks are forwarded to the Office of the Regional Director;</p> <p>Moreover, concerns/feedbacks can be directly sent to the following Email addresses and Phone numbers:</p> <p>supply.dswd.fo10@gmail.com</p>

	admin.fo10@dswd.gov.ph PSAMU – 09279321960
How complaints are processed	All concerns/feedbacks coming from the ORD and/or via email will be prompted acted by the PSAMU with the approval from the Division Chief.
Contact Person/Information	supply.dswd.fo10@gmail.com admin.fo10@dswd.gov.ph PSAMU – 09279321960
Contact Information Anti-Red Tape Authority (ARTA) Presidential Complaint Center (PCC) Contact Center ng Bayan (CCB)	complaints@arta.gov.ph 8-478-5093 pcc@malacanang.gov.ph 8888 email@contactcenterngbayan.gov.ph 0908-881-6565

34. Process of Bidding for Venue (For Training Sessions and Seminars)

Requisition of Venue services for training sessions and seminars/events

Office or Division:	Administrative Division – Procurement Unit			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	DSWD FO 10 Programs & Services Units and Divisions			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1. Receives Purchase Request (PR) from BAC Sec then records	None	10 minutes	<i>Administrative Staff</i>

	and produces a set of Requests for Quotation (RFQ)			
	2. Signs the RFQ	None	5 minutes	<i>Procurement Unit Head</i>
	3. Canvasses to at least 3 suppliers then submit to Bids and Awards Committee Secretariat (BAC Sec) for Awarding	None	1-5 days	<i>Canvasser</i>
	4. Convenes and awards to lowest calculated and most responsive bid	None	(refer to BAC Sec processing)	<i>BAC Secretariat</i>
	5. Receives and records the Abstract of Award, produces a Purchase Order with required attachments, and forwards the documents to the corresponding end-user's Division Chief for signature	None	20 minutes	<i>Administrative Staff</i>
	6. Signs the Obligation Request and Status (ObRS) and Disbursement Voucher (DV)	None	(refer to Division Chief processing)	<i>End-user's Division Chief</i>
	7. Obligates allotment of funds	None	(refer to Budget Unit processing)	<i>Budget Unit</i>
	8. Reviews Purchase Order (PO) and attachments then certifies fund availability	None	(refer to Accounting Unit processing)	<i>Accounting Unit</i>
	9. Approves PO	None	(refer to Regional Director processing)	<i>Regional Director</i>
None	10. Receives and records approved PO	None	5 minutes	<i>Administrative Staff</i>
	11. Serves PO to supplier	None	1-2 days	<i>Administrative Staff</i>

	12. Forwards served PO to resident Commission on Audit (COA)'s office with a checklist	None	20 minutes	<i>Administrative Staff</i>
	13. Reviews PO and stamps as received	None	(refer to resident COA's office processing)	<i>Resident COA</i>
	14. Receives and records PO from COA then forwards to Property and Asset Unit	None	10 minutes	<i>Administrative Staff</i>
TOTAL:		None	7 days 1 hour and 10 minutes *May heavily depend on the processing time of each concerned unit/department.	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<ul style="list-style-type: none"> -The Administrative Division maintains email for feedback concerns. -The Administrative Division also forwards the same concern to the Procurement Unit e-mail. -The Procurement Unit e-mails approved feedback reports via e-mail and through the Records Unit.
How feedbacks are processed	The concerned unit will forward the approved feedback report via email and through the Records Unit.
How to file a complaint	Any complaints are directly forwarded to the Office of the Regional Director.
How complaints are processed	The ORD then forwards the said complaint to the committee in charge or to the concerned division for appropriate action or if deemed necessary to the Unit concern for action.
Contact Person/Information	procurement.dswd.fo10@gmail.com
Contact Information	
Anti-Red Tape Authority (ARTA)	complaints@arta@gov.ph

Presidential Complaint Center (PCC)	8-478-5093 pcc@malacanang.gov.ph 8888
Contact Center ng Bayan (CCB)	email@contactcenterngbayan.gov.ph 0908-881-6565

35. Issuance of Certificate of Employment

Certificate of Employment is requested by current or former workers for specific reasons.

Office or Division:	Human Resource Planning and Performance Management Unit (HRPPMU) - HRMDD			
Classification:	Simple			
Type of Transaction:	G2E – Government to Employees			
Who may avail:	All DSWD Employees/Workers (Offices, Bureaus, Services, Field Offices)			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Submitted documentary requirements for the processing of employment certificate			Client	HRMDD
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits complete supporting documents with correct details to HRPPMU	1. Provides request form to concerned official/employee	None	10 minutes	<i>Separated/Active Official/Employee or Authorized Representative/ HRPPMU Staff</i>
2. Reviews request	2. Checks/Validates completeness/correctness of supporting documents required	None	10 minutes	<i>Separated/Active Official/Employee or Authorized Representative/HRPPMU Staff</i>
3. Process the request	3. Encodes, Finalizes, and Prints	None	1 day (May be extended)	<i>HRPPMU Staff Division Chief/ OICs</i>

	COE form; facilitate the signatory		depending on the volume of transactions handled)	
4. Claims/Receives the signed COE through email or walk-in	5. Transmits and Issues signed COE to the requester of either email or walk-in with acknowledgment receipt	None	2 minutes	<i>Separated/Active Official/Employee or Authorized Representative/ HRPPMU Staff</i>
TOTAL:		None	7 days	<i>May be extended depending on the volume of transactions handled</i>

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	<p>Send feedback through email at dswdhrppm@gmail.com.</p> <p>Feedback can also be accommodated through phone patch or sending it to any drop boxes within the office premise.</p> <p>In the course of service delivery, the HRPPMU staff will also be giving the client survey form to be filled out by the requesting party. The result of such will also gauge the effectiveness of service delivery through the provision of ratings based on their level of satisfaction to the services rendered.</p>
How feedbacks are processed	<p>Feedback whether negative or positive are all collected to have bases for conflict resolution when necessary and to hear comments from the general public which may provide an avenue for its staff to improve their systems and processes.</p>

How to file a complaint	<p>Send complaints through email at dswdhrppm@gmail.com or a message can also be sent to the focal person.</p> <p>Complaints may be in a form of consultation/ follow-ups. This can also be done by means of written communication indicating the context of such complaint, time, personnel and specific processes involved in requesting for a certificate of employment. An accurate discretion of complaint shall be observed by the complainant to ensure that the underlying concerns will be addressed accordingly.</p>
How complaints are processed	<p>Resolutions on the complaints will be worked on in a given period, preferably less than twenty-four (24) hours to three (3) days. Complainants shall be informed of the progress of the complaints.</p> <p>The HRMDD focal will be addressing the complaints as soon as a basis will be available. Fact-finding shall be done through further investigations, interview with the concerned personnel, presentation of evidences and other references. The results of these will be forwarded to the complainant for transparency purposes.</p>
Contact Person/Information	<p>858-8134 (110)</p> <p>dswdhrppm@gmail.com</p> <p>Lois Marie R. Murillo (HRMDD Chief)</p>
Contact Information Anti-Red Tape Authority (ARTA) Presidential Complaint Center (PCC) Contact Center ng Bayan (CCB)	<p>complaints@arta.gov.ph</p> <p>8-478-5093</p> <p>pcc@malacanang.gov.ph</p>

	8888 email@contactcenterngbayan.gov.ph 0908-881-6565
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36. Application for DSWD Scholarship Program (Local and Foreign)

In accordance with the Administrative Order 16, series of 2018, “Enhanced Guideline on Education support for DSWD Employee”, the business flow for the Application for Local and Foreign Scholarship was formed to ensure the proper process for interested qualified applicants.

Office or Division:	Learning and Development – HRMDD			
Classification:	Simple			
Type of Transaction:	G2E – Government to Employees			
Who may avail:	Offices, Bureaus, Services (OBS), Field Offices,			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
Requirements may vary				
CLIENT STEPS	AGENCY ACTIONS	DOCUMENTS	PROCESSING TIME	PERSON RESPONSIBLE
1. Announce the Scholarship Slots	1. The HRDS, as the Central Office PDC Secretariat, shall prepare invitations for a scholarship to all Offices, Bureaus, and Services through a memorandum signed by the PDC Chairperson.	This shall be disseminated to FO via email	None	HRDS
2. Disseminate the Regional Memorandum	2. Learning and Development prepares and disseminates Re Regional Memorandum informing all interested qualified employees of the said scholarship. 2.1. The memorandum shall set forth the qualifications offered. The minimum requirements are: a. Must have rendered two (two) years' work	Regional Memorandum	6 hours	Learning and Development Focal

	<p>experience in the Department as permanent, casual, contractual, or coterminous, and must have assumed and performed current function for at least (1) year at the time of application;</p> <p>b. Must have at least a Very Satisfactory performance rating for the last two (2) rating periods;</p> <p>c. Must have no pending administrative and criminal case at the time of the application;</p> <p>d. Must have no current service obligation from previous scholarship or other educational assistance availed of except for those who will be taking professional examinations for the first time;</p> <p>e. Must have no pending local or foreign scholarship/training applications;</p> <p>f. Must be willing to comply with the terms of the educational support and carry out responsibilities as scholar/grantee, e.g. service obligation.</p>			
3.Submit Applications/ Nominations	<p>3. Interested and qualified employees shall express his/her intent to avail the scholarship through a formal letter addressed to the PDC.</p> <p>3.1. The Learning and Development Focal shall consolidate the submitted</p>	Letter of Intent from the qualified Applicants	6hrs	<i>Learning and Development Focal</i>

	letter of intent from interested qualified applicants.			
4. Screen and Select nominees for the Scholarship slots	<p>4. The Regional Personnel Development Committee (RPDC) shall convene and initially deliberate nominees for educational grants based on the set criteria.</p> <p>4.1. Based on the results, the RPDC will select/identify the most viable nominee of the Field Office and the Resolution will be forwarded to the Regional Director for his/her approval.</p>	Regional Personnel Development Committee Resolution	None	<i>Regional Personnel Development Committee (RPDC)/Learning and Development Focal</i>
5. RPDC approves through PDC Resolution	<p>5. The Resolution approved by the Regional Director will be forwarded to the HRDS-CO together with the Regional Nominees' documentary requirements.</p> <p>✓ Congratulatory Letter to be handed to the scholarship nominees.</p> <p>✓ Regret Letter to be handed to applicants who did not meet the requirements.</p>	Congratulatory Letter/Regret Letter	None	<i>Learning and Development Focal</i>
6. Regional Nominees submits Documentary Requirements	<p>6. Regional Nominees will submit documentary requirements.</p> <p>6.1. Consolidation of the documentary requirements from the applicants to be submitted to the Records Unit for onward submission/forwarding to the HRDS-CO.</p>	Documentary requirements from the Regional Nominees	Within the day	<i>Regional Nominees, Records Unit, and Learning and Development Unit</i>
7. HRMDS – CO review, screen, and deliberate	7. The HRMDS screens all applications from all Field Offices based on the set criteria. However, for the following cases, the PDC			<i>HRMDS-Central Office</i>

Regional Nominees	<p>may recommend nominee/s thru a referendum based on the pool of potentials and/or endorsement of the cluster heads, to wit:</p> <p>a. There is a lone candidate to the scholarship;</p> <p>b. The deadline for submission of nominee/s or scholar/s is within two weeks or working days and there is no enough time for the PDC to conduct deliberations; and/or</p> <p>c. The PDC cannot convene due to the lack of quorum.</p>			
8. Award the Scholarship to the selected nominee	<p>8. Upon receipt of the approval of the Secretary or his/her duly designated official of the Resolution endorsed by the PDC, the HRMDS will inform all the applicants of the result of their applications through a memorandum.</p> <p>8.1. Employees who have been selected by the Secretary/duly designated official and/or have been accepted by the organizers/sponsors shall be assisted by the HRMDS in accomplishing educational support contract prior to the academic undertaking and to require submission of all other documentary requirements (e.g., travel documents or school registration).</p> <p>8.2. The Field Office receives the memorandum for the Deliberation result of the PDC-CO.</p>	<p>PDC-CO Memorandum;</p> <p>Congratulatory Letter & Checklist of Requirements;</p> <p>Regret Letter</p>	3hrs	HRMDS-CO/Learning and Development Unit

	✓ If the regional nominee is selected, the L&D shall issue a congratulatory letter and a checklist of the requirements; ✓ If the regional nominee is NOT selected, the L&D unit will issue a regret letter.			
TOTAL:			1 day, 7 hours (May be prolonged depending on the time it takes for each stage)	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Send feedback through email at dswdfo10.ld@gmail.com . Feedback can also be accommodated through phone patch or sending it to any drop boxes within the office premise.
How feedbacks are processed	Feedbacks are consolidated by the Human Resource Personnel and as service providers, they shall be subject to evaluation also. Feedbacks will be gathered and analyzed for the HRMDD to assess the effectiveness of service delivery and could utilize the feedback from the client in improving and enhancing the mechanics of HR operations. <ul style="list-style-type: none"> • In the aspect of L & D, the HRLDD will be consolidating the feedback whenever there are comments received on screening procedures and other matters relevant to the scholarship program. <i>(Focal</i>

	<p><i>Person: Mary Christine Leyva RPDC Secretariat/ L & D Officer)</i></p> <p>Feedback whether negative or positive are all collected to have bases for conflict resolution when necessary and to hear comments from the general public which may provide an avenue for its staff to improve their systems and processes.</p>
How to file a complaint	<p>Send complaints through email at hrmdd.dswdfo10@gmail.com or a message can also be sent to the focal person.</p> <p>Complaints may be in a form of consultation/ follow-ups. Additionally, clients may also file complaints against the personnel in the conduct of selection processes, provided that a concrete basis is handed with supporting documents.</p> <p>They can also provide complaints about certain circumstances, wherein pieces of evidence and witnesses if there are, must be cited in the official complaint.</p>
How complaints are processed	<p>Resolutions on the complaints will be worked on in a given period, preferably three (3) days. Complainants shall be informed of the progress of the complaints.</p> <p>The HRMDD focal will be addressing the complaints as soon as a basis will be available. Fact-finding shall be done through further investigations and the results of these will be forwarded to the complainant for transparency purposes.</p>
Contact Person/Information	858-8134 (110)

	hrmdd.dswdfo10@gmail.com
Contact Information	
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

37. Issuance of Regional Special / Travel Order

This is in pursuit of fast-tracking the internal services of the Department through the issuance and dissemination of a Regional Special order and Regional Travel Order. There are six (6) types of Special Orders issued through the facilitation of the Human Resource Management and Development Division (HRMDD): 1. Designation; 2. Order of Succession; 3. Authority; 4. Reassignment; 5. Recall; and 6. Detail.

Office or Division:	Learning and Development – HRMDD		
Classification:	Simple		
Type of Transaction:	G2E – Government to Employees		
Who may avail:	Offices, Bureaus, Services (OBS), Field Offices,		
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE		
Requirements may vary			
AGENCY ACTIONS	DOCUMENTS	PROCESSING TIME	PERSON RESPONSIBLE
1. The Office of the Regional Director (ORD) endorses approved request for issuance of Regional Special Order / Regional Travel Order to the Learning and Development Unit (LDU).	1. Request for Issuance of Regional Special/Travel Order	None	Learning and Development RSO/RTO Focal
2. The L&D Unit facilitates the preparation of the Regional Special/Travel Order for the review and initials of the L&D Unit Head and the HRMDD Chief.	2. RSO/RTO	2 Days	Learning and Development RSO/RTO Focal/Office of the Regional Director
2.1. The RSO/RTO Focal will endorse the reviewed			

RSO/RTO to the Office of the Regional Director for the approval of the same.			
3. The assigned ORD staff will forward the approved RSO and RTO to the Records Unit for numbering, dissemination, and records keeping.	3. Approved RSO/RTO	2 Days	<i>Records Unit</i>
TOTAL:		4 days	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<p>Send feedback through email at dswdfo10.ld@gmail.com.</p> <p>Feedback can also be accommodated through phone patch or sending it to any drop boxes within the office premise.</p>
How feedbacks are processed	<p>Feedbacks are consolidated by the Human Resource Personnel and as service providers, they shall be subject to evaluation also. Feedbacks will be gathered and analyzed for the HRMDD to assess the effectiveness of service delivery and could utilize the feedback from the client in improving and enhancing the mechanics of HR operations.</p> <p>Feedback whether negative or positive are all collected to have bases for conflict resolution when necessary and to hear comments from the general public which may provide an avenue for its staff to improve their systems and processes.</p>
How to file a complaint	<p>Send complaints through email at dswdfo10.ld@gmail.com or a message can also be sent to the focal person.</p> <p>Complaints may be in a form of consultation/ follow-ups. Additionally,</p>

	<p>clients may also file complaints against the personnel in the conduct of screening processes, provided that a concrete basis is handed with supporting documents.</p> <p>They can also provide complaints about certain circumstances, wherein pieces of evidence and witnesses if there are, must be cited in the official complaint.</p>
How complaints are processed	<p>Resolutions on the complaints will be worked on in a given period, preferably three (3) days. Complainants shall be informed of the progress of the complaints.</p> <p>The HRMDD focal will be addressing the complaints as soon as a basis will be available. Fact-finding shall be done through further investigations and the results of these will be forwarded to the complainant for transparency purposes.</p>
Contact Person/Information	<p>858-8134 (110) dswdfo10.ld@gmail.com</p>
FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<p>Send feedback through email at dswdfo10.ld@gmail.com.</p> <p>Feedback can also be accommodated through phone patch or sending it to any drop boxes within the office premise.</p>
How feedbacks are processed	<p>Feedbacks are consolidated by the Human Resource Personnel and as service providers, they shall be subject to evaluation also. Feedback will be gathered and analyzed for the HRMDD to assess the effectiveness of service delivery and could utilize the feedback from the client in</p>

	<p>improving and enhancing the mechanics of HR operations.</p> <p>Feedback whether negative or positive are all collected to have bases for conflict resolution when necessary and to hear comments from the general public which may provide an avenue for its staff to improve their systems and processes.</p>
How to file a complaint	<p>Send complaints through email at dswdfo10.ld@gmail.com or a message can also be sent to the focal person.</p> <p>Complaints may be in a form of consultation/ follow-ups. Additionally, clients may also file complaints against the personnel in the conduct of recruitment processes, provided that a concrete basis is handed with supporting documents.</p> <p>They can also provide complaints about certain circumstances, wherein pieces of evidence and witnesses if there are, must be cited in the official complaint.</p>
How complaints are processed	<p>Resolutions on the complaints will be worked on in a given period, preferably three (3) days. Complainants shall be informed of the progress of the complaints.</p> <p>The HRMDD focal will be addressing the complaints as soon as a basis will be available. Fact-finding shall be done through further investigations and the results of these will be forwarded to the complainant for transparency purposes.</p>
Contact Person/Information	<p>858-8134 (110) dswd.fo10.ld@gmail.com</p>
Contact Information	

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

38. Application for Study Leave

In accordance with the Administrative Order 16, series of 2018, “Enhanced Guideline on Education support for DSWD Employee”, the business flow for the Application for Study Leave is in place to guide all interested applicants.

Office or Division:	Learning and Development – HRMDD			
Classification:	Complex			
Type of Transaction:	G2E – Government to Employees			
Who may avail:	Offices, Bureaus, Services (OBS), Field Offices,			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
Requirements may vary				
CLIENT STEPS	AGENCY ACTIONS	DOCUMENTS	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter Request of employee/s who would like to avail of the Study Leave with supporting documents.	1. Applicant has the need to pursue study leave for: <ul style="list-style-type: none">• Preparation for an exam;• Completion of academic requirements.	Approved Letter Request	1 hour	<i>The employee requesting for Study Leave</i>
2. Undergo Screening and Reviewing of Request Letters	2. The Learning and Development Unit (LDU) screens and reviews request letters per set criteria in the guidelines. 2.1. All requests shall be initially be reviewed by the LDU based on the set qualification standards and	Approved Letter of Request to Apply for Study Leave & MC 16, s. 2018	2 hours	<i>Learning and Development Unit</i>

	completeness of the documents submitted.			
3. Wait to be Endorsed for the Initial Assessment of the application	<p>3. Results of the initial assessment shall then be endorsed to the Regional Personnel Development Committee (RPDC) for deliberation/discussion based on the merits of the application.</p> <p>3.1. Should the RPDC concur with the request, a resolution shall be made to recommend approval of the Regional Director.</p>	Approved Letter of Request to Apply for Study Leave & RPDC Resolution	2 hours	<i>Learning and Development Unit/RPDC</i>
4. Undergo deliberation and reviewing of documents by the Regional Personnel Development Committee (RPDC)	<p>4. If the applicant is qualified for the study leave, the LDU/RPDC Secretariat will prepare an RPDC resolution for the study leave;</p> <p>If the applicant is NOT qualified, the LDU/RPDC Secretariat will prepare a regret letter.</p> <p>4.1. The RPDC reviews the resolution. The RPDC members will then sign and approve the resolution if in concurrence.</p>	<p>Approved Letter of Request to Apply for Study Leave & RPDC Resolution</p> <p>Regret Letter</p>	3days	<i>Learning and Development Unit/RPDC</i>
5. Wait for the endorsement of the Approved Resolution	<p>5. The LDU/RPDC Secretariat will endorse the RPDC's approved resolution to the Office of the Regional Director for the approval of the Regional Director (for the FO Rank-and-File.</p> <p>5.1. The RPDC's approved resolution will be submitted to the Office of the Secretary at the DSWD Central Office for approval (for the Division Chief/s and up).</p>	Approved RPDC Resolution	1 day	<i>Learning and Development Unit/RPDC</i>

6. Wait for the Regional Director's approval of the RPDC Resolution	<p>6. Upon the approval of the Regional Director of the RPDC Resolution, the LDU shall issue a memorandum to the successful grantee.</p> <p>6.1. The LDU/RPDC Secretariat informs the applicant of the approval of the request and requires the applicant to accomplish a leave contract, study leave application form, and other necessary documentary requirements.</p> <p>6.2. The memorandum includes the list of documentary requirements (e.g. travel documents or enrolment form) for the processing of the grant and the corresponding contract to be accomplished and submitted by the grantee to the LDU prior to availing any type of other educational assistance.</p>	Memorandum/Approved RSO/RTO	1 day	<i>Learning and Development Unit/RSO/RT O Focal</i>
TOTAL:			5 days, 5 hours	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	<p>Send feedback through email at hrmdd.dswdfo10@gmail.com.</p> <p>Feedback can also be accommodated through phone patch or sending it to any drop boxes within the office premise.</p>
How feedbacks are processed	<p>Feedbacks are consolidated by the Human Resource Personnel and as service providers, they shall be subject to evaluation also. The feedback will be gathered and</p>

	<p>analyzed in order for the HRMDD to assess the effectiveness of service delivery and could utilize the feedback from the client in improving and enhancing the mechanics of HR operations.</p> <p>Feedback whether negative or positive are all collected to have bases for conflict resolution when necessary and to hear comments from the general public which may provide an avenue for its staff to improve their systems and processes.</p>
How to file a complaint	<p>Send complaints through email at dswdfo10.ld@gmail.com or a message can also be sent to the focal person.</p> <p>Complaints may be in a form of consultation/ follow-ups. Additionally, clients may also file complaints against the personnel in the conduct of selection processes, provided that a concrete basis is handed with supporting documents.</p> <p>They can also provide complaints about certain circumstances, wherein evidences and witnesses if there are, must be cited in the official complaint.</p>
How complaints are processed	<p>Resolutions on the complaints will be worked on in a given period, preferably three (3) days. Complainants shall be informed of the progress of the complaints.</p> <p>The HRMDD focal will be addressing the complaints as soon as a basis will be available. Fact-finding shall be done through further investigations and the results of these will be forwarded to the complainant for transparency purposes.</p>

Contact Person/Information	858-8134 (110) dswdfo10.ld@gmail.com
Contact Information	
Anti-Red Tape Authority (ARTA)	complaints@arta.gov.ph 8-478-5093
Presidential Complaint Center (PCC)	pcc@malacanang.gov.ph
Contact Center ng Bayan (CCB)	email@contactcenterngbayan.gov.ph 0908-881-6565

39. HMO Process Flow for Enrollment and Payment (delete)

This refers to the reimbursement and claims based on the approved terms and conditions between the Department and Medical Service Provider.

Office or Division:	HUMAN RESOURCE WELFARE UNIT – HRMDD		
Classification:	Simple		
Type of Transaction:	S		
Who may avail:	G2E – Government to Employees		
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE		
Requirements may vary			
AGENCY ACTIONS	OFFICE/UNIT	RESPONSIBLE PERSON	OUTPUT
A) Enrollment Process			
1) Automatic enrollment, based on the payroll of those who received CAN bonus	PAD/PAS	Chief, Section Head, and Payroll Master	CAN Paid amount for HMO Deducted
1.a) Prepare List of Enrollees	HR/PAD/PAS/S WEAP Chapter	Chief, Section Head, SWEAP President, HMO Focal	List of enrollees
1.b) Cleansing of enrollment record records	HR/PAD/PAS/S WEAP Chapter	Chief, Section Head, SWEAP President, HMO Focal	Clean List
1.c) Request for Exclusion from Automatic enrollment	HR/PAD/PAS/S WEAP Chapter	Chief, Section Head, HMO Focal, SWEAP President	Request granted
1.d) Forward enrollees List to HMO Service Provider	SWEAP Chapter	HMO Focal President	List Submitted, Acknowledged

2) Enrollment of Dependent (Principal from Regular, Casual, Contractual)	SWEAP Chapter	<i>HMO Focal</i>	List of enrollees
2.a Enrollment Application (EA) and Authority to Deduct (AD)	SWEAP Chapter	<i>HMO Focal</i>	Filing
2.a.1 Received EA and AD, and Record the same for control purposes	SWEAP Chapter	<i>HMO Focal</i>	Received and Recorded EA and AD
2.a.1 Process EA and AD	SWEAP Chapter	<i>HMO Focal</i>	Process EA and AD
2.a.2 Approved EA and AD <i>Note: If EA and AD are not approved, these shall be returned with reason and justification for why they were not approved.</i>	SWEAP Chapter	<i>SWEAP Chapter President</i>	Approved EA and AD
2.a.3 Submit AD to PAD/PAS	SWEAP Chapter/PAD/PAS	<i>HMO Focal</i>	Submitted AD
2.a.4 Deduct Payment from the payroll of Principal of Dependent	PAD/PAS	<i>Payroll Master</i>	Deduction effected
2.b) Submit a list of Qualified dependents to HMO SP			
2.b.1 Verify, Check, review list	SWEAP Chapter	<i>Chapter President</i>	Reviewed, verify and Checklist
2.b.2 Submit list to HMO SP	SWEAP Chapter	<i>HMO Focal</i>	Submitted list
2.b.3 Submitted list of dependent	SWEAP Chapter	<i>HMO Focal</i>	Submitted list
3) Received Billing Statement	SWEAP Chapter	<i>HMO Focal</i>	Received Billing Statement
3.a) Record received Billing Statement (BS)	SWEAP Chapter	<i>HMO Focal</i>	Recorded BS
3.b Check, Verify BS with submitted list of enrollees	SWEAP Chapter	<i>HMO Focal/SWEAP Chapter President</i>	Checked, Verified BS
3.c Reconcile BS with HMO SP	SWEAP Chapter	<i>HMO Focal</i>	Reconciled BS
3.d Request corrected BS	SWEAP Chapter	<i>HMO Focal/SWEAP Chapter President</i>	Letter Request

3.e Received and Record Corrected BS	SWEAP Chapter	<i>HMO Focal</i>	Received B S
3.f BS Reconcile to payroll deduction for dependent	SWEAP Chapter/PAD/PS	<i>HMO Focal/Payroll Master</i>	Reconciliation conducted
3.g Corrected payroll deduction	PAD/PAS	<i>Payroll Master</i>	Payroll deduction deducted
4) Payment for Automatic Enrollment (Regular, Casual, Contractual)	PAD/PAS	<i>Payroll Master</i>	Payment through bank
4.a Prepare payment to HMO SP as Payee	PAD/PAS	<i>Payroll Master</i>	Prepared payment
4.b Remit Payment to HMO SP, by depositing the same to the HMO Official Account	FMS/FMS/Cash Unit/SWEAP Chapter	<i>Cashier/SWEAP President</i>	Payment made to HMO SP
4.c Record payment	SWEAP Chapter	<i>HMO Focal</i>	Payment recorded
5) Payment for Dependent/MOA/JO, with Authority to Deduct, the same process from 4.a to 4.c	PAD/PAS	<i>Payroll Master</i>	Prepared payment
6) Payment for Dependent on One Time Cash Payment	SWEAP Chapter	<i>HMO Focal</i>	Payment through bank
6.a Received Authority to Pay (AP) and Enrollment Form (EF)	SWEAP Chapter	<i>HMO Focal</i>	Received AP and EF
B) Received of Official Receipt (OR) with an attached list of paid enrollees			
b.1 Record OR with an attached list of paid enrollees	SWEAP Chapter	<i>HMO Focal</i>	Recorded OR
b.2 Reconcile paid enrollees list, with submitted list enrollees	SWEAP Chapter	<i>HMO Focal/SWEAP President</i>	Reconciled paid list with submitted enrollees
b.3 Report discrepancies for adjustment and reconciling items to HMO SP	SWEAP Chapter	<i>HMO Focal/SWEAP President</i>	Reported discrepancies
C) Received Adjusted Billing Statement			
c.1 Received adjusted BS	SWEAP Chapter	<i>HMO Focal/SWEAP President</i>	Received BS
c.2 Submit BS for preparation of lacking payment	SWEAP Chapter	<i>HMO Focal/SWEAP President</i>	Submitted BS

c.3 Prepare payment to complete the discrepancies	PAD/PAS	<i>Payroll Master</i>	Prepared DVs
c.4 Remit Payments to HMO	FMS/FMD/Cash/SWEAP Chapter	<i>Cashier/SWEAP President/HMO Focal</i>	Remitted payments
c.3 Prepare letter request for refund if any.	SWEAP Chapter	<i>HMO Focal/SWEAP President</i>	Letter request prepared

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<p>Send feedback through email at hrwelfare.dswdfo10@gmail.com.</p> <p>Feedback can also be accommodated through phone patch or sending it to any drop boxes within the office premise.</p>
How feedbacks are processed	<p>Feedbacks are consolidated by the Human Resource Personnel and as service providers, they shall be subject to evaluation also. Feedback will be gathered and analyzed for the HRMDD to assess the effectiveness of service delivery and could utilize the feedback from the client in improving and enhancing the mechanics of HR operations.</p> <p>Feedback whether negative or positive are all collected to have bases for conflict resolution when necessary and to hear comments from the general public which may provide an avenue for its staff to improve their systems and processes.</p>
How to file a complaint	<p>Send complaints through email at hrmdd.dswdfo10@gmail.com or a message can also be sent to the focal person.</p> <p>Complaints may be in a form of consultation/ follow-ups. Additionally, clients may also file complaints against the personnel in the conduct of recruitment processes, provided that a</p>

	<p>concrete basis is handed with supporting documents.</p> <p>They can also provide complaints about certain circumstances, wherein pieces of evidence and witnesses if there are, must be cited in the official complaint.</p>
How complaints are processed	<p>Resolutions on the complaints will be worked on in a given period, preferably three (3) days. Complainants shall be informed of the progress of the complaints.</p> <p>The HRMDD focal will be addressing the complaints as soon as a basis will be available. Fact-finding shall be done through further investigations and the results of these will be forwarded to the complainant for transparency purposes.</p>
Contact Person/Information	<p>858-8134 (110) hrmdd.dswdfo10@gmail.com</p>
Contact Information Anti-Red Tape Authority (ARTA) Presidential Complaint Center (PCC) Contact Center ng Bayan (CCB)	<p>complaints@arta.gov.ph 8-478-5093</p> <p>pcc@malacanang.gov.ph 8888</p> <p>email@contactcenterngbayan.gov.ph 0908-881-6565</p>

40. Securing Clearance Certificate

This process involves securing Clearance Certificates to ensure settlement and/or prepare turn-over of money, property, and legal accountabilities.

Office or Division:	HRMDD – Human Resource Planning and Performance Management Unit (HRPPMU)
Classification:	Complex
Type of Transaction:	G2E – Government to Employees (Internal/DSWD Employees)
Who may avail:	All DSWD Employees/Workers

CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Requirements may vary			HRMDD – HRPPMU	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits clearance form with complete supporting documents and correct details to immediate Supervisor	1. The immediate Supervisor signs and endorses clearance to the Regional Project Management Office for processing	none	3 hours (May be extended depending on the volume of transactions handled and availability of the signatories)	<i>Separated Official/Employee or Authorized Representative/Supervisor or</i>
2. Submits approved clearance from the immediate Supervisor to the assigned RPMO	2. The RPMO signs and endorses clearance to the different concerned offices/Division Chiefs/ARDO for onward processing	none	3 hours (May be extended depending on the volume of transactions handled and availability of the signatories)	<i>Separated Official/Employee or Authorized Representative/RPMO</i>
3. Submits approved clearance from the RPMO to the different concerned offices/Division Chiefs/Assistant Regional Director for Operations (ARDO)	3. The different concerned offices/Division Chiefs/ARDO signs clearance and endorses such to the Regional Director	none	2 days (May be extended depending on the volume of transactions handled and availability of the signatories)	<i>Separated Official/Employee or Authorized Representative/Different Concerned Offices/Division Chiefs/ARDO</i>
4. Submits approved clearance from the different concerned offices/Division	4. The Regional Director approves and signs clearance for further processing and	none	3 days (May be extended depending on the volume of	<i>Separated Official/Employee or Authorized Representative/Regional Director</i>

Chiefs/Assistant Regional Director for Operations (ARDO) to the Regional Director	submission to the HRMDD		transactions handled and availability of the signatories)	
5. Submission of the approved clearance from the Office of the Regional Director (ORD) to the Human Resource Management and Development Division (HRMDD)	5. The HRPPMU receives, reviews, files, and endorses approved completed clearance to the Personnel Administration Unit to be forwarded to the Cash Unit for the processing of the separated official's/employee's last salary	none	2 days (May be extended depending on the volume of transactions handled)	<i>HRMDD Staff/Personnel Administration Unit Staff/Cash Unit Staff</i>
TOTAL:		none	7 days, 6 hours	<i>May be extended depending on the volume of transactions handled and availability of the signatories</i>
FEEDBACK AND COMPLAINTS MECHANISM				
How to send feedback			Send feedback through email at hrmdd.dswdfo10@gmail.com Feedback can also be accommodated through phone patch or sending it to any drop boxes within the office premise.	
How feedbacks are processed			Feedbacks are consolidated by the Human Resource Personnel and as service providers, they shall be subject to evaluation also. Feedback will be gathered and analyzed for the HRMDD to assess the effectiveness of service delivery and could utilize	

	<p>the feedback from the client in improving and enhancing the mechanics of HR operations.</p> <p>Feedback whether negative or positive are all collected to have bases for conflict resolution when necessary and to hear comments from the general public which may provide an avenue for its staff to improve their systems and processes.</p>
How to file a complaint	<p>Send complaints through email at dswdhrppm@gmail.com or a message can also be sent to the focal person.</p> <p>Complaints may be in a form of consultation/ follow-ups. Additionally, clients may also file complaints against the personnel in the conduct of recruitment processes, provided that a concrete basis is handed with supporting documents.</p> <p>They can also provide complaints about certain circumstances, wherein pieces of evidence and witnesses if there are any, must be cited in the official complaint.</p>
How complaints are processed	<p>Resolutions on the complaints will be worked on in a given period, preferably three (3) days. Complainants shall be informed on the progress of the complaints.</p> <p>The HRMDD focal will be addressing the complaints as soon as a basis will be available. Fact-finding shall be done through further investigations and the results of these will be forwarded to the complainant for transparency purposes.</p>
Contact Person/Information	<p>858-8134 (110) dswdhrppm@gmail.com</p>

Contact Information	
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

41. Media Interview (Phone Patch)

This service answers the need for any media interview with the Department, which is done through a phone patch.

Office or Division:	SOCIAL MARKETING UNIT			
Classification:	Simple			
Types of Transaction:	G2C – Government to Citizens			
Who may avail:	DSWD FO 10 Programs & Services Units and Divisions			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEE S TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Media submits request to Social Marketing unit	1. SMU/Regional Information Officer receives request from Media	None	15 Minutes	Media Social Marketing Unit Focal/Regional Information Officer
2	2. SMU Focal / RIO prepares briefer for interviewee	None	30mins	Social Marketing Unit Focal/Regional Information Officer
3	3. SMU Focal / RIO submits briefer for interviewee	None	5 mins	Social Marketing Unit Focal/Regional Information Officer
4	4. Interviewee reviews Briefer and gives direction to	None	5mins	Interviewee

	proceed with the interview			
5. Media begins the Interview thru phone patch		None	5 mins	<i>Interviewee</i> <i>Media</i>
TOTAL:		None	1 hour	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Feedback may be brought through the following mechanisms: <ol style="list-style-type: none"> 1. DSWD Field Office X Facebook Page through comments section 2. DSWD Field Office X Grievance Hotline 3. 8888 Hotline 4. DSWD Field Office X Email Address 5. DSWD Field Office X Regular Radio Program 6. Media Interviews / Press Conferences
How feedbacks are processed	<ol style="list-style-type: none"> 1. DSWD Field Office X Facebook Page <ul style="list-style-type: none"> - Feedback posted through the comments section are responded in the same manner, Feedback are also noted as basis for creation of IEC materials for clarification and more information to the public. 2. DSWD Field Office X Weekly Radio Program <ul style="list-style-type: none"> - While the weekly radio program is done through live streaming, the DSWD Field Office X can get feedback from the public,

	<p>particularly netizens regarding the programs and services of the DSWD.</p> <p>3. Testimonials</p> <ul style="list-style-type: none"> - Beneficiaries can also give their feedback through testimonials. <p>4. Interviews</p> <ul style="list-style-type: none"> - The DSWD also conducts interviews to get the feedback from clients and beneficiaries regarding the services they received from the Department. <p>5. Knowledge, Attitude, and Practices Survey / Study is also conducted on an annual basis.</p>
<p>How to file a complaint</p>	<p>1. DSWD Field Office X Facebook Page</p> <p>6. Complaints can be posted through the comments section.</p> <p>2. DSWD Field Office X Grievance Hotline</p> <p>7. Grievance calls are accommodated every Mondays to Fridays at 8:00 AM to 5:00 PM.</p> <p>3. 8888 Hotline</p> <p>Complaints can be filed using the 8888 Hotline.</p> <p>4. DSWD Field Office X Email Address</p> <p>8. Complaints and grievances can also emailed through the DSWD Field Office X email address.</p>

<p>How complaints are processed</p>	<ol style="list-style-type: none"> 1. DSWD Field Office X Facebook Page 9. Complaints can be posted through the comments section are responded in the same manner, depending on the nature of the complaint. However, complaints that need more information shall be contacted through private message. Complaints are also noted as basis for creation of IEC materials to answer their queries. 2. DSWD Field Office X Grievance Hotline 10. Depending on the nature of the grievances and calls, they are either resolved or are referred to the unit / division responsible for action. The Unit and Division will then take action of the complaint and provide feedback to the complainant. All complaints are monitored through the Grievance Hotline Monitoring System. 3. 8888 Hotline 11. The DSWD Field Office X 8888 Focal Person receives the 8888 Complaint from the Social Marketing Service through email. The Focal Person then forwards the filed complaint through email to the unit / division responsible for action within 12 hours. The Focal Person also includes in the email transmittal the date and time the feedback report should be submitted to the 8888 Action Complaint Center. The unit and division is responsible in contacting the complainant and in the drafting and submission of the
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	<p>feedback report to the 8888 Action Complaint Center. All complaints are monitored through the 8888 Monitoring System prepared by the DSWD Field Office X; the Focal Person also follows-up with the units / division responsible who have not yet complied every 5:00 PM to ensure that all complaints are closed before their due dates.</p> <p>4. DSWD Field Office X Email Address All complaints and grievances emailed through the DSWD Field Office X email address shall be forwarded to the Social Marketing Unit for appropriate action. They will then be forward encoded by the Grievance Monitoring System and referred to the unit / division responsible.</p>
Contact Person/Information	<p>Roshiel M. Galia Regional Information Officer</p> <p>Email Address: fo10@dswd.gov.ph Grievance Hotline: 0926-793-9942 8888 Focal Person Email Address: cs1ptadlas.fo10@dswd.gov.ph Facebook Page: facebook.com/dswdfo10</p>
<p>Contact Information</p> <p>Anti-Red Tape Authority (ARTA)</p> <p>Presidential Complaint Center (PCC)</p>	<p>complaints@arta.gov.ph 8-478-5093</p> <p>pcc@malacanang.gov.ph 8888</p>

Contact Center ng Bayan (CCB)	email@contactcenterngbayan.gov.ph 0908-881-6565
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42. Receiving and Tagging of Vouchers

The procedure starts with the receipt of supporting document/s to take up obligation earmarked purchase request, project proposals/activities and ends with the submission to the next process owners.

Office or Division:	Financial Management Division – Budget Section			
Classification:	Simple			
Types of Transaction:	G2G- Government to Government			
Who may avail:	DSWD FO 10 Programs & Services Units and Divisions			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
EARMARKING OF PROJECT PROPOSAL / PURCHASE REQUEST PROCESS				
1	Pre-evaluates completeness of supporting documents	None	10 mins	<i>Admin. Assistant</i>
2	If incomplete or lacking attachments, returns to the concerned office/personnel	None	10 mins	<i>Admin. Assistant</i>
	If complete, receives the PR with its supporting documents and will log to the Budget Entry System	None	5 mins	<i>Admin. Assistant</i>
3	Forwards the documents to the designated controller	None	5 mins	<i>Admin. Assistant</i>
4	Earmarks/ allocates the purchase request in the program's available allotment	None	15 mins	<i>Fund Controllers</i>
5	Earmarked purchase request will then be	None	10 mins	<i>Budget Officer/ Authorized Representative</i>

	signed by the Budget Officer/Authorized Representative			
6	Forwards to ORD the signed earmarked purchase request and its supporting documents	None	10 mins	<i>Admin. Assistant</i>
OBLIGATION OF FINANCIAL CLAIMS PROCESS				
1	Submission of financial claims	None	5 mins	<i>End user</i>
2	Receipt of financial claims	None	5 mins.	<i>Admin. Assistant</i>
3	Initial processing of documents (Checking of supporting documents)	None	5 mins	<i>Fund Controllers</i>
	If lacking attachments, return the documents to the requesting office for compliance	None	5 mins.	<i>Admin. Assistant</i>
4.	If allotment is not available, return the documents to the requesting office for information	None	5 mins	<i>Fund Controllers</i>
5	If supporting documents are complete and allotment is available, assign ORS number	None	5 mins.	<i>Admin. Assistant</i>
6	Forwards the documents to the controller for obligation	None	5 mins.	<i>Fund Controllers</i>
7	Accomplish obligation portion of RAOD and Box C of the ORS	None	10 mins.	<i>Fund Controllers</i>
8	Forwards the ORS for signature to the Budget Officer/	None	5 mins.	<i>Fund Controllers</i>

	Authorize Representative			
9	Verify, review and sign the ORS Box B	None	10 mins.	<i>Budget Officer V/ Authorized Representative</i>

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<p>Feedback will be sent through the following:</p> <p>Email accounts – acctg.dswd10@gmail.com budget.fo10@dswd.gov.ph cash.dswd10@gmail.com</p> <p>Phone call/text – 09156166455 (Accounting Unit) 09279825815 (Budget Unit) 09056271786 (Cash Unit)</p> <p>Dropbox – clients may fill out the form and drop it at the designated box near the Cash Unit.</p>
How feedbacks are processed	<p>Feedback/Complaints are automatically directed to the unit heads of the accounting, budget, and cash units. The response is expected based on its nature.</p> <p>Simple - 3 days/ 72 hours Complex - 5 days/ 120 hours Highly Technical - 21 days</p>

	Expect a reply either written or as a text message depending on what medium was used by the commenter/ complainant.
How to file a complaint	<p>Feedback will be sent through the following:</p> <p>Email accounts –</p> <p>acctg.dswd10@gmail.com</p> <p>budget.fo10@dswd.gov.ph</p> <p>cash.dswd10@gmail.com</p> <p>Phone call/text –</p> <p>09156166455 (Accounting Unit)</p> <p>09279825815 (Budget Unit)</p> <p>09056271786 (Cash Unit)</p> <p>Dropbox – clients may fill out the form and drop it at the designated box near the Cash Unit.</p>
How complaints are processed	<p>Complaints are automatically directed to the unit heads of the accounting, budget, and cash units. The response is expected based on its nature.</p> <p>Simple- 3 days/ 72 hours</p> <p>Complex- 5 days/ 120 hours</p> <p>Highly Technical- 21 days</p> <p>Expect a reply either written or as a text message depending on what medium</p>

	was used by the commenter/ complainant.
Contact Person/Information	Accounting Unit – Hanilyn T. Cimafranca – 0915-616-6455 Budget Unit – Melpe Jean Maghanoy – 0927-982-5815 Cash Unit – Teresita D. Decinan – 0905-627-1786
Contact Information	
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

43. Procurement of Goods and Services, Infrastructure and Consulting Services

Office or Division:	Administrative Division – Procurement Unit
Classification:	Complex
Type of Transaction:	G2G – Government to Government
Who may avail:	DSWD FO 10 Programs & Services Units and Divisions
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Purchase Request (3 copies) Project Proposal or Terms of Reference Technical Assistance Report Program of Works/Detailed Engineering Design Lay-out/Design	Procurement Section- Bids and Awards Committee /Secretariat Procurement Officer

Project Procurement Management Plan Annual Procurement Plan				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submission of approved Purchase Request	<p>Screen the PR in accordance with the following minimum standards within 30 minutes from the receipt. Check if it conforms to the Government Accounting Manual (GAM) prescribed Purchase Request (PR) form Check if it is signed by proper signatories Check if it is produced in three original copies For ICT related equipment /supplies, check if there is a Technical Assistance (TA) Report from ICTMS. Check if the specifications are complete and detailed.</p> <p>If the submission does not conform to all statements above, return the PR and provide TA on end user on how to properly accomplish the compliance or refer to the Procurement Officer for provision of TA.</p>	None	10 minutes	<i>Admin Staff/ Procurement Officer –in-Charge</i>

Submit the supplemental PPMP	<p>The BAC Secretariat shall assess and evaluate if the requested goods are included in the Annual Procurement Plan</p> <p>If not included in the APP, indicate in the PR and return to the end user for submission of supplemental PPMP. The supplemental PPMP should be submitted to update the Annual Procurement Plan. The updating of APP will be prepared by BAC Secretariat, for recommendation of BAC and approval of HOPE.</p> <p>If included in APP, the Incoming Admin Staff will endorse to BAC Secretariat Head .</p>	None	30 minutes	<i>Incoming Admin Staff/BAC Secretariat</i>
	The BAC Secretariat Head will endorse to the Procurement Officer in Charge for the preparation of Request for Quotation/ Proposal.	None	2 minutes	<i>BAC Secretariat/ Procurement Officer</i>
	The Officer will Prepare the Request for Quotation/ Proposal indicating the specifications, quantity, ABC and other terms and	None	30 minutes	<i>BAC Secretariat/ Procurement Officer</i>

	conditions of the contract.			
	Procurement Officer in Charge/BAC Secretariat will endorse the request for Quotation/Proposal to Procurement Section Head for the approval of RFQ/RFP.		5 minutes	<i>BAC Secretariat/ Procurement Officer/ Procurement Section Head</i>
	Request for Quotation will be forwarded to BAC Secretariat for PHILGEPS Posting. Posting to PHILGEPS has minimum period of three (3) calendar days.		30 minutes PHILGEPS Posting – 3 Calendar Days	<i>BAC Secretariat/ Procurement Officer</i>
	Request for Quotation/Request for Proposal will be forwarded to canvassers in the area (for province based) For regional office, the Procurement Officer will also directly send RFQ/RFP to at least three (3) suppliers, contractors, or consultants of known qualifications based on the directory/list of suppliers/contract		10 minutes Posting – 3 Calendar Days	
The end user will revise the technical specifications and Approved Budget for the Contract once there is no	All returned quotations/proposals will be put in the Quotation Box for the opening of BAC. Under Section 53.9 Annex H of RA 9184,		10 minutes	<i>BAC /BAC Secretariat/ Procurement Officer</i>

<p>supplier responded after the third extension and submit again the revised Purchase Request.</p>	<p>the receipt of at least one (1) quotation is sufficient to proceed with the evaluation thereof</p> <p>The deadline for submission may be extended thrice if no quotation /proposal received. For ABCs, more than Fifty Thousand Pesos (Php 50,000.00) extensions of deadline shall likewise be posted for a period of three (3) calendar days in the PHILGEPS, the website of the Procuring Entity if any, and at any conspicuous place in the Procuring Entity's premises. In case no supplier, contractor/ consultants responded after the third extension, the BAC shall conduct mandatory review of technical specifications and budget.</p> <p>Pre- Bid Conference may be conducted at the discretion of the BAC, in order to clarify and/ or explain any of the requirements, terms, conditions, and specifications stipulated in the RFQ/RFP.</p>			
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	U on receipt of at least one (1) quotation/proposal within the prescribed deadline, the BAC will open the returned quotations and record in the logbook.		10 minutes	<i>BAC/BAC Secretariat</i>
	The BAC Secretariat/Procurement Officer will prepare an Abstract of Quotations/Ratings setting forth the names of those who responded to the RFQ/RFP their corresponding price quotation, and the lowest calculated quotation submitted or highest rated bid (for consulting services).		30 minutes	<i>BAC/BAC Secretariat</i>
	The BAC/BAC Secretariat shall validate the technical, legal and financial capability of the supplier/contractor/consultant to supply and deliver the goods and services		1 day	<i>BAC/BAC Secretariat</i>
	Upon confirmation and ascertainment of such capability, the BAC Secretariat shall facilitate and route the Abstract of Quotation/Ratings to the BAC for their recommendation to the HOPE for the award of contract in favor of the supplier with the Lowest			<i>BAC/BAC Secretariat</i>

[illegible]

[illegible]

	will also be forwarded to COA			
	For services/consulting services that needs contract, a copy of draft contract will be forwarded to Legal Service for review.		30 minutes	
	Within three (3) days from receipt of comments, the concerned Procurement Officer shall finalize the contract in accordance to the comments of the Legal Unit.		Maximum- 3 days at the Legal 1 hour - finalization	<i>Legal Unit/ Procurement Officer</i>
	The Procurement Officershall Facilitate the signing of Contract to the HOPE and winning supplier. The same shall check that supplier submitted the performance security(in case of infrastructure) The Procurement Officer should also ensure that the contract has been notarized.		3 days	<i>Procurement Officer/HOPE</i>
Receipt/ Acceptance of goods /services	The Procurement Officer shall coordinate to the end user and Inspection Committee the inspection and acceptance of goods/services once the		1 hour	<i>Procurement Officer/End User/Inspection Committee</i>

	<p>supplier/contractor delivered the items or rendered the services.</p> <p>In case of services which are to be rendered for a period of time and to be paid in accordance to the set payment tranches, the Procurement Officer, end user and TWG shall monitor the implementation of the contract</p> <p>Note: Separate Business Process for the Acceptance of Goods</p>			
Receive the supporting documents for preparation of DV	<p>Forward the supporting documents to the end user for the preparation of disbursement voucher for payment.</p> <p>Note: Separate Business Process for the Processing of Disbursement Voucher</p>		5 minutes	
	<p>The Procurement Officer shall monitor if payment has been made and facilitate the evaluation of the goods delivered or services rendered by the end user and the supplier/contractor.</p>		10 minutes	
TOTAL:		None	14 days, 4 hours	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<ul style="list-style-type: none"> -The Administrative Division maintains email for feedback concerns. -The Administrative Division also forwards the same concern to the Procurement Unit e-mail. -The Procurement Unit e-mails approved feedback reports via e-mail and through the Records Unit.
How feedbacks are processed	The concerned unit will forward the approved feedback report via email and through the Records Unit.
How to file a complaint	Any complaints are directly forwarded to the Office of the Regional Director.
How complaints are processed	The ORD then forwards the said complaint to the committee in charge or to the concerned division for appropriate action or if deemed necessary to the Unit concern for action.
Contact Person/Information	procurement.dswd.fo10@gmail.com
Contact Information	
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

44. PREPARATION OF BUDGET AND FINANCIAL ACCOUNTABILITY REPORTS (BFARS)

To effectively monitor the budget as well as the required information disclosure and presentation of budget information in the financial statement

Office / Division:	FMD- Accounting Unit
Classification:	Highly Technical
Type of Transaction:	G2G - Government to Government
Who may avail:	All stakeholders
CHECKLIST OF REQUIREMENTS	Accounting Unit

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1. The Accounting Staff in Charge shall reconcile the total actual disbursements paid vis-à-vis the RCI and RADAI from Cash Division	None	3 Days Every 3rd to 5th of the month	<i>Accounting – Sheila C. Morales</i> <i>Cash Unit</i> <i>Rose Anne Marie Lazalita</i> <i>Mary Grace Amores</i> <i>Shiela Marie Rananan</i> <i>Julfe Simborio</i>
None	2. Classify the account per Projects Activities and Programs (PAP)- for FAR No. 1 Classify the disbursement per account code for FAR No. 1-A Summarized account code per allotment class for FAR 4 – Current, Continuing and accounts Payable.		2 Days	<i>Accounting Staff in Charge</i> <i>Sheila C. Morales</i>
None	3. The Accounting Staff in Charge shall classify the disbursements either Current Appropriations and Continuing Appropriations Accounts Payable		3 Days	<i>Accounting Staff in Charge</i> <i>Sheila C. Morales</i>
None	4. The Accounting Staff in Charge shall plot the		2 Days	<i>Accounting Staff in Charge</i>

	disbursements in the Budget and Financial Accountability reports (BFARs) as prescribed under the DBM and COA Joint Circular No.2019-1 dated January 01, 2019			<i>Sheila C. Morales</i>
None	5. The unit head/supervisor shall review and evaluate the submitted report.		2 Hours	<i>Unit Head/ Supervisor</i> <i>Hanilyn T. Cimafranca</i>
None	6. The Accounting Staff in Charge shall submit the report using the prescribed format thru email		2 Hours	<i>Accounting Staff in Charge</i> <i>Sheila C. Morales</i>
None	7. The Accounting Staff in Charge shall encode the disbursements in the URS		2 Days	<i>Accounting Staff in Charge</i> <i>Sheila C. Morales</i>
None	8. The consolidation unit shall review and evaluate the manual submitted report.		2 Hours	<i>CO Accounting Division (Consolidation Unit)</i>
None	9. Revise and resubmit the report if the reports are not in order, the Consolidation Unit Staff shall Coordinate/Call the concerned FOs. The Accounting Staff in Charge shall revise the report based on the recommendation of CO Accounting		2 Hours 2 Days	<i>CO Accounting Division (Consolidation Unit)</i>

	<p>Division onsolidation Unit.</p> <p>The Accounting staff in charge shall resubmit the revised report to CO Accounting Consolidation Unit.</p> <p>If in order continue the consolidation of manual reports</p>		<p>1 Hour</p> <p>2 Days</p>	
None	10. The consolidation unit shall review and evaluate the encoded disbursements in URS.		2 Days	<i>CO Accounting Division (Consolidation Unit)</i>
None	<p>11. Revise and resubmit the report if the reports are not in order, the Consolidation Unit Staff shall coordinate/Call the concerned FOs.</p> <p>If in order submit the URS generated report.</p> <p>The Accounting Staff in Charge shall revise the report on URS based on the recommendation of CO Accounting Division Consolidation Unit.</p>		<p>2 Hours</p> <p>2 Hours</p> <p>2 Days</p>	<i>CO Accounting Division (Consolidation Unit)</i>

	The Accounting staff in charge shall revise the report to URS			
TOTAL:		None	20 days, 1 day, 5 hours	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<p>Feedback will be sent through the following:</p> <p>Email accounts – acctg.dswd10@gmail.com budget.fo10@dswd.gov.ph cash.dswd10@gmail.com</p> <p>Phone call/text – 09156166455 (Accounting Unit) 09279825815 (Budget Unit) 09056271786 (Cash Unit)</p> <p>Dropbox – clients may fill out the form and drop it at the designated box near the Cash Unit.</p>
How feedbacks are processed	<p>Feedback/Complaints are automatically directed to the unit heads of the accounting, budget, and cash units. The response is expected based on its nature.</p> <p>Simple - 3 days/ 72 hours Complex - 5 days/ 120 hours Highly Technical - 21 days</p>

	<p>Expect a reply either written or as a text message depending on what medium was used by the commenter/ complainant.</p>
How to file a complaint	<p>Feedback will be sent through the following:</p> <p>Email accounts –</p> <p>acctg.dswd10@gmail.com</p> <p>budget.fo10@dswd.gov.ph</p> <p>cash.dswd10@gmail.com</p> <p>Phone call/text –</p> <p>09156166455 (Accounting Unit)</p> <p>09279825815 (Budget Unit)</p> <p>09056271786 (Cash Unit)</p> <p>Dropbox – clients may fill out the form and drop it at the designated box near the Cash Unit.</p>
How complaints are processed	<p>Complaints are automatically directed to the unit heads of the accounting, budget, and cash units. The response is expected based on its nature.</p> <p>Simple- 3 days/ 72 hours</p> <p>Complex- 5 days/ 120 hours</p> <p>Highly Technical- 21 days</p> <p>Expect a reply either written or as a text message depending on what medium</p>

	was used by the commenter/ complainant.
Contact Person/Information	Accounting Unit – Hanilyn T. Cimafranca – 0915-616-6455 Budget Unit – Melpe Jean Maghanoy – 0927-982-5815 Cash Unit – Teresita D. Decinan – 0905-627-1786
Contact Information	
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

45. PHYSICAL COUNT OF PROPERTY, PLANT, AND EQUIPMENT (PPE)

Establish the process for the conduct of physical count of properties of the Department and determine the integrity of property custodianship.

Office / Division:	Administrative Division
Classification:	Complex
Type of Transaction:	G2G - Government to Government

Who may avail:	All DSWD Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Regional Property Inventory Committee Special Order		HR / ORD		
Notice of Meeting Minutes of Meeting Summary of Agreements Memorandum Inventory Sheet		Regional Property Inventory Committee (RPIC) Secretariat		
RCPPE		PSAMS		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1. PREPARE SPECIAL ORDER The Inventory Committee in the In the Field Office (RPIC), shall plan the conduct of Annual Physical Count of PPEs and through its Secretariat, shall prepare the	none	3 days	<i>Lilia P. Cabantac</i> <i>(RPIC Secretariat)</i>

	<p>inventory guidelines and other needed documents</p> <p>The secretariat shall facilitate the preparation of Special Order for the constitution/Reconstitution of Membership of the Inventory Committee.</p> <p>Regional Director shall sign the Special Order.</p>			
none	<p>2. PREPARE NOTICE OF MEETING</p> <p>Once the Special Order is approved, Secretariat shall prepare the Notice of Meeting for signature of the RPIC Chairperson.</p> <p>The agenda to be indicated in the Notice shall be as follows:</p> <p>a. Date/schedule of conduct of Physical Count.</p>	none	4.5 hours	<p><i>Lilia P. Cabantac</i></p> <p><i>(RPIC Secretariat)</i></p> <p><i>Joy Jhovalyn S. Embay</i> <i>(PSAMS Incoming/Outgoing Clerk)</i></p>

	<p>b. Crafting of inventory guidelines</p> <p>c. Assignments/roles of RPIC members and other personnel involved Once the Notice of Meeting is signed, the incoming/outgoing clerk shall route the same to all members of the RPIC for information.</p> <p>RPIC shall conduct meeting and finalize the activities for the conduct of physical count</p> <p>The required Minutes of the Meeting will be prepared by the Secretariat</p>			
none	<p>3. CONDUCT MEETING; PREPARE AND GATHER DOCUMENTS NECESSARY FOR THE CONDUCT OF PHYSICAL COUNT</p>	none	1.5 hours	<p><i>Lilia P. Cabantac</i></p> <p><i>(RPIC Secretariat)</i></p>

	<p>A. The Secretariat shall gather the relevant documents as basis for the conduct of inventory taking, as provided in the Guidelines</p> <p>B. The Secretariat shall also prepare the following documents for signature of</p> <p>Regional Director:</p> <p>B.1. Memorandum addressed to all offices informing about the schedule of inventory taking in their stations</p> <p>B.2. Letter / Memorandum to Commission on Audit and Management Audit Analyst to request representatives who will witness the conduct of physical count</p>			
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None	<p>4. ROUTE/DISSEMI NATE INFORMATION TO CONCERNED OFFICES</p> <p>Once the documents are signed, the incoming/outgoing clerk shall route the same concerned offices for information.</p>	none	5 minutes	<p><i>Lilia P. Cabantac</i></p> <p><i>(RPIC Secretariat)</i></p> <p><i>Joy Jhovalyn S. Embay</i> <i>(PSAMS Incoming/Outgoing Clerk)</i></p>
None	<p>5. PROVIDE INSTRUCTION</p> <p>Prior to the actual conduct of the physical count, the RPIC Chairperson shall provide specific instructions to the Team for the smooth conduct of physical count</p>	none	30 minutes	<p><i>Lilia P. Cabantac</i></p> <p><i>(RPIC Secretariat)</i></p> <p><i>Evelyn I. Cortes</i></p> <p><i>Arnel V. Radaza</i></p> <p><i>Carlyn Mercado</i></p> <p><i>Reagan Azuelo</i></p> <p><i>(RPIC Members)</i></p>

None	<p>6.CONDUCT THE PHYSICAL COUNT Using the barcode scanner,</p> <p>The Inventory Team shall check the property description vis-a-vis reference documents on hand and indicate present condition of equipment</p> <p>Replace property stickers/barcodes, if necessary</p> <p>Each of member of the inventory team shall forward the accomplished inventory sheet to the Secretariat for consolidation.</p>	none	2 minutes per property item	<p><i>Lilia P. Cabantac</i></p> <p><i>(RPIC Secretariat)</i></p> <p><i>Evelyn I. Cortes</i></p> <p><i>Arnel V. Radaza</i></p> <p><i>Carlyn Mercado</i></p> <p><i>Reagan Azuelo</i></p> <p><i>(RPIC Members)</i></p>
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None	<p>7.</p> <p>PREPARE THE INVENTORY FINDINGS / REPORT</p> <p>After the conduct of physical count, the secretariat shall prepare a Memorandum to concerned offices to be signed by the RPIC Chairperson, to inform them of the result of the physical count in their office.</p> <p>All discrepancies between the physical count and records shall be reported to Head of Office concerned and reconcile immediately.</p> <p>The result must specify RPIC's findings such as:</p> <p>A. Properties that are located in the station; and</p> <p>B. Properties that are not located in the station (discrepancies); in</p>	none	4 hours	<p><i>Lilia P. Cabantac</i></p> <p><i>(RPIC Secretariat)</i></p> <p><i>Evelyn I. Cortes</i></p> <p><i>Arnel V. Radaza</i></p> <p><i>Carlyn Mercado</i></p> <p><i>Reagan Azuelo</i></p> <p><i>(RPIC Members)</i></p> <p><i>Mari-Flor A. Dollaga-Libang</i></p> <p><i>(Regional Director)</i></p>
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	this case, RPIC shall schedule the conduct of re-inventory/revalidation			
None	<p>8. FORWARD SIGNED INVENTORY REPORT / FINDINGS</p> <p>Once the Report/Findings are signed, the incoming/outgoing clerk shall route/forward the same to concerned office/s</p>	none	5 minutes	<p><i>Joy Jhovalyn S. Embay (PSAMS Incoming/Outgoing Clerk)</i></p>
None	<p>9.CONDUCT RE-INVENTORY/ REVALIDATION</p> <p>This activity will address the result/findings of discrepancies during the conduct of physical count of properties</p>	none	2 hours	<p><i>Evelyn I. Cortes</i></p> <p><i>Arnel V. Radaza</i></p> <p><i>Carlyn Mercado</i></p> <p><i>Reagan Azuelo</i></p> <p><i>(RPIC Members)</i></p>

None	<p>10. CONDUCT RECONCILIATION OF PROPERTY RECORDS AND BOOK OF ACCOUNTS</p> <p>Upon completion of the conduct of physical count, RPIC shall conduct reconciliation of property and accounting records and shall address discrepancies, in accordance with the guidelines.</p> <p>As a result of this activity, data reconciliation report shall be prepared to serve as reference in the preparation of RPCPPE</p>	none	5 days	<p><i>Lilia P. Cabantac</i></p> <p><i>(RPIC Secretariat)</i></p> <p><i>Evelyn I. Cortes</i></p> <p><i>Arnel V. Radaza</i></p> <p><i>Carlyn Mercado</i></p> <p><i>Reagan Azuelo</i></p> <p><i>(RPIC Members)</i></p>
None	<p>11. ENDORSE THE RPCPPE FOR APPROVAL</p> <p>Upon completion of the physical count, the RPIC, through the Secretariat</p> <p>shall prepare the Report on Physical Count of</p>	none	4 hours	<p><i>Lilia P. Cabantac</i></p> <p><i>(RPIC Secretariat)</i></p> <p><i>Evelyn I. Cortes</i></p>

	<p>Property, Plant and Equipment (RPCPPE).</p> <p>All RPIC members shall review and affix their signature in RPCPPE.</p>			<p><i>Arnel V. Radaza</i></p> <p><i>Carlyn Mercado</i></p> <p><i>Reagan Azuelo</i></p> <p><i>(RPIC Members)</i></p>
None	<p>12. PREPARE RPCPPE</p> <p>Endorse the signed RPCPPE to the Administrative Service Chief as recommending authority.</p> <p>Once signed, the RPCPPE shall be forwarded to the Regional Director, for approval.</p>	none	4 hours	<p><i>Joy Jhovalyn S. Embay (PSAMS Incoming-Outgoing Clerk)</i></p> <p><i>Monavic M. Budiongan (Admin Div. Chief)</i></p> <p><i>Zosimo G. Butil (ARDA)</i></p> <p><i>Mari-flor A. Dollaga-Libang (Regional Director)</i></p>
None	<p>13.SUBMIT/TRANSMIT THE APPROVED RPCPPE TO COA AND MAA</p> <p>The duly signed and approved RPCPPE will be submitted to COA on or before</p>	none	15 minutes	<p><i>Lilia P. Cabantac (RPIC Secretariat)</i></p> <p><i>Joy Jhovalyn S. Embay (PSAMS Incoming-Outgoing Clerk)</i></p>

	January 31 of the year, copy furnished the Management Audit Analyst and Accounting Section			
None	FILE COPY OF RPCPPE The receiving copy of the RPCPPE will be kept and filed by the Secretariat for reference.	none	5 minutes	<i>Lilia P. Cabantac (RPIC Secretariat)</i>
TOTAL:			9 Days	
FEEDBACK AND COMPLAINTS MECHANISM				
How to send feedback:		Complete the DSWD-QMS-GF-005 (Client Satisfaction Form)		
How feedbacks are processed		Consolidate monthly to know the data/statistics on satisfaction in processing the request and different purpose of the clients/usage of the data requested.		
How to file a complaint		A grievance may be filed through any of the established modalities: - electronic mail (f10@dswd.gov.ph) - posts, comments and chat messages via DSWD FO10 Official Facebook Page: "DSWD Region X" - personal appearance		

	<ul style="list-style-type: none"> - letters addressed to the Regional Director, Ms. Mari-Flor A. Dollaga-Libang - website at fo10.dswd.gov.ph - through 8888 Citizen's Complaint Center
How complaints are processed	<p>Consists of a five-step procedure commencing on the receipt of grievance and ending on the grievance final resolution. These steps are:</p> <ol style="list-style-type: none"> 1. Submission/Receipt of a Grievance 2. Recording of Grievance 3. Data Gathering and Investigation 4. Resolution 5. Final Feedback <p>Reports generated using the ISO form DSWD-QMS-GF-006</p>
Contact Person/Information	<p>Ms. Evelyn I. Cortes</p> <p>Regional Property Inventory Committee Chairperson</p> <p>09459809290</p>
Contact Information Anti-Red Tape Authority (ARTA) Presidential Complaint Center (PCC)	<p>complaints@arta@gov.ph</p> <p>8-478-5093</p> <p>pcc@malacanang.gov.ph</p>

Contact Center ng Bayan (CCB)	8888 email@contactcenterngbayan.gov.ph 0908-881-6565
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46. RECORDING, DOCUMENTATION AND ISSUANCE OF EXPENDABLE OR CONSUMABLE SUPPLIES

To ensure that issuance of expendable / consumable supplies is properly recorded/documented.

Office / Division:	Administrative Division			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All DSWD Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
RIS PPMP Inventory			All Divisions / Units / Budget Unit	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
none	1. RECEIVE RIS AND OTHER DOCUMENTS Receive the following documents from the	none	5 minutes	<i>Noel Joseph F. Villanueva</i> <i>(Property / Supply Officer)</i>

	requesting office of the end-user A. Requisition and Issuance of Supplies (RIS) B. Procurement Planning and Management Plan (PPMP) C. Inventory of Supplies			All Divisions / Units / Budget Unit
none	2. VALIDATED RECEIVED DOCUMENTS Validate the accuracy and completeness of all attached documents. Upon receipt of a Requisition and Issue Slip (RIS) from the Procurement Unit/Section/Office, the Property/Supply Officer shall review and verify the completeness of information and attachments as follows: A. Photocopy of Approved Project Procurement Management Plan (PPMP) B. Inventory of Supplies On-Hand duly noted by	none	30 minutes	<i>Noel Joseph F. Villanueva</i> <i>(Property / Supply Officer)</i> All Divisions / Units / Budget Unit

	<p>the requesting Office's Head</p> <p>C. Technical Report form concerned Offices, if necessary</p> <p>D. Pre-Repair Inspection, if necessary</p> <p>Property/Supply Officer shall return the RIS should the following be encountered:</p> <p>A. Incomplete documents</p> <p>B. Issuance will result in surplus of inventory of the requesting office</p> <p>C. Item requested is not the intended item for replacement</p> <p>D. The specifications of the item requested is not the same as provided in the Technical Report</p>			
none	<p>2.1 COMPLETE?</p> <p>NO</p> <p>If no, request for the lacking document(s);</p> <p>If yes, assign the RIS number, encode the RIS details in the monitoring tool, check</p>	none	30 minutes	<p><i>Noel Joseph F. Villanueva and Julian Martin Dollente</i></p> <p><i>(Property / Supply Officers)</i></p>

	the availability of the stocks and proceed to the next step.			
none	<p>2.2 COMPLETE?</p> <p>YES</p> <p>Assess the availability of requested supplies. Fill-up the RIS Form. Put an “√” for available items and or “X” for items that are not available</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>If available, request the approval of the Division/Section Chief in RIS for the issuance of the item/s.</p> <p>DETERMINE AVAILABILITY OF SUPPLIES</p> <p>Indicate the quantity issued in the ‘Issued-Quantity’ column and</p>	none	30 minutes	<p><i>Noel Joseph F. Villanueva</i></p> <p><i>Ruben C. Buison</i></p> <p><i>(Property / Supply Officers)</i></p>

	<p>any remarks in the 'Issued-Remarks' column.</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>Goods to be issued must be recorded in the Stock and Bin Card and existing database.</p>			
none	<p>3. ISSUE EXPENDABLE/CONSUMABLE SUPPLIES</p> <p>The property/supply officer shall issue the available requested items to the end-user.</p> <p>The end-user shall validate the quantity and specification of received items.</p> <p>If accurate/in order, sign the "received by" portion of the RIS.</p> <p>The property/supply officer shall retain the original copy of the duly signed RIS for preparation of RSMI, while the 2nd</p>	none	4 hours	<p><i>Noel Joseph F. Villanueva</i></p> <p><i>Ruben C. Buison</i></p> <p><i>(Property / Supply Officers)</i></p>

	copy shall be given to the end-user.			
none	<p>4. SUBMIT REPORT OF SUPPLIES AND MATERIALS ISSUED (RSMI)</p> <p>After completion of the issuance of expendable /consumable supplies, the concerned property personnel shall prepare a monthly Report of Supplies and Materials Issued (RSMI) to be submitted to the Accounting Unit/Section</p>	none	1 hour	<i>Julian Martin Dollente</i> <i>Property / Supply Officer</i>
TOTAL:			6hours	
FEEDBACK AND COMPLAINTS MECHANISM				
How to send feedback:		Complete the DSWD-QMS-GF-005 (Client Satisfaction Form)		
How feedbacks are processed		Consolidate monthly to know the data/statistics on satisfaction in processing		

	the request and different purpose of the clients/usage of the data requested.
How to file a complaint	<p>A grievance may be filed through any of the established modalities:</p> <ul style="list-style-type: none"> - electronic mail (f10@dswd.gov.ph) - posts, comments and chat messages via DSWD FO10 Official <p>Facebook Page: “DSWD Region X”</p> <ul style="list-style-type: none"> - personal appearance - letters addressed to the Regional Director, Ms. Mari-Flor A. Dollaga-Libang - website at fo10.dswd.gov.ph - through 8888 Citizen’s Complaint Center
How complaints are processed	<p>Consists of a five-step procedure commencing on the receipt of grievance and ending on the grievance final resolution. These steps are:</p> <ol style="list-style-type: none"> 1. Submission/Receipt of a Grievance 2. Recording of Grievance 3. Data Gathering and Investigation 4. Resolution 5. Final Feedback <p>Reports generated using the ISO form DSWD-QMS-GF-006</p>

Contact Person/Information	Ms. Evelyn I. Cortes AO V / Property, Supply and Assets Management Section 09459809290
Contact Information Anti-Red Tape Authority (ARTA) Presidential Complaint Center (PCC) Contact Center ng Bayan (CCB)	complaints@arta.gov.ph 8-478-5093 pcc@malacanang.gov.ph 8888 email@contactcenterngbayan.gov.ph 0908-881-6565

47. RECORDING, DOCUMENTATION AND ISSUANCE OF PPE AND SEMI-EXPENDABLE PROPERTIES

To ensure that procured goods/equipment are properly recorded/documented, identified and tagged/labelled prior to issuance to end user.

Office / Division:	Administrative Division
Classification:	Simple
Type of Transaction:	G2G - Government to Government
Who may avail:	All DSWD Employees

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Purchase Order Sales Invoice Inspection and Acceptance Report Property Transfer Report PREMIS		Property, Supply and Assets Management Section (PSAMS) Procurement Services Unit (PSU)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
none	1. RECEIVE DOCUMENTS Receive following documents from Inspection Committee 1. Purchase Order (PO) or Contract 2. Sales Invoice (SI) / Delivery Receipt (DR) 3. Notice to Proceed, if any 4. Inspection and Acceptance Report (IAR) 5. Property Transfer Report (PTR) for transferred property from Central Office (CO) to Field Office (FO) / FO to CO / FO to FO	none	5 minutes	<i>Deovil R. Amoy</i> <i>(Property Officer)</i> <i>Joy Jhovalyn Embay</i> <i>(Incoming and Outgoing staff)</i>

	** ensure that the items are properly inspected prior to transmittal of documents**			
none	2. RECEIVE DOCUMENTS Validate the accuracy and completeness of all attached documents	none	10 minutes	<i>Deovil R. Amoy</i> <i>(Property Officer)</i>
none	2.1 COMPLETE? NO If no, request for the lacking document(s); If yes, proceed to the next step or the determination of the property's acquisition cost.	none	5 minutes	<i>Deovil R. Amoy</i> <i>(Property Officer)</i>
none	2.2 COMPLETE? YES If Php 15,000.00 and above - record the property details in PREMIS under the "Property Records" module	none	5 minutes	<i>Deovil R. Amoy</i> <i>(Property Officer)</i>

	<p>DETERMINE PROPERTY'S ACQUISITION COST</p> <p>If PHP 14,999.99 and below or acquired as attachment to subscription plan/contracts, donation, or fabrication regardless of the acquisition cost – record in PREMIS under the “Inventory Custodian Slip (ICS)” module.</p> <p>Upon successful encoding electronically, a property number shall be automatically generated by the system for property identification</p>			
none	<p>3. IDENTIFY THE END USER</p> <p>Copy the assigned property number and open the “Transfer Thru Furniture and Equipment Transfer Slip (FETS)” module in PREMIS to record the identified end-user</p> <p>As a general rule, the primary accountable personnel shall be those regular,</p> <p>coterminous, contractual, or casual employees.</p> <p>Should the actual end-user of the property be a</p>	none	15 minutes	<p><i>Evelyn I. Cortes</i></p> <p><i>Deovil R. Amoy</i></p> <p><i>(Property Officers)</i></p>

	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 as the primary accountable officer			
none	<p>4.PRINT FORMS AND BARCODE STICKERS</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>Generate and print the barcode sticker, with number of copies, as, follows:</p> <p>Computer Desktop = 3</p> <p>Split Type Air Conditioner Unit= 2</p> <p>Partitions = Depending on the number of partitions per property number</p>	none	15 minutes	<p><i>Evelyn I. Cortes</i></p> <p><i>Deovil R. Amoy</i></p> <p><i>(Property Officers)</i></p>

	<p>Blinds = Depending on the number of blinds per property number</p> <p>Other Property = 1</p>			
none	<p>5. ENDORSE PRINTED PAR/ICS TO THE END USER</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</p>	none	10 minutes	<p><i>Evelyn I. Cortes</i></p> <p><i>Deovil R. Amoy</i></p> <p><i>(Property Officers)</i></p>
none	<p>6. ATTACH BARCODE STICKERS TO THE PROPERTY</p> <p>The property officer shall prepare a Memorandum to endorse the generated PAR/ICS forms to the identified end user for signature of the Head of the Property Division/Section.</p> <p>The transaction should be recorded by the incoming / outgoing clerk in the logbook for "New Issuance", for monitoring purposes.</p>	none	5 minutes	<p><i>Evelyn I. Cortes</i></p> <p><i>Deovil R. Amoy</i></p> <p><i>(Property Officers)</i></p> <p><i>Monavic M. Budiongan</i></p> <p><i>(Admin Div. Chief)</i></p>

	Once signed, the Memorandum together with the printed PAR/ICS shall be transmitted to the end user			
none	<p>7. ISSUE PROPERTY TO THE END USER</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>The property officer shall sign on the "Issued By" portion in the PAR/ICS</p>	none	1 hour	<p><i>Evelyn I. Cortes</i></p> <p><i>Deovil R. Amoy</i></p> <p><i>(Property Officers)</i></p> <p><i>All Units/Section/Divisions Staff</i></p>
none	<p>8. APPROVE PAR/ICS</p> <p>After issuance of the property, the PAR/ICS will be forwarded to the Property Division/Section Chief for signature on the "Approved by" portion in the PAR or ICS</p>	none	5 minutes	<p><i>Deovil R. Amoy</i></p> <p><i>(Property Officer)</i></p> <p><i>Joy Jhovalyn Embay</i></p> <p><i>(Incoming and Outgoing staff)</i></p>

none	<p>9. PROVIDE COPY OF PAR/ICS TO THE CONCERNED OFFICES</p> <p>Provide one copy of PAR/ICS to the end-user for their reference</p> <p>2. Provide one copy to Procurement Management Service/Procurement Unit for attachment to the Disbursement Voucher.</p> <p>3. 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>	none	30 minutes	<p><i>Deovil R. Amoy</i></p> <p><i>(Property Officer)</i></p>
none	<p>10. UPDATE PREMIS</p> <p>PREMIS shall be updated as to the following information:</p> <p>1. Date the PAR/ICS was returned with signature of the End-User</p> <p>2. Date of approval of PAR/ICS</p>	none	10 minutes	<p><i>Deovil R. Amoy</i></p> <p><i>(Property Officer)</i></p>
none	<p>11. FILE THE COPY OF PAR/ICS</p>	none	4 minutes	<p><i>Deovil R. Amoy</i></p>

	The copy of PAR/ICS shall be filed for reference		2 hours and 20 minutes	(Property Officer)
FEEDBACK AND COMPLAINTS MECHANISM				
How to send feedback:		Complete the DSWD-QMS-GF-005 (Client Satisfaction Form)		
How feedbacks are processed		Consolidate monthly to know the data/statistics on satisfaction in processing the request and different purpose of the clients/usage of the data requested.		
How to file a complaint		A grievance may be filed through any of the established modalities: - electronic mail (f10@dswd.gov.ph) - posts, comments and chat messages via DSWD FO10 Official Facebook Page: "DSWD Region X" - personal appearance - letters addressed to the Regional Director, Ms. Mari-Flor A. Dollaga - website at fo10.dswd.gov.ph - through 8888 Citizen's Complaint Center		
How complaints are processed		Consists of a five-step procedure commencing on the receipt of grievance and ending on the grievance final resolution. These steps are: 1. Submission/Receipt of a Grievance 2. Recording of Grievance 3. Data Gathering and Investigation 4. Resolution 5. Final Feedback Reports generated using the ISO form DSWD-QMS-GF-006		
Contact Person/Information		Ms. Evelyn I. Cortes		

	Regional Property Inventory Committee Chairperson 09459809290
Contact Information Anti-Red Tape Authority (ARTA) Presidential Complaint Center (PCC) Contact Center ng Bayan (CCB)	complaints@arta.gov.ph 8-478-5093 pcc@malacanang.gov.ph 8888 email@contactcenterngbayan.gov.ph 0908-881-6565

48. SURRENDER/TURNOVER OF PROPERTY AND CANCELLATION OF ACCOUNTABILITY

To ensure documentation of surrendering of properties and cancellation of accountability of the end-user to the custody of the Property Officer.

Office / Division:	Administrative Division	
Classification:	Simple	
Type of Transaction:	G2G - Government to Government	
Who may avail:	All DSWD Employees	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
FETS PAR / ICS PREMIS		Property, Supply and Assets Management Section (PSAMS)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
none	<p>1. PRE-INSPECTION OF PROPERTY</p> <p>To When property becomes no longer needed by the end-user, the latter shall surrender the property to Property Division/Section through the assigned Warehouse Officer or Property Officer.</p> <p>Prior to the physical surrender of property, a pre-inspection report from the concerned office with relevant technical expertise shall be requested by the end-user to determine if the property is</p>	none	1 Day	<p><i>Evelyn I. Cortes</i></p> <p><i>Noel Joseph Villanueva</i></p> <p><i>Deovil R. Amoy</i></p> <p><i>(Property Officer)</i></p> <p><i>ICTMS</i></p>

	<p>unserviceable or still serviceable.</p> <p>A duly accomplished Furniture and Equipment Slip (FETS) then shall be submitted to the Property Division/Section for verification and processing.</p>			
None	<p>2. RECEIVE PROPERTY ITEM AND TURNOVER DOCUMENTS/ FETS</p> <p>The Property Officer will validate the submitted documents (i.e. pre, inspection report, FETS) and verify the condition of the surrendered property item.</p>	none	15 minutes	<p><i>Deovil R. Amoy</i></p> <p><i>(Property Officer)</i></p>

None	<p>3. PROCESS REQUEST</p> <p>The property officer shall process the submitted FETS request through PREMIS</p> <p>a. If there are discrepancies, inquire for the correct details of the surrendered equipment.</p> <p>b. If details are the same/no discrepancy, the property officer shall sign the “Received By” portion in the FETS Process cancellation of accountability in PREMIS</p>	none	1 hour	<p><i>Deovil R. Amoy</i></p> <p><i>(Property Officer)</i></p>
None	<p>4. GENERATE PAR/ICS AND BARCODE STICKER</p> <p>A. Generate and print two (2) copies PAR or ICS “from</p>	none	15 minutes	<p><i>Deovil R. Amoy</i></p> <p><i>(Property Officer)</i></p>

	<p>PREMIS Report” Module.</p> <p>Note: Under the “Report Module” in PREMIS, select whether to print PAR or ICS based on the following:</p> <table><tr><td>Type of Report</td><td>Acquisition Cost</td></tr><tr><td>PAR</td><td>P 15,000 and above</td></tr><tr><td>ICS</td><td>P 14,999 and below</td></tr></table> <p>B. Generate and print the barcode sticker, with number of copies, as, follows:</p> <table><tr><td>Computer Desktop</td><td>3</td></tr></table>	Type of Report	Acquisition Cost	PAR	P 15,000 and above	ICS	P 14,999 and below	Computer Desktop	3			
Type of Report	Acquisition Cost											
PAR	P 15,000 and above											
ICS	P 14,999 and below											
Computer Desktop	3											

	Split Type Air Conditioner 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			

none	<p>5. SIGN THE PRINTED PAR / ICS</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</p>	none	15 minutes	<p><i>Deovil R. Amoy</i></p> <p><i>(Property Officer)</i></p>
none	<p>6. ATTACH BARCODE STICKERS TO THE PROPERTY</p> <p>The property officer who processed the request shall sign the generated PAR/ICS under the "Received by" portion and forward the Property Division/Section Chief for signature on the "Approved By" portion</p>	none	5 minutes	<p><i>Deovil R. Amoy</i></p> <p><i>(Property Officer)</i></p> <p><i>Monavic M. Budiongan</i></p> <p><i>(Admin Div Chief)</i></p>

none	<p>7. CANCEL ACCOUNTABILITY</p> <p>Upon receipt of approved PAR/ICS, the property officer shall undertake the cancellation of property accountability of the end-user in:</p> <p>A. PREMIS</p> <p>B. File Folders</p>	none	15 minutes	<p><i>Deovil R. Amoy</i></p> <p><i>(Property Officer)</i></p>
none	<p>8. SCAN AND FILE THE COPY OF PAR/ICS</p> <p>The copy of PAR/ICS will be scanned for uploading to PREMIS; the hard copy will be filed for reference</p>	none	10 minutes	<p><i>Deovil R. Amoy</i></p> <p><i>(Property Officer)</i></p>
	TOTAL NO. OF HOURS/DAY/MONTHS		1DAY & 1 HOUR & 10 MINUTES	
FEEDBACK AND COMPLAINTS MECHANISM				

How to send feedback:	Complete the DSWD-QMS-GF-005 (Client Satisfaction Form)
How feedbacks are processed	Consolidate monthly to know the data/statistics on satisfaction in processing the request and different purpose of the clients/usage of the data requested.
How to file a complaint	<p>A grievance may be filed through any of the established modalities:</p> <ul style="list-style-type: none"> - electronic mail (f10@dswd.gov.ph) - posts, comments and chat messages via DSWD FO10 Official <p>Facebook Page: "DSWD Region X"</p> <ul style="list-style-type: none"> - personal appearance - letters addressed to the Regional Director, Ms. Mari-Flor A. Dollaga - website at fo10.dswd.gov.ph - through 8888 Citizen's Complaint Center
How complaints are processed	<p>Consists of a five-step procedure commencing on the receipt of grievance and ending on the grievance final resolution. These steps are:</p> <ol style="list-style-type: none"> 1. Submission/Receipt of a Grievance

	2. Recording of Grievance 3. Data Gathering and Investigation 4. Resolution 5. Final Feedback Reports generated using the ISO form DSWD-QMS-GF-006
Contact Person/Information	Ms. Evelyn I. Cortes Regional Property Inventory Committee Chairperson 09459809290
Contact Information Anti-Red Tape Authority (ARTA) Presidential Complaint Center (PCC) Contact Center ng Bayan (CCB)	complaints@arta@gov.ph 8-478-5093 pcc@malacanang.gov.ph 8888 email@contactcenterngbayan.gov.ph 0908-881-6565

49. TRANSFER OF PROPERTY ACCOUNTABILITY

To establish process in facilitating request for transfer of property from one employee/official to another

Office / Division:	Administrative Division
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Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All DSWD Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
FETS PAR / ICS PREMIS			Property, Supply and Assets Management Section (PSAMS)	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
none	1. RECEIVE DOCUMENTS/ REQUEST FORM To facilitate the transfer of property from one end-user to another, the requester shall accomplish and submit the Furniture and Equipment Transfer Slip (FETS).	none	5 minutes	<i>Joy Jhovalyn Embay</i> <i>(Incoming and Outgoing staff)</i> <i>Deovil R. Amoy</i> <i>(Property Officer)</i>

	The incoming/outgoing clerk shall receive the same and forward to concerned staff.			
none	<p>2. EVALUATE FETS AS TO COMPLETENESS OF DATA</p> <p>If incomplete, FETS will be returned to the requester for completion.</p> <p>If complete, proceed to the next steps</p>	none	-	<p><i>Deovil R. Amoy</i></p> <p><i>(Property Officer)</i></p>
none	<p>2.1 COMPLETE?</p> <p>NO.</p> <p>Go back to step 2</p>	-	-	<p><i>Deovil R. Amoy</i></p> <p><i>(Property Officer)</i></p>

none	<p>2.2</p> <p>COMPLETE?</p> <p>YES.</p> <p>PROCESS THE REQUEST</p> <p>Check the received FETS Request and process through PREMIS.</p> <p>Ensure compliance with the rule of identifying the primary and secondary accountable persons (see procedure under Recording, Documentation and Issuance of Goods)</p>	none	30 minutes	<p><i>Deovil R. Amoy</i></p> <p><i>(Property Officer)</i></p>
None	<p>3. PRINT PAR/ICS AND BARCODE STICKERS</p> <p>Generate and print Property Acknowledgement Receipt (PAR) or</p>	none	15 minutes	<p><i>Deovil R. Amoy</i></p> <p><i>(Property Officer)</i></p>

	<p>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>Generate and print the barcode sticker, with number of copies, as, follows:</p> <table><tr><td>Com puter Desk top</td><td>3</td></tr><tr><td>Split Type Air Condi tioner Unit</td><td>2</td></tr><tr><td>Partiti ons</td><td>Depe nding on</td></tr></table>	Com puter Desk top	3	Split Type Air Condi tioner Unit	2	Partiti ons	Depe nding on			
Com puter Desk top	3									
Split Type Air Condi tioner Unit	2									
Partiti ons	Depe nding on									

	<table><tr><td></td><td>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>		the number of partitions per property number	Blinds	Depending on the number of blinds per property number	Other Property	1			
	the number of partitions per property number									
Blinds	Depending on the number of blinds per property number									
Other Property	1									
none	<p>4. FORWARD PRINTED PAR/ICS AND BARCODE TO THE CONCERNED PERSONNEL</p> <p>The transaction shall be recorded by the incoming / outgoing clerk in the logbook for "Transfer for PAR/ICS", for</p>	none	5 minutes	<p><i>Deovil R. Amoy</i></p> <p><i>(Property Officer)</i></p>						

	<p>monitoring purposes.</p> <p>Upon receipt of the same, the concerned previous end-user shall sign on the "Received from" portion and the new end user shall sign on the "Received by" portion of the PAR/ICS</p>			
None	<p>5. ATTACHED BARCODE STICKERS TO THE PROPERTY</p> <p>The printed barcode stickers shall be attached to the most visible and secured area of the property before the transfer of item(s) to the new end-user</p>	none	15 minutes	<p><i>Deovil R. Amoy</i> <i>(Property Officer)</i></p>

none	<p>6. RECEIVE SIGNED PAR/ICS/ UNDERTAKING</p> <p>The end-user shall return the signed PAR/ICS to the property office</p> <p>This will be forwarded to the Division/Section Chief for signature on the "Approved by" portion in the PAR or ICS</p>	none	15 minutes	<p><i>Deovil R. Amoy</i> <i>(Property Officer)</i></p> <p><i>Joy Jhovalyn Embay</i> <i>(Incoming and Outgoing staff)</i></p>
none	<p>7. PROVIDE COPY OF PAR/ICS TO CONCERNED OFFICES</p> <p>Provide one copy of PAR/ICS to the end-user for their reference</p>	none	5 minutes	<p><i>Deovil R. Amoy</i> <i>(Property Officer)</i></p>

none	<p>8. UPDATE PREMIS</p> <p>PREMIS shall be updated as to the following information:</p> <p>A. Date the PAR/ICS was returned with signature of the End-User</p> <p>B. Date of approval of PAR/ICS</p>	None	15 minutes	<p><i>Deovil R. Amoy</i></p> <p><i>(Property Officer)</i></p>
none	<p>9. FILE THE COPY OF PAR/ICS</p> <p>The copy of PAR/ICS shall be filed for reference</p>	none	5 minutes	<p><i>Deovil R. Amoy</i></p> <p><i>(Property Officer)</i></p>
		TOTAL NO. OF DAY/HOUR S/MINUTES	1 HOUR & 45 MINUTES	
FEEDBACK AND COMPLAINTS MECHANISM				
How to send feedback:		Complete the DSWD-QMS-GF-005 (Client Satisfaction Form)		
How feedbacks are processed		Consolidate monthly to know the data/statistics on satisfaction in processing		

	the request and different purpose of the clients/usage of the data requested.
How to file a complaint	<p>A grievance may be filed through any of the established modalities:</p> <ul style="list-style-type: none"> - electronic mail (f10@dswd.gov.ph) - posts, comments and chat messages via DSWD FO10 Official Facebook Page: "DSWD Region X" - personal appearance - letters addressed to the Regional Director, Ms. Mari-Flor A. Dollaga - website at fo10.dswd.gov.ph - through 8888 Citizen's Complaint Center
How complaints are processed	<p>Consists of a five-step procedure commencing on the receipt of grievance and ending on the grievance final resolution. These steps are:</p> <ol style="list-style-type: none"> 1. Submission/Receipt of a Grievance 2. Recording of Grievance 3. Data Gathering and Investigation 4. Resolution 5. Final Feedback <p>Reports generated using the ISO form DSWD-QMS-GF-006</p>
Contact Person/Information	<p>Ms. Evelyn I. Cortes Regional Property Inventory Committee Chairperson 09459809290</p>
Contact Information Anti-Red Tape Authority (ARTA) Presidential Complaint Center (PCC) Contact Center ng Bayan (CCB)	<p>complaints@arta@gov.ph 8-478-5093 pcc@malacanang.gov.ph 8888 email@contactcenterngbayan.gov.ph 0908-881-6565</p>

50. REQUEST FOR TECHNICAL ASSISTANCE FOR REPAIR AND MAINTENANCE

This process covers the provision of technical assistance requests for repair and maintenance and other related technical expertise.

Office / Division:	General Services Unit
Classification:	Complex
Type of Transaction:	G2G- Government to Government
Who may avail:	All DSWD FO X Personnel

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. TA Request; Manual Request Form		1. Requesting Office (Focal/Alternate Personnel)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. SUBMISSION OF THE REQUEST 1.1 The concerned office shall submit their request through: A. GSeTS (General Services e-Ticketing System; or, B. Manual Request Form – Request for Technical Assistance 1.2 Ensure that all needed information are provided	1.	None	30 minutes	<i>Requesting party per division/unit</i>
2.	2. REVIEW, EVALUATION AND ACCEPTANCE OF REQUEST 2.1 Upon received, the requests shall be properly reviewed, checked and corrected if applicable.	None	30 minutes	<i>Alfredo S. Aguilar III- AA II GSU</i>

	2.2 Determine and identify the scope of the requests			
3.	<p>3. PROCESS THE TA REQUEST</p> <p>3.1 Upon review, secure duplicate copy and forward the request to the assigned staff.</p> <p>3.2 The assigned staff may conduct visual inspection, if necessary.</p> <p>3.3 If upon inspection and/or further analysis, the work required has other areas of concern, assign to another skilled personnel who are authorized to do the job.</p> <p>3.4 If it can be resolved within the assigned staff's level, perform/ implement the actual work needed.</p> <p>3.4.1 The requesting office shall ensure that any request related to repair/replacement is properly coordinated with the DSWD Inspection Committee and</p>	None	1 day	Alfredo S. Aguilar III- AA II GSU

	<p>secure Pre- Repair Inspection.</p> <p>3.5 If the request requires assistance that beyond the capability of the available personnel/staff, the assigned staff shall immediately inform the requesting office.</p>			
4.	<p>4. PREPARE ALL NECESSARY DOCUMENTS</p> <p>4.1 All requests that requires fabrication, installation, plans/layout, technical specification and material procurement, the assigned technical staff shall prepare all necessary documents like:</p> <ul style="list-style-type: none"> A. Plans/Layout B. Program of Works C. Technical Specification D. Detailed Cost Estimate E. Terms of Reference F. Project Proposal <p>4.2 All applicable documents shall be endorsed to the requesting office for</p>	None	7 days	<p>Alfredo S. Aguilar III- AA II GSU</p>

	<p>confirmation and approval.</p> <p>4.2.1 Revisions or adjustments maybe requested by the requesting office.</p> <p>4.2.2 Assigned technical staff shall review and revised the documents until approved by the requesting office.</p> <p>4.2.3 Upon approval of the requesting office, all documents shall now be submitted to the Head of the Office for final approval.</p> <p>4.3 Any requesting office or Centers with available technical staff may prepare and submit the necessary documents upon submission of the request.</p> <p>4.3.1 Submitted documents shall be evaluated by the assigned technical staff for recommendation and approval of the Head of the Office.</p>			
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5.	<p>5.1 If Not in house personnel:</p> <p>5.1.1 The technical staff shall prepare Terms of Reference (TOR) for the hiring of Outsource Service Provider/Contractor to do the specific request.</p> <p>5.1.2 Approved TOR and other supporting documents shall be forwarded to the requesting office and secure funding support.</p> <p>5.1.3 Facilitate the procurement process on hiring of Outsource Service Provider/Contractor.</p>	None	3 days	Alfredo S. Aguilar III- AA II GSU
<p>6. PROCUREMENT PROCESS</p> <p>6.1 For the procurement of materials and hiring of Outsource Service Provider/Contractor, the requesting office shall be responsible for the preparation of the Requisition and Issue Slip (RIS) and/or Purchase Request (PR), and facilitate the rest of</p>	6.	None	Vary depending on the scope of the work/s	<i>Requesting party per division or unit concerned</i>

<p>the procurement process.</p> <p>6.1 The requesting office shall notify the assigned technical staff once all the materials are delivered and ready to use.</p> <p>Hired Outsource Service Provider/Contractor shall coordinate with the assigned technical staff during the execution of work.</p>				
<p>7.</p>	<p>7. WORK IMPLEMENTATION</p> <p>7.1 All assigned personnel and/or service provider//contractor shall strictly follow the health and safety measures of the Department.</p> <p>7.1.1. If the nature of the work required does not affect the usual work operations, the execution shall be performed within office hours.</p> <p>7.1.2. If the nature of the work may affect the usual work operations, execution shall be performed after office hours or</p>	<p>None</p>	<p>Vary depending on the scope of the work/s</p>	<p><i>Alfredo S. Aguilar- AA II GSU/ Division Chief Monavic Budiongan</i></p>

	<p>during weekends or holidays.</p> <p>a. Should it be necessary to work on beyond office hour, weekends and/or holidays, the concerned personnel shall secure applicable documents like:</p> <ul style="list-style-type: none"> - Request for Entry to DSWD Premises - Request to Stay - Request for Overtime <p>b. The requests shall be signed and approved by the relevant approving authorities.</p> <p>c. The approved request for entry and stay shall be submitted to the Security Guard one (1) day before or on the date of actual entry.</p> <p>7.2 The work shall be completed within the approved duration.</p> <p>7.3 The progress in the implementation of work shall be monitored and documented.</p>			
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8.	<p>8. WORK COMPLETION AND TURN-OVER</p> <p>8.1 After work implementation, technical staff and assigned personnel shall coordinate with the requesting office for proper turn-over and acceptance of work if applicable.</p> <p>8.2 The requesting office together with the DSWD Inspection Committee shall conduct Post-Repair Inspection if necessary.</p> <p>8.2.1 If disapproved, the assigned personnel shall conduct necessary corrective action based on the comments/finding.</p> <p>8.2.2 Once accomplished, the assigned staff shall request another turn-over and acceptance.</p> <p>8.3 For outsource service provider/contractor, conduct joint inspection together with assigned staff</p>	None	3 days	<i>Requesting party per division/ unit/ Alfredo S. Aguilar III- AAIL GSU/ Division Chief Monavic Budiongan DSWD Inspection Team/ DSWD Regional Director Mari-Flor Dollaga-Libang</i>
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	<p>and requesting office</p> <p>8.3.1 If correction/modification is needed, assigned personnel shall conduct corrective action and request for another set of inspection.</p> <p>8.4 Issue Certificate of Final Completion and/or Certificate of Acceptance/Turn-Over if applicable.</p> <p>8.4.1 It shall be signed and approved by the relevant approving authorities.</p> <p>8.5 The requesting office shall accomplish the Customer Feedback Form as evidence of completion and acceptance of request.</p> <p>The assigned technical staff shall forward the accomplished Customer Feedback Form with the attached TA request copy to the administrative staff</p>			
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	for proper recording and filing.			
	TOTAL:	None	14 days and 1 hour (Varies depending on the scope of the work/s)	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<p>All concerns/feedbacks are forwarded to the Office of the Regional Director;</p> <p>Moreover, concerns/feedbacks can be directly sent to the following Email addresses and phone numbers:</p> <p><u>admin.fo10@dswd.gov.ph</u></p>
How feedbacks are processed	<p>The GSU will provide an approved response letter to the individual who provided the feedback/inquiry.</p> <p>However, should an individual opt to provide a contact number with his/her feedback, the GSU will promptly communicate with the said individual.</p>
How to file a complaint	<p>All concerns/feedbacks are forwarded to the Office of the Regional Director;</p> <p>Moreover, concerns/feedbacks can be directly sent to the following Email addresses and Phone numbers:</p>

	admin.fo10@dswd.gov.ph
How complaints are processed	All concerns/feedbacks coming from the ORD and/or via email will be prompted acted by the GSU with the approval from the Division Chief.
Contact Person/Information	gsu.dswd10@gmail.com
Contact Information	
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

51. COMPETITIVE BIDDING OF GOODS AND SERVICES

To be able to efficiently and effectively procure and ensure timely delivery of the requested goods and services in accordance to the procedures mandated under R.A. No. 9184 or the Government Procurement Reform Act (GPRA) and which are responsive to the needs of the end-user

Office / Division:	Procurement Unit
Classification:	Highly Technical
Type of Transaction:	G2B- Government to Business
Who may avail:	All Concerned Businesses

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>1. DRAFT THE BIDDING DOCUMENTS</p> <p>The PPMD Chief shall certify the PR as to inclusion in the APP and completeness of the supporting documents.</p> <p>Once certified, the outgoing clerk shall forward the PR to FMS – Budget Division for earmarking.</p> <p>Once PR is received from FMS – Budget Division, the same shall be endorsed back to the concerned PPMD Procurement Officer (for Central Office) / BAC Secretariat (for Field Offices) for the preparation of Bidding Documents and Endorsement Memorandum to the BAC Secretariat (for Central Office). Coordination with</p>	None	1 day	Ms. Lyka Gogo- BAC

	the end- user must be performed, if necessary.			
	<p>2. ROUTE THE MEMORANDUM TO BAC SECRETARIAT</p> <p>Once signed, the PPMD Outgoing Clerk shall update the EDTMS and PMR and release the same to the Incoming Clerk of the BAC Secretariat (for Central Office).</p>	None		
	<p>3. RECEIVE AND ASSIGN THE PROCUREMENT AT HAND</p> <p>The concerned BAC Secretariat's Incoming Clerk shall immediately endorse the documents to the BAC Secretariat Head who shall assign the procurement at hand to a BAC Secretariat Staff within one (1) day (for Central Office).</p>	None	1 day	<i>BAC Secretariat</i>
	<p>4. REVIEW IF ABS IS GREATER THAN 2 MILLION</p> <p>The assigned BAC Secretariat Staff shall review the draft bidding documents and its</p>	None	1 day	<i>Ms. Lyka Gogo- BAC</i>

	<p>supporting documents</p> <p>If the ABC is above PhP 1 Million but lower than PhP 2 Million, the BAC Secretariat Staff shall:</p> <ul style="list-style-type: none"> i. Review the Bidding Documents. ii. Facilitate the signing of the Invitation to Bid (ITB) by the BAC Chairperson or Vice- Chairperson. iii. Post the same to the PhilGEPs, DSWD websites and conspicuous places within the premises. iv. Print the PhilGEPs page showing its active posting v. Print the DSWD website page showing its posting. vi. Take a picture of the posting in the conspicuous place within premises. 			
	<p>5. CALENDAR AND PREPARE NOTICE FOR PRE-</p>	None	1 day	<i>BAC Secretariat</i>

	<p>PROCUREMENT CONFERENCE</p> <p>If the ABC is PhP 2 Million and above, the BAC Secretariat Staff shall:</p> <p>i. Calendar the schedule of BAC Activities.</p> <p>ii. Prepare the Notice of Meeting to the BAC and the end-user for the conduct of Pre-Procurement Conference</p>			
	<p>6. CONDUCT OF PRE-PROCUREMENT CONFERENCE</p> <p>The BAC shall conduct the Pre-Procurement Conference to discuss the readiness of the project at hand to undergo the procurement process. The Minutes of the Pre-Procurement Conference shall be prepared by the BAC Secretariat and routed for comments and approval from the conduct of the Pre-Procurement</p>	None	2 hours (depending on the	<i>Ms. Mitzie Santiago</i>
	<p>7. FINALIZE THE BIDDING</p>	None	1 day	<i>Ms. Lyka Gogo- BAC</i>

	<p>DOCUMENTS, FACILITATE THE SIGNING OF THE ITB AND POST THE SAME TO THE PHILGEPS, DSWD WEBSITES AND CONSPICUOUS PLACES WITHIN THE PREMISES</p> <p>Immediately thereafter, the BAC Secretariat Staff shall:</p> <p>a. Revise the Bidding Documents in accordance to the agreements made during the Pre-Procurement Conference.</p> <p>b. Facilitate the signing of the ITB by the BAC Chairperson or Vice- Chairperson.</p> <p>c. Post the same to the PhilGEPs and DSWD websites and conspicuous places in the DSWD.</p> <p>d. Print the PhilGEPs and DSWD page showing its posting.</p> <p>e. Take a picture of the posting in the</p>			
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	<p>conspicuous place in DSWD.</p> <p>f. Facilitate the issuance of the Bidding Documents to prospective suppliers.</p> <p>g. Check and photocopy the Official Receipt issued by the Cash Division.</p> <p>h. Photocopy the approved Bidding Documents.</p> <p>i. Issue the Bidding Documents.</p> <p>j. Prepare and the Notice of Meeting to Observers.</p> <p>k. Prepare the Notice of Pre-Bid Conference to the end-user.</p>			
	<p>8. CONDUCT OF PRE-BID CONFERENCE</p> <p>The BAC shall conduct the Pre-Bid Conference at least twelve (12) days before the conduct of the Bid Opening. The Minutes of the Pre-Bid Conference shall be immediately prepared by the BAC Secretariat</p>	None	2 hours (depending on the amount of bidders)	<i>BAC Secretariat</i>

	and be routed for comments and approval.			
	<p>9. PREPARE BID BULLETIN, IF ANY</p> <p>The BAC Secretariat shall, within seven (7) days before the conduct of the Bid Opening, facilitate queries made by prospective bidders through routing the query to the BAC and/or the end-user, if necessary.</p> <p>Prepare a Supplemental Bid Bulletin should there be changes on the Bidding Documents as agreed during the Pre-Bid Conference or in response to written queries made by prospective bidders to BAC.</p>		3 days	<i>Ms. Mitzie Santiago</i>
	<p>10. CONDUCT OF BID OPENING</p> <p>On the deadline set for submission of bids, the BAC shall open the submitted bids. The BAC Secretariat shall</p>	None	2 hours	<i>Ms. Mitzie Santiago</i>

	prepare the Minutes of the Bid Opening and Abstract of Bids.			
	<p>11. CONDUCT OF BID EVALUATION</p> <p>The BAC Secretariat shall, within seven (7) days from the conduct of the Bid Opening:</p> <p>a. Conduct the Bid Evaluation to determine any arithmetical errors in the bids submitted by the bidders.</p> <p>b. Determine the lowest Calculated Bidder (LCB) is requested to submit the required post-qualification documents within five (5) calendar days from receipt of notice.</p> <p>c. Prepare a letter to the bidders who submitted their bids informing them of such receipt.</p> <p>d. Constitute a TWG to assist in the evaluation of the bids submitted as to compliance to the technical specifications.</p>	None	3 days	BAC TWG
	<p>12. CONDUCT OF BID EVALUATION/ POST QUALIFICATION</p> <p>Upon submission of the LCB of the post-qualification documents, the</p>	None	5 days	BAC TWG

	<p>TWG shall evaluate the bid submitted within 15 to 45 days from the submission of the post-qualification documents.</p> <p>If the bid submitted is compliant to the technical specifications and within the approved budget for the contract (ABC), the TWG shall prepare its report and recommendation of award addressed to the BAC.</p> <p>If the bid is found to be non-compliant, the TWG shall prepare its report and recommendation of declaration of failure of bidding addressed or proceed to the 2nd Lowest Calculated Bidder (LCB).</p>			
	<p>13. PREPARATION, APPROVAL, AND ENDORSEMENT OF RESOLUTION</p> <p>The BAC may:</p> <ul style="list-style-type: none"> a. Resolve to recommend the award to the winning bidder; or b. Resolve to issue a Notice of Post-Disqualification and proceed to post-qualify the 2nd LCB. If there is only one (1) bid received, the BAC 	None	3 day	Ms. Sharon Jaraula

	<p>shall declare failure of bidding. The BAC Secretariat shall prepare the resolution recommending award of contract to the lowest calculated and responsive bidder (LCRB) and facilitate the signing of the same to the BAC and HOPE. Once the Resolution is approved, the same shall prepare the Notice of Award (NOA) and facilitate the signing of the HOPE.</p> <p>The NOA shall be sent to the awarded LCRB/SCRB/HRRB through electronic mail (email) and request them to acknowledge receipt. Once acknowledged, awarded LCRB/SCRB/HRRB is advised to prepare the necessary performance bond within ten (10) calendar days to be submitted to PMS. The awarded LCRB/SCRB/HRRB shall personally appear at BAC Secretariat office to sign the original copy of the Notice of Award and submit the Performance Bond.</p>			
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	The BAC Secretariat shall prepare the Memorandum transmitting the Resolution, Bid of the LCRB and other required documents to the concerned Procurement Officer.			
	<p>14. PREPARATION OF THE INITIAL DRAFT OF CONTRACT</p> <p>The concerned Procurement Officer shall prepare the draft contract using the prescribed template in Bidding Documents including all its annexes and endorse the same to the Outgoing Clerk for onward endorsement to Legal for review.</p>	None	5 days	<i>Ms. Sharon Jaraula</i>
	<p>15. RECEIPT OF LEGAL COMMENTS, PREPARATION OF COA CHECKLIST AND FINALIZATION OF CONTRACT</p> <p>Within three (3) days from receipt of comments, the concerned Procurement Officer shall finalize the contract in accordance to the comments of the Legal, prepare the COA Checklist, and label all the documents. The concerned Procurement Officer</p>	None	5 days	<i>Ms. Sharonn Jaraula</i>

	shall reproduce the final contract in four (4) copies and endorse the same to the Outgoing Clerk for encoding.			
	<p>16. PREPARE CONTRACT, OBLIGATION REQUEST AND STATUS, NOTICE OF AWARD AND SECURE PERFORMANCE SECURITY</p> <p>The Procurement Officer shall facilitate the signing of the contract by the concerned End-User / Procurement Officer and preparation of the Obligation Request and Status (OBRS).</p> <p>The same shall check that the supplier has submitted the performance security and has signed the Notice of Award, prior to transmittal to FMS for approval of OBR. Upon completion of all shall transmit the documents to FMS / FMD for appropriate action.</p> <p>Moreover, the same shall facilitate the signing of the contract by the supplier and notarization by the same until the notarized contract is received.</p>	None		

	<p>17. PREPARE AND ISSUE NOTICE TO PROCEED</p> <p>The Procurement Officer / Procurement Unit shall prepare, facilitate the signing, and issue the Notice to Proceed (NTP) to the winning bidder immediately upon receipt of notarized contract.</p> <p>The supplier shall conform/sign the NTP and proceed to deliver the goods or perform the services required within the timeline indicated in the bid.</p>	None	3 days	Ms. Sharon Jaraula
TOTAL:		None	34 days, 6 hours	
MOTION FOR RECONSIDERATION				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. FILE THE MOTION FOR RECONSIDERATION</p> <p>Motion for Reconsideration (MR) are filed by bidders when their submitted bid does not pass the BAC's evaluation or in case a participating bidder files a complaint questioning the decision of the BAC in any stage of the proceeding.</p>	1.	None	Depending on the concerned person	
2.	2. RECEIVED MOTION FOR	None	5 minutes	BAC Secretariat

	RECONSIDERATION FROM BIDDER The BAC Secretariat Incoming Clerk, shall receive the MR from the bidder and endorse the said MR to the concerned BAC Secretariat Staff.			
3.	3. PREPARE AND RELEASE REPLY TO THE SUBMITTED MR The BAC Secretariat shall research and prepare the necessary reply and schedule for the deliberation of the BAC. The aforementioned reply must be approved and released to the concerned supplier.	None	3 days	<i>BAC Secretariat</i>
TOTAL:		None	3 days, 30 minutes	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	-The Administrative Division maintains email for feedback concerns. -The Administrative Division also forwards the same concern to the Procurement Unit e-mail. -The Procurement Unit e-mails approved feedback reports via e-mail and through the Records Unit.
How feedbacks are processed	The concerned unit will forward the approved feedback report via email and through the Records Unit.

How to file a complaint	Any complaints are directly forwarded to the Office of the Regional Director.
How complaints are processed	The ORD then forwards the said complaint to the committee in charge or to the concerned division for appropriate action or if deemed necessary to the Unit concern for action.
Contact Person/Information	procurement.dswd.fo10@gmail.com
Contact Information Anti-Red Tape Authority (ARTA) Presidential Complaint Center (PCC) Contact Center ng Bayan (CCB)	<u>complaints@arta.gov.ph</u> 8-478-5093 <u>pcc@malacanang.gov.ph</u> 8888 <u>email@contactcenterngbayan.gov.ph</u> 0908-881-6565

52. PREPARATION OF PROJECT PROCUREMENT MANAGEMENT PLAN (PPMP) AND ANNUAL PROCUREMENT PLAN (APP)

To provide standard process for the preparation of the Project Procurement Management Plan (PPMP) that is critical for the preparation of the Annual Procurement Plan (APP). The approved APP is the legal basis for all procurement activities to be undertaken by the Department.

Office / Division:	Admin Division (BAC)
Classification:	Simple
Type of Transaction:	G2G- Government to Government
Who may avail:	All DSWD FO 10 Personnel

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>1. PREPARE THE PPMP</p> <p>Upon the issuance of the Budget Call and subject to revision upon issuance of the National Expenditure Program (NEP) and the Government Appropriations Act (GAA), the end- user shall prepare the Project Procurement Management Plan (PPMP) for Common-Use Supplies and Equipment (CSE) and Non-CSE using the templates provided by the Department of Budget and Management (DBM) and Government Procurement Policy Board (GPPB).</p>	None		
	<p>2. Print in two (2) original copies and have it signed by the Designated Staff and approved by the Head of the OBSU, in case of Central Office and Division Chief for Field Offices. Forward the same to the outgoing clerk for routing. If not approved, return to the Preparation of PPMP</p>	None		
	<p>3. Submit the two (2) original copies to the Finance and Management Service – Budget Division (FMS-BD) / Finance and Management Division – Budget Section (FMD – BS) and email the</p>			

	<p>electronic copy to ppmp-procurement@dswd.gov.ph / BAC Sec email of FOs for consolidation.</p>			
	<p>4. PPMP must be signed by the Division Chief of FMS – Budget Division, in case of Central Office and Division Chief of FMD, in case of Field Offices to certify the availability of funds</p> <p>If not approved, return to the preparation of PPMP for revision</p>	None		
	<p>5. FORWARD THE APPROVED PPMP TO PMS/ PROCUREMENT SECTION</p> <p>Upon receipt of the original copy of the approved/signed PPMP to the PMS / Procurement Section for consolidation, the incoming clerk shall stamp “Received” on lower portion the original copy of the PPMP and track in the routing and tracking slip.</p> <p>Within (24) hours upon receipt of the PPMP, forward the same to the concerned BAC Secretariat staff for consolidation into an APP.</p>	None		
	<p>6. ASSESS AND EVALUATE THE RECEIVED PPMP FOR CONSISTENCY The BAC Secretariat Staff concerned shall review the original hard copy vis- a-vis</p>	None		

	<p>electronic copy received via ppmp-procurement@dswd.gov.ph / BAC Sec email of FOs.</p> <p>The BAC Secretariat Staff shall consider the following in reviewing the PPMP:</p> <p>a. The PPMP is in accordance with the prescribed template.</p> <p>b. The contents of the originally signed hard copy of the PPMP is the same as the electronic copy received.</p> <p>In case of inconsistency, the PMS shall return the original PPMP to the end-user for revision within three (3) days from acceptance from the Routing and Tracking Slip.</p>			
	<p>7. DRAFT THE APP USING THE APPROVED PPMP</p> <p>The BAC Secretariat staff concerned shall include the contents of the PPMP into the Department's APP within seven (7) days from acceptance from the Routing and Tracking Slip.</p> <p>The same shall also prepare the draft BAC Resolution and shall endorse the same to the BAC for deliberation within three (3) days from consolidation of the APP.</p>	None		

	<p>8. ASSESS AND EVALUATE FOR APPROVAL</p> <p>The BAC shall deliberate/recommend the approval of the BAC Resolution and the consolidated APP – within the scheduled BAC Activity.</p> <p>If not approved, return to BAC Secretariat Staff concerned for revision of APP.</p>	None		
	<p>9. SIGN AND APPROVE THE APP</p> <p>The Head of the Procuring entity shall approve/disapprove the recommendation of the BAC within 10 days from endorsement.</p>	None		
	<p>10. ENDORSEMENT FOR APPROVAL OF THE APP</p> <p>The BAC, through the BAC Secretariat shall endorse the consolidated APP to PPMP must be signed by the Division Chief of FMS – Budget Division, in case of Central Office and Division Chief of FMD, in case of Field Offices to certify the availability of funds through affixing the FMS-BD Chief / FMD Chief signature in the consolidated APP within one (1) day from receipt of the approved resolution from the HOPE or its Authorized</p>	None		

	Representative.			
TOTAL:		None		
SUPPLEMENTAL / REVISED PPMP / APP				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>The end-user shall highlight/shade the changes made in the original/latest PPMP and indicate the version number of the amendment after the PPMP heading and the date it was created.</p> <p>For additional item/project not included in the original/latest PPMP already approved and submitted, the end-user shall prepare the Supplemental PPMP.</p> <p>The end-user prepares the Supplemental PPMP indicating only those items/project not included in the original/latest PPMP and indicate the version number of the revision after the PPMP heading and the date it was created.</p>	None	None	
	<p>FORWARD THE PPMP TO BUDGET DIVISION / BUDGET SECTION</p> <p>Print in two (2) original copies and have it signed by the Designated Staff and approved by the Head of the OBSU. Forward the same to the outgoing clerk for routing.</p> <p>If not approved, return to the Preparation of PPMP</p>	None	None	

	<p>Submit the two (2) original copies to the PPMP must be signed by the Division Chief of FMS – Budget Division, in case of Central Office and Division Chief of FMD, in case of Field Offices to certify the availability of funds and email the electronic copy to ppmp-procurement@dswd.gov.ph / BAC Sec email of FOs for consolidation.</p>	None	None	
	<p>PPMP must be signed by the Division Chief of FMS – Budget Division, in case of Central Office and Division Chief of FMD, in case of Field Offices to certify the availability of funds</p> <p>If not approved, return to the Preparation of PPMP</p>	None	None	
	<p>FORWARD THE APPROVED PPMP TO PMS</p> <p>Upon receipt of the original copy of the approved/signed PPMP to the PMS for consolidation, the incoming clerk shall stamp “Received” on lower portion the original copy of the PPMP and accept it in the EDTMS / sign the PMS Tracking Sheet</p> <p>Within (24) hours upon receipt of the PPMP, forward the same to the concerned BAC Secretariat staff for consolidation into an APP.</p>	None	None	
	<p>ASSESS AND EVALUATE THE RECEIVED PPMP FOR CONSISTENCY</p> <p>The BAC Secretariat Staff concerned shall review the original hard copy vis-a-vis electronic copy</p>	None	None	

	<p>received via ppmp-procurement@dswd.gov.ph / BAC Sec email of FOs email.</p> <p>The BAC Secretariat Staff shall consider the following in reviewing the PPMP:</p> <p>c. The PPMP is in accordance with the prescribed template.</p> <p>d. The contents of the originally signed hard copy of the PPMP is the same as the electronic copy received. In case of inconsistency, the PMS shall return the original PPMP to the end-user for revision within three (3) days from acceptance from the Routing and Tracking Slip</p>			
	<p>DRAFT THE APP USING THE APPROVED PPMP</p> <p>The BAC Secretariat staff concerned shall include the contents of the PPMP into the Department's Supplemental / Revised APP within seven (7) days from acceptance from the Routing and Tracking Slip.</p> <p>The same shall also prepare the draft BAC Resolution and shall endorse the same to the BAC for deliberation within three (3) days from consolidation of the Supplemental / Revised APP.</p>	None	None	
	<p>ASSESS AND EVALUATE FOR APPROVAL</p> <p>The BAC shall deliberate/recommend the approval of the BAC Resolution and the consolidated Supplemental / Revised APP</p>	None	None	

	<p>– within the scheduled BAC Activity.</p> <p>If not approved, return to BAC Secretariat Staff concerned for revision of Supplemental / Revised APP.</p>			
	<p>SIGN AND APPROVE THE APP</p> <p>The Head of the Procuring entity shall approve /disapprove the recommendation of the BAC within 10 days from endorsement.</p>	None	None	
	<p>ENDORSEMENT FOR APPROVAL OF THE APP</p> <p>The BAC, through the BAC Secretariat shall endorse the consolidated APP to PPMP must be signed by the Division Chief of FMS – Budget Division, in case of Central Office and Division Chief of FMD, in case of Field Offices to certify the availability of funds through affixing the FMS-BD Chief / FMD Chief signature in the consolidated APP within one (1) day from receipt of the approved resolution from the HOPE or its Authorized Representative.</p>	None	None	
TOTAL:		None	None	

FEEDBACK AND COMPLAINTS MECHANISM

<p>How to send feedback</p>	<p>-The Administrative Division maintains email for feedback concerns.</p> <p>-The Administrative Division also forwards the same concern to the Procurement Unit e-mail.</p>
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	-The Procurement Unit e-mails approved feedback reports via e-mail and through the Records Unit.
How feedbacks are processed	The concerned unit will forward the approved feedback report via email and through the Records Unit.
How to file a complaint	Any complaints are directly forwarded to the Office of the Regional Director.
How complaints are processed	The ORD then forwards the said complaint to the committee in charge or to the concerned division for appropriate action or if deemed necessary to the Unit concern for action.
Contact Person/Information	procurement.dswd.fo10@gmail.com
Contact Information	
Anti-Red Tape Authority (ARTA)	<u>complaints@arta.gov.ph</u> 8-478-5093
Presidential Complaint Center (PCC)	<u>pcc@malacanang.gov.ph</u> 8888
Contact Center ng Bayan (CCB)	<u>email@contactcenterngbayan.gov.ph</u> 0908-881-6565

53. PREPARATION OF WORK AND FINANCIAL PLAN

To allocate and program funds on the basis of approved ceilings, guidelines and priorities.

Office / Division:	Budget Unit
Classification:	Highly Technical

Type of Transaction:	G2G- Government to Government
Who may avail:	DSWD FO 10 Programs and Services Units and Divisions

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.	<p>1. Update and issue memorandum on WFP guidelines for the year</p> <p>In coordination with OBS, update the existing WFP guidelines and facilitate the issuance of memorandum</p> <p>a) OBS and FOs received the approved WFP Guidelines;</p> <p>b) OBS and FOs Planning Unit/Section in coordination with Budget Unit/Section shall issue memorandum for the conduct of WFP workshop;</p> <p>c) OBS and FOs shall have a pre-workshop for the preparation of their respective WFP plan. The guidelines are being presented to all programs/ implementing units; and</p> <p>d) Issues and concerns not settled are consolidated and to be presented to the conduct of the National WFP Workshop.</p>	None	1 day	

2.	<p>2. Conduct of National WFP Workshop</p> <p>The FMS and PDPB conducts National WFP Workshop for the preparation of the Work and Financial Plans in accordance with the approved budget of the Department;</p> <p>b) Participants for the WFP Workshop composed Central Office OBS and Field Offices planning and budget officers and program focal persons. Wherein final cluster head approved expenditure level for each FOs will be presented and issues and concerns raised during pre-workshop will be settled.</p>	None	4 days	
3.	<p>3. Consolidation of WFP</p> <p>The FMS consolidates all Work and Financial Plans (BED 1) Physical Plan (Bed 2) and MDP (BED 3) before the signature of the Undersecretary/Secretary, respectively</p>	None	15 days	
4.	<p>4. Submission of BEDS 1 and 3</p> <p>The FMS shall submit the BEDS 1 and 3 to the DBM based on the OBS and FOs submitted HPMES Form approved by the Cluster Head on or before November 15 using the URS.</p>	None	1 day	
TOTAL:		None	21 days	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<p>Feedback will be sent through the following:</p> <p>Email accounts – acctg.dswd10@gmail.com budget.fo10@dswd.gov.ph cash.dswd10@gmail.com</p> <p>Phone call/text – 09156166455 (Accounting Unit) 09279825815 (Budget Unit) 09056271786 (Cash Unit)</p> <p>Dropbox – clients may fill out the form and drop it at the designated box near the Cash Unit.</p>
How feedbacks are processed	<p>Feedback/Complaints are automatically directed to the unit heads of the accounting, budget, and cash units. The response is expected based on its nature.</p> <p>Simple - 3 days/ 72 hours Complex - 5 days/ 120 hours Highly Technical - 21 days</p> <p>Expect a reply either written or as a text message depending on what medium was used by the commenter/ complainant.</p>

How to file a complaint	<p>Feedback will be sent through the following:</p> <p>Email accounts –</p> <p>acctg.dswd10@gmail.com</p> <p>budget.fo10@dswd.gov.ph</p> <p>cash.dswd10@gmail.com</p> <p>Phone call/text –</p> <p>09156166455 (Accounting Unit)</p> <p>09279825815 (Budget Unit)</p> <p>09056271786 (Cash Unit)</p> <p>Dropbox – clients may fill out the form and drop it at the designated box near the Cash Unit.</p>
How complaints are processed	<p>Complaints are automatically directed to the unit heads of the accounting, budget, and cash units. The response is expected based on its nature.</p> <p>Simple- 3 days/ 72 hours</p> <p>Complex- 5 days/ 120 hours</p> <p>Highly Technical- 21 days</p> <p>Expect a reply either written or as a text message depending on what medium was used by the commenter/ complainant.</p>
Contact Person/Information	<p>Accounting Unit – Hanilyn T. Cimafranca – 0915-616-6455</p>

	Budget Unit – Melpé Jean Maghanoy – 0927-982-5815 Cash Unit – Teresita D. Decinan – 0905-627-1786
Contact Information Anti-Red Tape Authority (ARTA) Presidential Complaint Center (PCC) Contact Center ng Bayan (CCB)	<u>complaints@arta.gov.ph</u> 8-478-5093 <u>pcc@malacanang.gov.ph</u> 8888 <u>email@contactcenterngbayan.gov.ph</u> 0908-881-6565

54. OBLIGATION OF FINANCIAL CLAIMS PROCESS

This covers the receipt of financial claims from the end user up to the release of the claim to the Accounting Section.

Office / Division:	Financial Management Division – Budget Section
Classification:	Simple
Type of Transaction:	G2G- Government to Government
Who may avail:	DSWD FO 10 Programs & Services Units and Divisions

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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	1. Submission of financial claims	None	5 mins	<i>End user</i>
	2. Receipt of financial claims	None	5 mins.	<i>Admin. Assistant</i>
	3. Initial processing of documents (Checking of supporting documents)	None	5 mins	<i>Fund Controllers</i>
	4. If lacking attachments, return the documents to the requesting office for compliance	None	5 mins.	<i>Admin. Assistant</i>
	5. If allotment is not available, return the documents to the requesting office for information	None	5 mins	<i>Fund Controllers</i>
	6. If supporting documents are complete and allotment is available, assign ORS number	None	5 mins.	<i>Admin. Assistant</i>
	7. Forwards the documents to the controller for obligation	None	5 mins.	<i>Fund Controllers</i>
	8. Accomplish obligation portion of RAOD and Box C of the ORS	None	10 mins.	<i>Fund Controllers</i>

	9. Forwards the ORS for signature to the Budget Officer/ Authorize Representative	None	5 mins.	<i>Fund Controllers</i>
	9. Verify, review and sign the ORS Box B	None	10 mins.	<i>Budget Officer V/ Authorized Representative</i>
TOTAL:		None	1 hour	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<p>Feedback will be sent through the following:</p> <p>Email accounts –</p> <p>acctg.dswd10@gmail.com</p> <p>budget.fo10@dswd.gov.ph</p> <p>cash.dswd10@gmail.com</p> <p>Phone call/text –</p> <p>09156166455 (Accounting Unit)</p> <p>09279825815 (Budget Unit)</p> <p>09056271786 (Cash Unit)</p> <p>Dropbox – clients may fill out the form and drop it at the designated box near the Cash Unit.</p>
How feedbacks are processed	Feedback/Complaints are automatically directed to the unit heads of the accounting, budget, and cash units.

	<p>The response is expected based on its nature.</p> <p>Simple - 3 days/ 72 hours Complex - 5 days/ 120 hours Highly Technical - 21 days</p> <p>Expect a reply either written or as a text message depending on what medium was used by the commenter/ complainant.</p>
How to file a complaint	<p>Feedback will be sent through the following:</p> <p>Email accounts – acctg.dswd10@gmail.com budget.fo10@dswd.gov.ph cash.dswd10@gmail.com</p> <p>Phone call/text – 09156166455 (Accounting Unit) 09279825815 (Budget Unit) 09056271786 (Cash Unit)</p> <p>Dropbox – clients may fill out the form and drop it at the designated box near the Cash Unit.</p>
How complaints are processed	<p>Complaints are automatically directed to the unit heads of the accounting, budget, and cash units. The response is expected based on its nature.</p>

	<p>Simple- 3 days/ 72 hours</p> <p>Complex- 5 days/ 120 hours</p> <p>Highly Technical- 21 days</p> <p>Expect a reply either written or as a text message depending on what medium was used by the commenter/ complainant.</p>
Contact Person/Information	<p>Accounting Unit – Hanilyn T. Cimafranca – 0915-616-6455</p> <p>Budget Unit – Melpe Jean Maghanoy – 0927-982-5815</p> <p>Cash Unit – Teresita D. Decinan – 0905-627-1786</p>
Contact Information Anti-Red Tape Authority (ARTA) Presidential Complaint Center (PCC) Contact Center ng Bayan (CCB)	<p>complaints@arta.gov.ph 8-478-5093</p> <p>pcc@malacanang.gov.ph 8888</p> <p>email@contactcenterngbayan.gov.ph 0908-881-6565</p>

55. PREPARATION OF ANNUAL BUDGET PROPOSALS

To prepare the Department's budget proposal and allocate resources in conformity with both policies and fiscal targets.

Office / Division:	Budget Unit
Classification:	Highly Technical
Type of Transaction:	G2G- Government to Government
Who may avail:	DSWD FO 10 Programs and Services Units and Divisions

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.	<p>1. Receipt of National Budget Call</p> <p>Upon receipt of the National Budget Call from DBM, the FMS shall discuss the content to top management.</p> <p>a. Budget Framework b. Economic and Fiscal Targets c. Priority Thrust and Budget level d. Guidelines and Procedures e. Technical Instruction f. Timetable for Budget Preparation</p>	None	4 hours	
2.	<p>2. Issue memorandum to all CO-OBS and FOs for preparation of annual budget</p> <p>The FMS-BDRP in coordination with PDPB will issue a memorandum to</p>	None	1 hour	

	<p>CO- OBS and FOs on the details of annual budget proposal preparation based on the set guidelines and existing policies.</p> <p>Upon receipt of the CO-OBS and FOs of the memorandum, a separate memo shall be issued to concerned unit involved on the budget preparation.</p>		1 hour	
3.	<p>3. Preparation of Budget Proposal</p> <p>Upon receipt of the memorandum, the concerned CO-OBS and FOs shall prepare their respective budget proposals.</p> <p>Budget Officers shall review and consolidate the submitted budget proposals from various Divisions.</p> <p>a. For CO-OBS, the Planning and Budget officer shall present the budget proposal to the FO counterparts for consultation.</p>	None	2 months, 2 weeks, 2 days	

	<p>a. 1 After the review and enhancement of the Budget proposal, it shall be forwarded to the Head of OBS.</p> <p>a. 2 Then, the Budget proposal shall be endorsed for approval of Cluster Head prior to its submission to FMS.</p> <p>b. For FO, the Planning and Budget Officer shall conduct CSO Consultation for review and enhancement.</p> <p>b.1 Planning and Budget officer shall forward the proposed budget to the Regional Director for approval;</p> <p>b.2. Approved proposed budget shall be endorsed to RDC for their resolution</p> <p>b.3 Planning and Budget Officers shall make necessary enhancement, if there is any,</p>			
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	<p>based on the recommendation of RDC.</p> <p>OBS and FOs shall forward the final proposed budget to FMS BDRP.</p>			
4.	<p>4. Review and consolidation of the submitted Budget Proposal from CO-OBS and Fos</p> <p>The FMS BDRP shall review and consolidate the SUBmitted budget proposals CO-OBS and FOs</p>	None	1 month, 1 week, 1 day	
5.	<p>5. Encoding of consolidated Budget Proposals</p> <p>The FMS BDRP shall input/encode to the prescribed DBM forms using manual forms and OSBP</p>	None	2 weeks, 1 day	
6.	<p>6. Approval of the DSWD Proposed Budget</p> <p>The FMS shall forward the proposed budget to the EXECOM for their endorsement and approval of the Secretary.</p>	None	1 week, 3 days	

7.	<p>7. Submission of Budget Proposal to DBM</p> <p>Once the Budget Proposal were approved and signed by the Secretary, the FMS submit the proposed budget to the DBM</p>	None	1 day	
8.	<p>8. Coordination for Budget Deliberation schedule</p> <p>Upon submission of the proposed budget, the FMS shall coordinate on the scheduling of budget deliberation</p>	None	1 day	
9.	<p>9. Conduct of Budget Deliberation dry-run</p> <p>The FMS in coordination with PDPB shall conduct dry-run for the budget deliberation (to be attended by CO-OBS and FOs representative, if necessary)</p>	None	4 hours	
10.	<p>10. Attend to Technical Budget Hearing</p> <p>The EXECOM, Budget Officer and Technical Staff shall attend</p>	None	8 hours	

	<p>the scheduled technical budget hearing/ deliberation to justify the proposed budget (to be attended by CO-OBS and FOs representative, if necessary)</p> <p>a. DBI\4 will conduct review of the budget for approval of NEP</p>			
11.	<p>11. Acknowledge response from DBM</p> <p>FMS-BDRP will acknowledge the recommendation of DBM based on the presented Budget Proposal during the and prepare a response for an appeal/ re-consideration m rru budget (if necessary).</p> <p>a. For review and endorsement of the Head of Office to Cluster Head</p> <p>b. For review and recommending approval of the Head of Cluster to Secretary</p>	None	<p>1 hour</p> <p>1 day</p> <p>1 day</p>	

	c. For approval of the Department Secretary		1 day	
TOTAL:		None	6 months, 3 hours	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<p>Feedback will be sent through the following:</p> <p>Email accounts –</p> <p>acctg.dswd10@gmail.com</p> <p>budget.fo10@dswd.gov.ph</p> <p>cash.dswd10@gmail.com</p> <p>Phone call/text –</p> <p>09156166455 (Accounting Unit)</p> <p>09279825815 (Budget Unit)</p> <p>09056271786 (Cash Unit)</p> <p>Dropbox – clients may fill out the form and drop it at the designated box near the Cash Unit.</p>
How feedbacks are processed	<p>Feedback/Complaints are automatically directed to the unit heads of the accounting, budget, and cash units. The response is expected based on its nature.</p> <p>Simple - 3 days/ 72 hours</p> <p>Complex - 5 days/ 120 hours</p>

	<p>Highly Technical - 21 days</p> <p>Expect a reply either written or as a text message depending on what medium was used by the commenter/ complainant.</p>
How to file a complaint	<p>Feedback will be sent through the following:</p> <p>Email accounts –</p> <p>acctg.dswd10@gmail.com</p> <p>budget.fo10@dswd.gov.ph</p> <p>cash.dswd10@gmail.com</p> <p>Phone call/text –</p> <p>09156166455 (Accounting Unit)</p> <p>09279825815 (Budget Unit)</p> <p>09056271786 (Cash Unit)</p> <p>Dropbox – clients may fill out the form and drop it at the designated box near the Cash Unit.</p>
How complaints are processed	<p>Complaints are automatically directed to the unit heads of the accounting, budget, and cash units. The response is expected based on its nature.</p> <p>Simple- 3 days/ 72 hours</p> <p>Complex- 5 days/ 120 hours</p> <p>Highly Technical- 21 days</p>

	Expect a reply either written or as a text message depending on what medium was used by the commenter/ complainant.
Contact Person/Information	Accounting Unit – Hanilyn T. Cimafranca – 0915-616-6455 Budget Unit – Melpe Jean Maghanoy – 0927-982-5815 Cash Unit – Teresita D. Decinan – 0905-627-1786
Contact Information	
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

56. REQUEST FOR USE AND MONITORING OF VEHICLE

The DSWD-Central Office and FOs have a fleet of vehicles. The General Services Division/General Administrative Service Division manages these vehicles. Subject to availability of vehicles, the GSD provides vehicle to DSWD Officials and employees.

Office / Division:	General Services Unit
Classification:	Complex
Type of Transaction:	G2G- Government to Government
Who may avail:	All DSWD FO 10 Staff

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.	<p>1. RECEIVES VEHICLE REQUEST FORM</p> <p>Received the Vehicle Request Form from the concerned personnel</p>	None	2 days	
2.	<p>2. VALIDATE THE REQUEST</p> <p>Validate the received request if properly accomplished; special directives or emergencies, requests may be received through the accomplishment of the Vehicle Request Form.</p>	None	1 minute	
3.	<p>3. REFER THE REQUEST TO THE MOTORPOOL VEHICLE DISPATCHER (MVD)</p> <p>If through the GSETS, request shall be forwarded within the same day to the MVD/Admin. Assistant/Admin. Aide for evaluation of the request.</p>	None	1 day	
4.	<p>4. If the vehicle is not available, Inform the end-user; Issue</p>		1 day	

	<p>Certification of non-availability of vehicle to be signed by the General Services Division/ Section Chief, to support the reimbursement claims of the concerned staff for use of public transport.</p>			
5.	<p>5. EVALUATE THE REQUEST AGAINST THE AVAILABLE VEHICLE</p> <p>The MVD of the General Services Division/Section-Transport Management Section (TMS) shall identify the appropriate vehicle to accommodate the request through:</p> <ul style="list-style-type: none"> a. Number of passengers b. Destination 	None	1 day	
6.	<p>6. PREPARE TRIP TICKET AND/OR TRAVEL ORDER</p> <p>Upon knowledge of availability, the MVD shall immediately prepare either of the following documents to facilitate the request</p> <ul style="list-style-type: none"> a. If within Metro Manila/Field Office, prepare Trip Ticket b. If outside Metro Manila/Field Office, prepare Trip Ticket and 	None	30 minutes	

	<p>Travel Order.</p> <p>For out of town trips, the MVD shall also prepare the cash advance, if necessary. Weekly trip tickets shall be submitted a week ahead every Monday to the GSD Chief for approval and subsequent dissemination to concerned drivers. Daily trip tickets must be approved within the day or at least a day before actual use of the vehicle.</p> <p>Approving officer of the trip tickets is the General Services Division/ Section Chief or Administrative Division</p> <p>Travel Order must be signed/approved by the Central Office Administrative Service Director/Field Office Director or Assistant Regional Director for Administration.</p>			
7.	<p>7. NOTIFY THE REQUESTING PARTY/END-USER AND THE ASSIGNED DRIVER</p> <p>Upon approval of a trip ticket and/or travel order, the MVD shall immediately coordinate with the requesting party/ end-user for the confirmation of</p>	None	30 minutes	

	the travel thru phone call and inform the same of the driver's name and phone number. and issue to the driver the Trip Ticket and/or TO At the scheduled date of the trip, the driver shall wait at the designated area identified by the requesting party/ end-user.			
8.	8. REPORT BACK TO WORK STATION After each trip, driver must travel back to work station or designated DSWD garage	None	1 day	
9.	9. END OF TRANSPORT SERVICE They shall briefly assess the condition of the vehicle and check if there are major damages. The Security Guard shall indicate the said damage(s), if any, in the remarks portion of the aforementioned form, for inclusion in their daily reports. Once everything is checked, the driver shall surrender the vehicle keys to the Security Guard.	None	30 minutes	

	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.			
10.	10. FILING OF DOCUMENTS All relevant documents shall be submitted and filed accordingly.	None	30 minutes	
TOTAL:		None	6 days, 2 hours, 1 minute	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<p>All concerns/feedbacks are forwarded to the Office of the Regional Director;</p> <p>Moreover, concerns/feedbacks can be directly sent to the following Email addresses and phone numbers:</p> <p><u>admin.fo10@dswd.gov.ph</u></p>
How feedbacks are processed	<p>The GSU will provide an approved response letter to the individual who provided the feedback/inquiry.</p> <p>However, should an individual opt to provide a contact number with his/her feedback, the GSU will promptly communicate with the said individual.</p>

How to file a complaint	<p>All concerns/feedbacks are forwarded to the Office of the Regional Director;</p> <p>Moreover, concerns/feedbacks can be directly sent to the following Email addresses and Phone numbers:</p> <p><u>admin.fo10@dswd.gov.ph</u></p>
How complaints are processed	<p>All concerns/feedbacks coming from the ORD and/or via email will be prompted acted by the PSAMU with the approval from the Division Chief.</p>
Contact Person/Information	<u>admin.fo10@dswd.gov.ph</u>
Contact Information Anti-Red Tape Authority (ARTA) Presidential Complaint Center (PCC) Contact Center ng Bayan (CCB)	<p><u>complaints@arta.gov.ph</u> 8-478-5093</p> <p><u>pcc@malacanang.gov.ph</u> 8888</p> <p><u>email@contactcenterngbayan.gov.ph</u> 0908-881-6565</p>

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57. DISPOSAL OF VALUELESS RECORDS

To have an effective and systematic way of disposition of valueless records in the Department.

Office / Division:	Records and Archives Management Section – Administrative Division			
Classification:	Highly Technical			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All DSWD Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter		All Divisions / Units		
Records Disposal Request Form NAP Form 3 Certificate of Original Document Electronic System		Records and Archives Management Section (RAMS)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
none	1. REVIEW OF DOCUMENTS	none	1 minute	<i>Daniel T. Cañete</i>

	Review document detail: <ul style="list-style-type: none"> • Name of the recipients/ sender, • Document address • Attachment complete (if there's any) If incomplete, return to sender or strikethrough the missing attachment in the document.			Administrative Assistant III - RAMS (Incoming Clerk)
none	2. RECEIVE AND ASSIGN TO CONCERNED STAFF "Receive" stamp the document and assign to concerned staff through the Data Tracking System. If communication received from courier such communication shall be sanitized for 2-3hrs.	none	1 minute	<i>Daniel T. Cañete</i> Administrative Assistant III - RAMS (Incoming Clerk)
none	3. APPROVED/ REASSIGN TASK IN THE ELECTRONIC SYSTEM Upon receive of document, approve/reassign task in the electronic system Endorse to the Division Chief for instruction.	none	1 minute	<i>Daniel T. Cañete</i> Administrative Assistant III - RAMS (Incoming Clerk)

none	<p>4. REVIEW DOCUMENT FOR FURTHER INSTRUCTION</p> <p>Review the document and assign task to concern technical staff</p>	none	5 minutes	<p><i>Sigmund Riemond D. Tadas</i></p> <p>Administrative Officer I - RAMS (Section Head)</p>
none	<p>5. APPRAISE RECORDS LISTED PER DSWD RDS AND NAP GRDS</p> <p>Appraise records listed using the DSWD RDS and NAP GRDS</p>	none	20 minutes	<p><i>Sigmund Riemond D. Tadas</i></p> <p>Administrative Officer I - RAMS (Section Head)</p> <p><i>Rolito B. Corvera</i></p> <p>Assistant III - RAMS (Clerk)</p>
none	<p>6. CONDUCT OCULAR INSPECTION</p> <p>Indicate the date of inspection and findings/reason for disapproval or if approve indicate acknowledge of the request in the submitted Records Disposal Request Form.</p>	none	40 minutes	<p><i>Sigmund Riemond D. Tadas</i></p> <p>Administrative Officer I - RAMS (Section Head)</p>

none	<p>7. RECEIVE AND REVIEW FORWARDED DOCUMENTS BASED ON LIST AND/OR CHECKLIST SUBMITTED</p> <p>If there is no a significant findings or incomplete documents, inform the OBS to forward the documents to AS-RAMD.</p> <p>Receive actual documents for disposal. Indicate the date of receipt in the Records Disposal Form.</p>	none	35 minutes	<p><i>Daniel T. Cañete</i></p> <p>Administrative Assistant III - RAMS</p> <p>(Incoming Clerk)</p>
none	<p>8. PROVIDE COPY OF SUBMITTED RECORDS DISPOSAL FORM TO THE REQUESTING OBS FOR REFERENCE</p> <p>Provide photocopy of submitted Records Disposal Form.to the requesting OBS, for reference purposes.</p>	none	5 minutes	<p><i>Rolito B. Corvera</i></p> <p>Assistant III - RAMS</p> <p>(Clerk)</p>

none	<p>9. UPDATE STATUS OF REQUEST IN THE ELECTRONIC SYSTEM</p> <p>Update the document status in the electronic system by stating the following info:</p> <ul style="list-style-type: none"> • Date of inspection • approval/reason of denial of request • Date of document received 	none	1 minute	<p><i>Daniel T. Cañete</i></p> <p>Administrative Assistant III - RAMS (Incoming Clerk)</p> <p><i>Ara Jay B. Baba</i></p> <p>Administrative Aide IV - RAMS (Encoder)</p>
none	<p>10. FILE RELEVANT RECORDS</p> <p>File Records Disposal Request Form</p>	none	1 minute	<p><i>Rolito B. Corvera</i></p> <p>Assistant III - RAMS (Clerk)</p>
none	<p>11. PREPARE/ CONSOLIDATED LIST OF REQUESTED RECORDS FOR DISPOSAL USING NAP FORM 3 AND OTHER RELEVANT DOCUMENT.</p> <p>Prepare consolidated list of requested disposal for valueless documents/</p>	none	3 hours	<p><i>Sigmund Riemond D. Tadlas</i></p> <p>Administrative Officer I - RAMS (Section Head)</p> <p><i>Rolito B. Corvera</i></p> <p>Assistant III - RAMS (Clerk)</p>

	<p>records using the NAP Form 3- Request for Authority to Dispose and Certification of Original Document (if request for disposal of damaged records, include preparation of incident report with photo documentation, if the document is subject for audit such shall request for certification from the concerned office)</p> <p>In the cover letter, indicate the new Document Reference Number.</p> <p>Endorse to the Division Chief for recommendation approval/ initial.</p>			
none	<p>12. REVIEW AND INITIAL FOR RECOMMENDING APPROVAL</p> <p>Review the document and initial for recommending approval of the Director.</p>	none	15 minutes	<p><i>Monavic M. Budiongan</i></p> <p>Social Welfare Officer IV - AD (Division Chief)</p>
none	<p>13. REVIEW AND SIGN FOR APPROVAL</p> <p>Review and sign for approval of NAP Form 3 by the Director.</p>	none	15 minutes	<p><i>Mari-flor A. Dollaga-Libang</i></p> <p>(Regional Director)</p>

none	<p>14. PREPARE SUBMISSION OF SIGNED/APPROVED NAP FORM 3 TO THE NAP</p> <p>Forward the approved documents to concerned staff for dissemination to NAP. File the receiving copy signed by NAP representative.</p>	none	2 minutes	<p><i>Sigmund Riemon D. Tadas</i></p> <p>Administrative Officer I - RAMS (Section Head)</p> <p><i>Rolito B. Corvera</i></p> <p>Assistant III - RAMS (Clerk)</p>
none	<p>15. REVIEW AND APPROVE THE REQUEST</p> <p>Review and sign for approval of NAP Form 3 by the Director, if necessary NAP representative shall do site visit for records inspection.</p> <p>A letter of notification shall be sent by the NAP for approval/disapproval. If disapproved, technical staff shall provide the necessary requirement to NAP.</p>	none	1-2 months	<i>NAP Director</i>

none	<p>16. SCHEDULE THE ACTUAL DISPOSAL</p> <p>Upon approval of NAP, request for available schedule to the Authorized Buyer or to other authorize service provider, whichever is applicable, to conduct the actual disposal.</p>	none	3 minutes	NAP Staff
none	<p>17. NOTIFY THE COA AND NAP FOR THE SCHEDULE OF THE ACTUAL DISPOSAL</p> <p>Notify the COA and NAP of the schedule to conduct the actual disposal.</p>	none	1 hour	<p>Sigmund Riemond D. Tadas</p> <p>Administrative Officer I - RAMS (Section Head)</p>
none	<p>18. CONDUCT OF ACTUAL DISPOSAL</p> <p>During the actual disposal the weighing scale is being tested for accuracy and copy of contract of Official Buyer is handed over for reference.</p>	none	4-6 hours	<p>COA, NAP representative and Authorized Official Buyer</p> <p>Sigmund Riemond D. Tadas</p> <p>Administrative Officer I - RAMS (Section Head)</p>

none	<p>19. SIGN THE CERTIFICATE OF DISPOSAL</p> <p>After the actual disposal, the NAP and COA Representative and the Division Chief shall sign the Certificate of Disposal</p>	none	5 minutes	<p><i>NAP and COA Representative and the Division Chief</i></p> <p><i>Monavic M. Budiongan</i></p> <p>Social Welfare Officer IV - AD (Division Chief)</p>
none	<p>20. THE AUTHORIZED BUYER WILL FORWARD THE PROCEED OF SALE TO THE CASH OFFICE</p> <p>The Cash Division will issue an OR to Authorized Buyer a copy of OR shall be provided to representatives for reference.</p>	none	5 minutes	<i>Authorized Buyer</i>
none	<p>21. UPDATE STATUS OF REQUEST IN THE ELECTRONIC SYSTEM</p> <p>Update the document status in the electronic system by stating the following info:</p> <ul style="list-style-type: none"> • Date of actual disposal 	none	2 minutes	<p><i>Daniel T. Cañete</i></p> <p>Administrative Assistant III - RAMS (Incoming Clerk)</p> <p><i>Ara Jay B. Baba</i></p> <p>Administrative Aide IV - RAMS</p>

	<ul style="list-style-type: none"> • Volume • amount of the Proceed of Sale 			(Encoder)
none	<p>22. FILE RELEVANT RECORDS</p> <p>File the following:</p> <ul style="list-style-type: none"> -Notification of the Approved Request Disposal of Valueless Records -NAP Form No. 6 - Certificate of Disposal of Records. -NAP Form No. 5 – Authority to Dispose of Records -NAP Form No. 4 – Records Management Analysis Report -Attendance on Actual Disposal of Valueless Records -Contract for Services as Official Buyer 	none	5 minutes	<i>Rolito B. Corvera</i> Assistant III - RAMS (Clerk)

	-Official Receipt			
TOTAL:			2 months	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback:	Complete the DSWD-QMS-GF-005 (Client Satisfaction Form)
How feedbacks are processed	Consolidate monthly to know the data/statistics on satisfaction in processing the request and different purpose of the clients/usage of the data requested.
How to file a complaint	A grievance may be filed through any of the established modalities: - electronic mail (fo10@dswd.gov.ph) - posts, comments and chat messages via DSWD FO10 Official Facebook Page: "DSWD Region X"

	<ul style="list-style-type: none"> - personal appearance - letters addressed to the Regional Director, Ms. Mari-Flor A. Dollaga-Libang - website at fo10.dswd.gov.ph - through 8888 Citizen's Complaint Center
How complaints are processed	<p>Consists of a five-step procedure commencing on the receipt of grievance and ending on the grievance final resolution. These steps are:</p> <ol style="list-style-type: none"> 1. Submission/Receipt of a Grievance 2. Recording of Grievance 3. Data Gathering and Investigation 4. Resolution 5. Final Feedback <p>Reports generated using the ISO form DSWD-QMS-GF-006</p>
Contact Person/Information	<p>Mr. Sigmund Riemond D. Tadas</p> <p>Records and Archives Management Section Head</p> <p>0919-350-1120</p>

Contact Information Anti-Red Tape Authority (ARTA) Presidential Complaint Center (PCC) Contact Center ng Bayan (CCB)	complaints@arta@gov.ph 8-478-5093 pcc@malacanang.gov.ph 8888 email@contactcenterngbayan.gov.ph 0908-881-6565
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58. PROCESSING OF INCOMING DOCUMENTS

To have an effective and systematic way of processing incoming documents in the DSWD Field Office 10

Office / Division:	Records and Archives Management Section – Administrative Division	
Classification:	Simple	
Type of Transaction:	G2G - Government to Government	
Who may avail:	All DSWD Employees	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Communication / Mail Transmittal Sheet		All Divisions / Units

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
none	<p>1. REVIEW OF DOCUMENTS</p> <p>Review document detail:</p> <ul style="list-style-type: none"> • Name of the recipients/ sender, • Document address • Attachment complete (if there's any) <p>If confidential is closed/ sealed such documents should be marked as confidential. If opened, such shall be closed/ sealed).</p> <p>If incomplete, return to sender or strikethrough the missing attachment in the document.</p>	none	1-2 minutes	<p><i>Daniel T. Cañete</i></p> <p>Administrative Assistant III - RAMS</p> <p>(Incoming Clerk)</p>

none	<p>2. RECEIVE AND ASSIGN TO CONCERNED STAFF</p> <p>“Receive” stamp the document and assign to concerned staff through the Data Tracking System.</p> <p>If communication received from courier such communication shall be sanitized for 2-3hrs.</p>	None	1 minute	<p><i>Daniel T. Cañete</i></p> <p>Administrative Assistant III - RAMS</p> <p>(Incoming Clerk)</p>
none	<p>3. APPROVED/ REASSIGN TASK IN THE ELECTRONIC SYSTEM</p> <p>Upon receive of document, approve/reassign task in the electronic system Endorse to the Division Chief for instruction.</p>	None	1 minute	<p><i>Daniel T. Cañete</i></p> <p>Administrative Assistant III - RAMS</p> <p>(Incoming Clerk)</p>
none	<p>4. REVIEW, SORT, ENCODE, WORKFLOW TASK IN THE DATA TRACKING SYSTEM</p> <p>Upon receipt of document, workflow task in the electronic system to the concerned office</p>	None	2 minutes	<p><i>Daniel T. Cañete</i></p> <p>Administrative Assistant III - RAMS</p> <p>(Incoming Clerk)</p>

none	<p>5. PREPARE TRANSMITTAL SHEET FOR THE RESPECTIVE OBSUS</p> <p>Prepare Transmittal Sheet to be endorsed to the Section Head for review, signature/ approval</p>	None	3 minutes	<p><i>Daniel T. Cañete</i></p> <p>Administrative Assistant III - RAMS</p> <p>(Incoming Clerk)</p>
none	<p>6. REVIEW AND SIGN FOR APPROVAL</p> <p>Review and sign for approval of Transmittal Sheet by the Section Head.</p>	None	2 minutes	<p><i>Sigmund Riemond D. Tadas</i></p> <p>Administrative Officer I - RAMS</p> <p>(Section Head)</p>
none	<p>7. DISSEMINATE DOCUMENTS</p> <p>Route the document to the concerned office.</p> <p>Have the incoming clerk of the concerned office sign in the Transmittal Sheet upon receipt of the document by indicating the following info:</p> <ul style="list-style-type: none"> • Name of the Incoming/ Receiving Clerk 	None	15 minutes	<p><i>Daniel T. Cañete</i></p> <p>Administrative Assistant III - RAMS</p> <p>(Incoming Clerk)</p>

	<ul style="list-style-type: none"> • Date and time of receipt • Signature of the Incoming/Receiving Clerk 			
none	8. UPDATE STATUS OF DOCUMENT IN THE ELECTRONIC SYSTEM Upon return to the office, update the document status in the electronic system by stating the following info: <ul style="list-style-type: none"> • Name of the Incoming/Receiving Clerk • Date and time of receipt 	None	1 minute	<i>Daniel T. Cañete</i> Administrative Assistant III - RAMS (Incoming Clerk)
none	9. FILE TRANSMITTAL SHEET File Transmittal Sheet	None	1 minute	<i>Daniel T. Cañete</i> Administrative Assistant III - RAMS (Incoming Clerk)
TOTAL:			28 minutes	
FEEDBACK AND COMPLAINTS MECHANISM				
How to send feedback:		Complete the DSWD-QMS-GF-005 (Client Satisfaction Form)		

How feedbacks are processed	Consolidate monthly to know the data/statistics on satisfaction in processing the request and different purpose of the clients/usage of the data requested.
How to file a complaint	<p>A grievance may be filed through any of the established modalities:</p> <ul style="list-style-type: none"> - electronic mail (fo10@dswd.gov.ph) - posts, comments and chat messages via DSWD FO10 Official Facebook Page: "DSWD Region X" - personal appearance - letters addressed to the Regional Director, Ms. Mari-Flor A. Dollaga-Libang - website at fo10.dswd.gov.ph - through 8888 Citizen's Complaint Center
How complaints are processed	<p>Consists of a five-step procedure commencing on the receipt of grievance and ending on the grievance final resolution. These steps are:</p> <ol style="list-style-type: none"> 1. Submission/Receipt of a Grievance 2. Recording of Grievance 3. Data Gathering and Investigation 4. Resolution 5. Final Feedback

	Reports generated using the ISO form DSWD-QMS-GF-006
Contact Person/Information	Mr. Sigmund Riemond D. Tadlas Records and Archives Management Section Head 0919-350-1120
Contact Information Anti-Red Tape Authority (ARTA) Presidential Complaint Center (PCC) Contact Center ng Bayan (CCB)	complaints@arta@gov.ph 8-478-5093 pcc@malacanang.gov.ph 8888 email@contactcenterngbayan.gov.ph 0908-881-6565

59. PROCESSING OF OUTGOING DOCUMENTS

To have an effective and systematic way of processing outgoing documents in the DSWD Field Office 10

Office / Division:	Records and Archives Management Section – Administrative Division
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Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All DSWD Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Reviewed Document			All Divisions / Units	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
none	<p>1. REVIEW OF DOCUMENTS</p> <p>Review document detail:</p> <ul style="list-style-type: none"> • Name of the recipients/ sender, • Document address • Attachment complete (if there's any) <p>If the document is sealed, such document should be marked as confidential. If opened, such document shall be processed and recorded into the electronic system accordingly.</p>	None	2 minutes	<i>Daniel T. Cañete</i> Administrative Assistant III - RAMS (Incoming Clerk)

	If incomplete, return to sender or strikethrough the missing attachment in the document.			
none	<p>2. RECEIVE AND ASSIGN TO CONCERNED STAFF</p> <p>“Receive” stamp the document and assign to concerned staff through the Data Tracking System.</p> <p>If communication received from courier such communication shall be sanitized for 2-3hrs.</p>	None	1 minute	<p><i>Daniel T. Cañete</i></p> <p>Administrative Assistant III - RAMS</p> <p>(Incoming Clerk)</p>
none	<p>3. REVIEW, SORT, ENCODE, WORKFLOW TASK IN THE DATA TRACKING SYSTEM</p> <p>Upon receipt of document, indicate the tracking number (if there is any) and approve/ reassign task in the Data Tracking System</p>	None	2 minutes	<p><i>Ara Jay B. Baba</i></p> <p>Administrative Aide IV - RAMS</p> <p>(Encoder)</p>

none	<p>5. PREPARE TRANSMITTAL SHEET FOR THE RESPECTIVE OBSUs</p> <p>Prepare Transmittal Sheet to be endorsed to the Section Head for review/signature/ approval If messengerial, attached Messenger Locator Slip (MLS) for review/approval of the Section Head.</p>	none	3 minutes	<p><i>Ara Jay B. Baba</i></p> <p>Administrative Aide IV - RAMS (Encoder)</p>
none	<p>6. REVIEW AND SIGN FOR APPROVAL</p> <p>Review and sign for approval the Transmittal Sheet/MLS.</p>	None	2 minutes	<p><i>Sigmund Riemond D. Tadlas</i></p> <p>Administrative Officer I - RAMS (Section Head)</p>
none	<p>7. PREPARE DOCUMENTS FOR MAILING</p> <p>1. For courier: - Attach Proof of Delivery (POD)</p> <p>2. For postal: - Attach necessary stamp</p>	None	15 minutes	<p><i>Ara Jay B. Baba</i></p> <p>Administrative Aide IV - RAMS (Encoder)</p>

	3. For messengerial: - Prepare MLS			
none	8. DISSEMINATE DOCUMENTS TO THE RECIPIENTS Disseminate document to the recipient through any of the following (whichever is available): 1. Private Courier 2. Philpost 3. Messengerial	None	1 minute	<i>Ara Jay B. Baba</i> Administrative Aide IV - RAMS (Encoder) <i>Noel Tabor</i> Administrative Aide I (Messenger)
none	9. UPDATE STATUS OF DOCUMENT AND APPROVE TASK IN THE DTS Update the document status and approve task in the DTS by stating the following info: • Name of the recipient • Date and time of receipt	none	1 minute	<i>Ara Jay B. Baba</i> Administrative Aide IV - RAMS (Encoder)

	<ul style="list-style-type: none"> • Signature of the recipient <p>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.</p> <p>If messengerial, upon return, review and sign for approval the MLS by the Division Chief concerned</p>			
none	<p>10. FILE RELEVANT RECORDS</p> <p>File POD, Transmittal Sheet and MLS</p>	None	1 minute	<p><i>Ara Jay B. Baba</i></p> <p>Administrative Aide IV - RAMS (Encoder)</p>
TOTAL:			28 minutes	
FEEDBACK AND COMPLAINTS MECHANISM				
How to send feedback:	<p>Complete the DSWD-QMS-GF-005 (Client Satisfaction Form)</p>			

How feedbacks are processed	Consolidate monthly to know the data/statistics on satisfaction in processing the request and different purpose of the clients/usage of the data requested.
How to file a complaint	<p>A grievance may be filed through any of the established modalities:</p> <ul style="list-style-type: none"> - electronic mail (fo10@dswd.gov.ph) - posts, comments and chat messages via DSWD FO10 Official Facebook Page: "DSWD Region X" - personal appearance - letters addressed to the Regional Director, Ms. Mari-Flor A. Dollaga-Libang - website at fo10.dswd.gov.ph - through 8888 Citizen's Complaint Center
How complaints are processed	<p>Consists of a five-step procedure commencing on the receipt of grievance and ending on the grievance final resolution. These steps are:</p> <ol style="list-style-type: none"> 1. Submission/Receipt of a Grievance 2. Recording of Grievance 3. Data Gathering and Investigation 4. Resolution 5. Final Feedback

	Reports generated using the ISO form DSWD-QMS-GF-006
Contact Person/Information	Mr. Sigmund Riemond D. Tadlas Records and Archives Management Section Head 0919-350-1120
Contact Information Anti-Red Tape Authority (ARTA) Presidential Complaint Center (PCC) Contact Center ng Bayan (CCB)	complaints@arta.gov.ph 8-478-5093 pcc@malacanang.gov.ph 8888 email@contactcenterngbayan.gov.ph 0908-881-6565

60. BUILDING AND FACILITY MAINTENANCE

To provide for a systematic procedure in the maintenance and/or improvement of DSWD Central Office Buildings and Facilities.

Office / Division:	General Services Unit – Administrative Division
Classification:	Complex

Type of Transaction:	G2G - Government to Government	
Who may avail:	All DSWD Employees	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Inspection Checklist Inspection Program Monitoring TA Request Request for Entry in DSWD Premises Request to Stay Request to Overtime Work Progress Monitoring Post-Repair Inspection Joint Inspection Report Certificate of Final Completion Certificate of Acceptance/Turn-over Project Accomplishment Report Pre-Repair Inspection Plans / Layout Detailed Cost Estimate Program of Works Technical Specifications Terms of Reference		General Services Unit (GSU)
Request for Issuance Slip		Property, Supply and Assets Management Section (PSAMS)
Project Proposal Purchase Request		All Divisions / Units

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	<p>1. CONDUCT OF INSPECTION</p> <p>This shall start with the initiatives of the Building and Ground Management Group to conduct regular inspection using the Inspection Checklist in accordance with the approved Inspection Program to check;</p> <p>The inspection program shall be properly planned and scheduled. It shall consider the most common problem encountered by the offices</p>	none	1 day	<p><i>Elmer G. Canios</i> Administrative Officer V / GSU Head</p> <p><i>Alfredo S. Aguilar III</i> Administrative Assistant II - GSU</p> <p><i>(Technical Staff/ Skilled Personnel)</i></p>
None	<p>2. REVIEW AND PREPARE ACTION PLAN BASED ON THE INSPECTION RESULT</p> <p>Review and prepare action plan based on the result of the inspection report.</p> <p>Available skilled personnel shall perform immediate corrective actions if applicable.</p>	none	1-3 days	<p><i>Elmer G. Canios</i> Administrative Officer V / GSU Head</p> <p><i>Alfredo S. Aguilar III</i> Administrative Assistant II - GSU</p> <p><i>(Technical Staff/ Skilled Personnel; Designated/ Alternate)</i></p>

	<p>For the possible repair and maintenance works, the technical staff shall prepare necessary documents such as, but not limited to detailed cost estimates, layout/plans, program of works and project proposal.</p> <p>- For other maintenance concerns which are covered by existing contracts with outsourced service providers or contractors, the technical staff shall call the attention of the contractor/service provider for their immediate corrective action. - If the work needed is beyond the capability of the available personnel/staff, the technical staff shall inform the Head of the Office.</p> <p>All applicable documents shall be approved by the Head of the concerned Office and secure funding source.</p>			<p><i>Administrative Staff, Designated Procurement/ Budget Officer)</i></p>
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none	<p>3. PREPARE THE DOCUMENTS NEEDED FOR OUTSOURCING SERVICE</p> <p>The technical staff shall prepare the Terms of Reference (TOR) for the hiring of an Outsourced Service Provider/Contract or to do the specific work.</p> <p>Ensure the availability of funding source. 3.1.3. Approved TOR and other supporting documents shall be forwarded to the Head of the Office for approval.</p> <p>The designated procurement officer of the concerned office shall facilitate the next process which refers to procurement.</p>	none	1-3 days	<p><i>Elmer G. Canios</i> Administrative Officer V / GSU Head</p> <p><i>Alfredo S. Aguilar III</i> Administrative Assistant II - GSU</p> <p><i>(Technical Staff and Requesting Office)</i></p>
none	<p>4. PROCUREMENT PROCESS</p> <p>For the procurement of materials or hiring of Outsourced Service Provider/Contractor, the designated procurement office shall be responsible for the preparation of Requisition and Issue Slip (RIS) and/or Purchase Request, and facilitate</p>	None	Vary depending on the procurement process and delivery schedule	<p><i>Arnel V. Radaza</i> Administrative Officer IV / Procurement Head</p> <p><i>Melpe Jean B. Maghanoy</i> Budget Officer</p>

	<p>the rest of the procurement process.</p> <p>If there is no budget allocated to support the procurement of needed materials, implementation of the action plan will be on hold until the materials are available.</p> <p>Hired Outsourced Service Provider/Contractor shall coordinate with the assigned technical staff during the execution of work.</p>			<p><i>Elmer G. Canios</i> Administrative Officer V / GSU Head</p> <p><i>Alfredo S. Aguilar III</i> Administrative Assistant II - GSU</p> <p><i>(Concerned Office and Procurement)</i></p>
none	<p>5. WORK IMPLEMENTATION</p> <p>All assigned personnel and/or service provider/contractor shall strictly follow the health and safety measures of the Department.</p> <ul style="list-style-type: none"> • If the nature of the work required does not affect the usual work operations, the execution shall be performed within office hours. • If the nature of the work may affect the usual work operations, execution shall be performed after office 	none	Varies depending on the scope of the work/s	<p><i>Elmer G. Canios</i> Administrative Officer V / GSU Head</p> <p><i>Alfredo S. Aguilar III</i> Administrative Assistant II - GSU</p> <p><i>Monavic M. Budiongan</i> SWO IV / Administrative Division Chief</p> <p><i>(Technical Staff, Skilled Personnel, Outsource</i></p>

	<p>hours or during weekends.</p> <ul style="list-style-type: none"> ○ Should it be necessary to work on beyond office hours, weekends and/or holidays, the concerned personnel shall secure necessary documents for approval. <ul style="list-style-type: none"> ▪ Request for Entry to DSWD Premises ▪ Request to Stay ▪ Request for Overtime ○ The requests shall be signed and approved by the relevant approving authorities. ○ The approved request for entry and stay shall be submitted to the Security Guard one (1) day before or on the date of actual entry. <p>The work shall be completed within the approved duration.</p>			<p><i>Service Provider/ Contractor)</i></p>
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	The progress in the implementation of work shall be monitored and documented.			
none	<p>6. COMPLETION OF WORK</p> <p>The technical staff shall verify the output of the work and decide upon further action using his/her sound discretion.</p> <p>The concerned office together with the DSWD Inspection Committee shall conduct Post-Repair Inspection if necessary.</p> <ul style="list-style-type: none"> • If disapproved, the assigned personnel shall conduct necessary corrective action based on the comments/finding. • Once accomplished, the assigned staff shall request another turnover and acceptance. <p>For outsourced service provider/contractor, conduct joint inspection together with assigned staff and concerned office</p>	none	1-3 days	<p><i>Elmer G. Canios</i> Administrative Officer V / GSU Head</p> <p><i>Alfredo S.</i> <i>Aguilar III</i> Administrative Assistant II - GSU</p> <p><i>Monavic M.</i> <i>Budiongan</i> SWO IV / Administrative Division Chief</p> <p><i>(Technical Staff, Skilled Personnel, Administrative Staff, Outsource Service Provider/ Contractor and DSWD Inspection Committee)</i></p>

	<ul style="list-style-type: none"> • If correction/ modification is needed, assigned personnel shall conduct corrective action and request for another set of inspection. <p>Issue Certificate of Final Completion and/or Certificate of Acceptance/Turn-Over if applicable.</p> <ul style="list-style-type: none"> • It shall be signed and approved by the relevant approving authorities. • It shall be signed and approved by the relevant approving authorities <p>All documents shall be filed for reportorial purposes.</p>			
TOTAL:			4-9 days (Varies depending on the procurement process and delivery schedule and the scope of the work/s)	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback:	Complete the DSWD-QMS-GF-005 (Client Satisfaction Form)
How feedbacks are processed	Consolidate monthly to know the data/statistics on satisfaction in processing the request and different purpose of the clients/usage of the data requested.
How to file a complaint	<p>A grievance may be filed through any of the established modalities:</p> <ul style="list-style-type: none"> - electronic mail (fo10@dswd.gov.ph) - posts, comments and chat messages via DSWD FO10 Official Facebook Page: "DSWD Region X" - personal appearance - letters addressed to the Regional Director, Ms. Mari-Flor A. Dollaga - website at fo10.dswd.gov.ph - through 8888 Citizen's Complaint Center

How complaints are processed	<p>Consists of a five-step procedure commencing on the receipt of grievance and ending on the grievance final resolution. These steps are:</p> <ol style="list-style-type: none"> 1. Submission/Receipt of a Grievance 2. Recording of Grievance 3. Data Gathering and Investigation 4. Resolution 5. Final Feedback <p>Reports generated using the ISO form DSWD-QMS-GF-006</p>
Contact Person/Information	<p>Mr. Elmer G. Canios</p> <p>General Services Unit Head</p> <p>09154844667</p>
Contact Information Anti-Red Tape Authority (ARTA) Presidential Complaint Center (PCC) Contact Center ng Bayan (CCB)	<p>complaints@arta@gov.ph</p> <p>8-478-5093</p> <p>pcc@malacanang.gov.ph</p> <p>8888</p> <p>email@contactcenterngbayan.gov.ph</p> <p>0908-881-6565</p>

61. DSWD ICT SERVICE SUPPORT

The DSWD Employees and attached agencies shall use the ICT Support Ticketing System in requesting Technical Assistance. This service shall define specific procedures in logging, monitoring and assisting of TA requests and the use of Project Management

Module as a tool in logging of Accomplishment and Daily Task through ICT Helpdesk System.

Office / Division:	RICTMS – Policy & Plans Division
Classification:	Simple
Type of Transaction:	G2G - Government to Government
Who may avail:	All DSWD Employees

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>There are various modes to request for Technical Assistance. The primary mode is via Web form (https://ictsupport.dswd.gov.ph)</p> <p>The Requesters shall login to this mode using his/her ICT Helpdesk account.</p> <p>The Web form has predefined templates of Service Requests and Incident Reports.</p> <p>Requesters may choose the applicable template. On the chosen template, the requester needs to input "OBSU", "Subject" and "Description".</p>	None	None	10 Minutes	Requester
None	Assessment of the unformatted/ incorrect templates for correction of Category, Subcategory and Item purposes	None	10 Minutes	ICT Helpdesk Admin/Moderator

None	TA requests shall be assigned to the ICTMS service focal based on the template used or TA request descriptions.	NONE	10 Minutes	ICT Helpdesk Admin/Moderator
None	The assigned technician/ technical staff shall communicate with the requester to acknowledge the TA request and/or request for additional details related to TA request.	None	30 Minutes	ICTMS technical staff
None	The assigned technician/ technical staff will provide the technical assistance needed by the requester.	None	2 Hours	ICTMS technical staff
None	As soon as the ICTMS technical staff completes the TA, he/she shall change the Ticket status from Open to Resolved.	None	15 Minutes	ICTMS technical staff
Requesters will receive the Ticket Closure Request via email notification. This shall serve as confirmation/concurrence on the completion of the TA. If the requester has failed to Close the ticket within 24hours, the system will automatically change the status from "Resolved" to "Closed" status.	None	None	5 Minutes	Requester
As soon as the status has changed to "Closed", the requester will receive the ICT Customer Service Satisfaction Survey link.	None	None	5 Minutes	Requester

		Total:	3 Hours and 25 Minutes	
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DIRECTORY

DSWD FIELD OFFICE 10

Main Office Address

Masterson Ave., Carmen, Cagayan de Oro City, Misamis Oriental, 9000, Philippines

Email : fo10@dswd.gov.ph

Telephone : (088)858-8134 / 858-6333 (Telefax)

Website : www.fo10.dswd.gov.ph

Facebook : DSWD Field Office X

Twitter : DSWDNorthMin

Office/Division	Head of Office	Designation	Contact Details
Office of the Regional Director	Mari-Flor A. Dollaga-Libang	Regional Director	mfdlibang@dswd.gov.ph
Office of the Assistant Regional Director for General Administration and Support Services	Zosimo G. Butil	OIC- Assistant Regional Director for Administration	zgbutil.fo10@dswd.gov.ph
Office of the Assistant Regional Director for Operations and Programs	Rosemarie P. Conde	OIC- Assistant Regional Director for Operations	florpconde10@gmail.com
Policy and Plans Division	Zosimo G. Butil	Concurrent Division Chief	fo10@dswd.gov.ph zgbutil.fo10@dswd.gov.ph
Financial Management Division	Melpe Jean B. Maghanoy	OIC-Division Chief	fmd.fo10@dswd.gov.ph mjbmaghanoy.fo10@dswd.gov.ph
Administrative Division	Monavic M. Budiongan	OIC-Division Chief	fo10admn.division@gmail.com
Human Resource Management and Development Division	Lois Marie R. Murillo	OIC-Division Chief	hrmdd.dswdfo10@gmail.com
Promotive Services Division	Glofelina J. Uayan	OIC-Division Chief	promotive.dswd10@gmail.com
Disaster Response and Management Division	Evelyn S. Madrio	OIC-Division Chief	drd.dswdregion10@gmail.com
Protective Services Division	Rosemarie P. Conde	Concurrent Division Chief	opd.dswdregion10@gmail.com

Regional Rehabilitation Center for Youth	Sonia E. Ipang	Center Head	dswdrrcyfo10@gmail.com
Reception and Study Center for Children	Pamela Sean R. Balais	OIC-Center Head	dswd.arrs10@gmail.com
Home for Girls	Gloria T. Mosqueda	OIC-Center Head	dswd10home4girls@gmail.com
Regional Haven for Women	Cristituta T. Eurese	OIC-Center Head	fohaven10@gmail.com

DSWD Satellite Offices in Northern Mindanao

Misamis Oriental:

Fortunato Building, Motor pool Barangay 22-A, Gingoog City

Bukidnon:

DSWD-X, Satellite Office, POO Malaybalay City, Old Provincial Hospital Building, Capitol Grounds, Malaybalay City, Bukidnon

Lanao del Norte:

DSWD 4Ps Office, Kwon Residence, Tubod, Lanao del Norte (Infront of Tubod Central Elementary School)

Iligan City:

Operational Center DSWD Office, Tubod Highway, Iligan City (Old TESDA Building)

Oroquieta City:

Provincial Operations Office, #295, Governor Anselmo Bernad St., Población 1, Oroquieta City

Ozamiz City:

City Social Welfare and Development Office Building, Port Road, Baybay Triunfo, Ozamiz City