



DEPARTMENT OF SOCIAL WELFARE AND DEVELOPMENT

CITIZEN'S CHARTER

2020 (1st Edition)

FIELD OFFICE 10
EXTERNAL AND INTERNAL SERVICES

CITIZEN'S CHARTER
2020 (1st Edition)

I. Mandate:

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

II. Vision:

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

III. Mission:

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

IV. Service Pledge:

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

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

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

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

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ISSUANCE 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 guardian.

Office / Division:	Adoption Resource and Referral Section (ARRS)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	Filipino Minors Travelling Abroad			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly accomplished Application Form		Field Office 10		
LSWDO/SWAD Social Worker's assessment, when necessary		Local Social Welfare and Development Office where the minor resides		
Photocopy of PSA issued Marriage Contract of minor's parents./ Copy of Court issued Legal Guardianship/Talaaq or Fasakh Certification from the Shariah Court or any Muslim Bgy or religious leader. PSA issued CENOMAR for illegitimate Child		Philippine Statistics Authority (PSA); Court who handled the Legal Guardianship petition; Shariah Court		
Notarized Affidavit of Consent of both parents/ legal guardian/solo parent.		Law Office and Notarized at the place where the minor resides/ Philippine Embassy (if minors parent/s are abroad)		
2 original colored passport size photos of the minor (in Red or Blue background)		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		
Unaccompanied Minor Certificate from the airlines		Airline Company where ticket is obtained		
Waiver from the parents releasing DSWD from any liability/responsibility in case of untoward incident during the travel of the child		Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

Payment of: Php 300.00 for 1 year validity; Php600.00 for 2 years validity	5. Receives and Issues Official Receipt to the Applicant on the Payment Received	None	3minutes	Cashier
Preparation of Travel Clearance	Encodes/Types the details of the applicant to the Travel Clearance Certificate	None	10 Minutes	Administrative Staff
Approval of the Regional Director	Signs/Approves the Application or Certificate of Exemption for Exempted applicants	None	5 minutes	Regional Director
8 Issuance of Travel Clearance Certificate	Releases the Travel Clearance Certificate to the Applicant/ Certificate of Exemption	None	5 minutes	Administrative Staff
	8. Review of payroll for liquidation	None	1-3days	Preparedness Unit/Technical staff
	9. Prepare and submit liquidation report to accounting	None	15minutes	Preparedness Unit/Technical staff

Releasing of Financial Assistance to Individuals/ Families in Crisis Situation Thru Disbursing Officer

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

Office / Division:	Finance and Management Division – Cash Unit
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens
Who may avail:	<ol style="list-style-type: none"> 1. Individuals and/or families who are indigent, vulnerable, disadvantaged or are otherwise in crisis situation 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)		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 CIU social worker (all originals/certified true copies)		Person needing financial assistance		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Proceed to FMD Cash Unit Window * Make sure to ready 1 original valid ID presented during the Assessment	Accompany the client and endorse client's documents and 1 original valid ID to FMD Cashier	None	5 minutes	Administrative Staff / CIU
Sign Acknowledgement Receipt portion of the Certificate of Eligibility	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	Disbursing Officer
Receive cash * Make sure to count the cash before leaving the counter.	Sign in the Acknowledgement Receipt portion of the Certificate of Eligibility as witness	None	1 minute	Administrative Staff/CIU

DSWD Disaster Data Request Processing

Request 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 population 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 thru request. This service can only include request 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 Operations Management Information Section			
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
Send request letter with complete details and information together with one (1) valid proof of identification	3. Review and assess request for information	None	15 minutes	DROMIS Technical Staff
	1.1 If the Division cannot provide the data being requested, a reply letter must be forwarded informing	None	1 Day	DROMIS Technical Staff

	the client that the Division does not have the data being requested.			
	1.2 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	DROMIS Technical Staff
	1.3 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	DROMIS Technical Staff
	1.4 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	DROMIS Technical Staff

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:

- a. Used clothing (as per Republic Act 4653)
- b. Food Stuff with expiration date below

Office / Division:	Disaster Response Management Division – Regional Resource Operation Center (RROC)		
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	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Proceed to the Donations Facilitation Office	1. Lead the Donors to the designated office	None	<i>1 minute</i>	<i>DSWD Donation-Focal</i>
Provide details of donations: Name of Donor / Organization Contact Details What to donate	2. Record the details provided by the donor	None	<i>10 minutes</i>	
Present the donations to the inspection and assisting officer, determine, witness the inspection and wait inspection is done.	3. Record the details provided by the donor	None	<i>30 minutes to One (1) hour (depending on the volume of donated items)</i>	Donation-Focal Person
Wait for the acknowledgement Receipt to be provided as proof of donations	4. List the donated items and its quantity Issue Acknowledgement Receipt	None	<i>15 minutes</i>	Donation-Focal Person

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 from Medical Records
2. Hospital bill (With name and Signature)	Billing clerk of the hospital
3. Barangay certificate/ certificate of Indecency	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 agencies.
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 from Medical Records
2. Prescription complete with name, license number, and signature of the Physician	Attending Physician from a hospital/clinic
4. Social Case Study Report	Licensed Social Worker from any government/ non- government welfare agencies.
	Government agencies issuing an

5. Any valid Government Issued I.D	identification card(SSS, Philhealth, LTO, PAG-IBIG, Comelec NBI, DFA and among others)
Medical Assistance for Laboratory Requests	
6. Medical Certificate/Clinical Abstract complete with name, license number, and signature of the Physician	Attending Physician from a hospital/clinic or from Medical
7. Laboratory Requests with name, license number, and signature of the Physician	Attending Physician from a hospital/clinic
8. Barangay certificate/ certificate of Indecency	From the Barangay where the client is presently residing.
9. Social Case Study Report	Licensed Social Worker from any government/ non- government welfare agencies.
Burial Assistance for Funeral Bill	
17. Registered Death Certificate/ Certification from the tribal chieftain	City/Municipal Hall, hospital, funeral Parlor or Tribal chieftain,
18. Funeral Contract	The authorized staff of the Funeral parlor/ Memorial Chapel
19. Transfer Permit	City/Municipal Hall, hospital, funeral Parlor or Tribal chieftain,
20. Embalming certificate	The authorized staff of the Funeral parlor/ Memorial Chapel
21. Barangay certificate/ certificate of Indecency	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
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)

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 - 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		Police Station, Barangay, Bureau of Fire, Philippine Embassy/Consulate, Social Worker from welfare agencies.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Queue number	1.1 Issuance of Queue of Number 1.2 Encoding of the client's information in online Spreadsheet	None	3 minutes	Security Guard / CIU
2. Screening of documents, Interview, Assessment and recommendation	2.2 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	CIU Social Worker
3. Review and Approval of the Officer in charge of the Social	5. 3.1 Checking of the OIC of the completion and assessment and	None	10 minutes	CIU-officer in Charge

Workers' recommendation of assistance needed	recommendation of the worker			
<p>4. Release of Assistance</p> <p>a. Cash outright (Php 10,000.00 Below)</p> <p>b. Guarantee Letter addressed to the Service Provider Php 20,000.00 below)</p>	None	<p>a. 10 Minutes</p> <p>b. 5 Minutes</p>	<p>a. <i>Disbursing Officer, FMS</i></p> <p>b. <i>CIU Admin Staff</i></p>	<p>4. Release of Assistance</p> <p>a. Cash outright (Php 10,000.00 Below)</p> <p>b. Guarantee Letter addressed to the Service Provider Php 20,000.00 below)</p>
Guarantee Letter Transactions within 3 to 5 Working days				
1. Queue number	<input type="checkbox"/> Issuance of Queue of Number <input type="checkbox"/> Encoding of the client's information in online Spreadsheet	None	3 minutes	<i>CIU Administrative Staff</i>
2. 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	<input type="checkbox"/> Checking the completion of	None	Within the 3 working days	Bureau Director Undersecretary

Designated Approving officers a. Bureau Director (Php 20,001 –Php 75,000) b. Undersecretary for operations (Php 75,001- Php 150,000.00)	documents as well as the assessment and recommendation of the worker		(Depending on the availability of the approving officers)	for Operations
Release of guarantee letter	None	5 Minutes	CIU Admin Staff	Release of guarantee letter

RESEARCH PROTOCOL PROCESS FLOW

Office or Division:	POLICY DEVELOPMENT AND PLANNING UNIT – PPD			
Classification:	Simple			
Types of Transaction:	External			
Who may avail:	DSWD FO 10 Programs & Services Units and Divisions			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
N/A		N/A		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>Researchers submits written request to conduct research 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 prior to the conduct of data gathering.</p>	<p>Policy Development and Planning Unit (PDPU) conducts initial review of the research proposal.</p> <p>If research is qualified, it is recommended for approval by the Regional Director</p> <p>if insufficient, PDPU returns the requirements for revision and/or submission of additional requirements by</p>	None	5 working days	<p>Researchers</p> <p>PDPU Research focal</p>

	researchers.			
	<p>PDPU endorses research proposal for approval to the Regional Director.</p> <p>If disapproved, PDPU returns the requirements for revision and/or submission of additional requirements by researchers.</p>	None	1 day	PDPU Research focal
	PDPU endorses the approved Research Proposal and the Conduct of Research to DSWD facility	None	1 day	PDPU Research focal
Researchers conduct actual data gathering at the DSWD Facility	<i>PDPU oversees the conduct of research</i>	<i>None</i>		PDPU Research focal Researchers
	Researchers and PDPU conducts Exit Conference one (1) week after conduct of Data Gathering to evaluate the results.	None	2-3hrs	PDPU Research focal Researchers

1. PROCEDURES IN THE RECEIPT, INSPECTION, ACCEPTANCE AND RECORDING, DELIVERIES OF INVENTORY ITEMS AND EQUIPMENT

In accordance to 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:	Delivery of Supplies		
Who may avail :	DSWD Field Office 10 Employees		
AGENCY ACTIONS		TIME	PERSON/UNIT RESPONSIBLE
Delivery of Equipment and Inventory Item			
1. Signs "Received" portion of original and Copy 2 of the Delivery Receipt (DR).		1 min.	Property Supply and Assets Mgt. Unit (PSAMU)/

<p>Files original and return Copy 2 of the DR to the Supplier/Procurement Service.</p> <p>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.</p>	<p>1 min.</p>	<p>Warehouse In-charge</p>
<p>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 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.</p> <p>4. If specification are not in order or delivery is not complete, indicates notation on the IAR that the deliveries are not in conformity with specifications agreed under the approved PO or deliveries are not complete. Forward the IAR to the Property/Supply Officer.</p>	<p>30 min.</p>	<p>Property Inspector</p>
<p>5. Signs in “Acceptance” column, acknowledging receipt of the items delivered. Checks the appropriate box whether a complete or partial (indicate quantity received) delivery and indicate the date of receipt and remarks, if any.</p> <p>Forwards items to Property/Supply Custodian for safe-keeping/storage.</p>	<p>5 min.</p>	<p>Property/Supply Officer</p>
<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>1 hour</p>	<p>Property/Supply Officer</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>30 min.</p>	
<p>For PPE more than P15,000 above issued a PAR to DSWD Staff for Permanent/Contractual Staff for PAR and for sub-PAR for MOA Staff and below Php.14,999.00 issued a ICS to DSWD Staff (Semi-expenditures)</p>	<p>10 min.</p>	<p>Property/Supply Officer PREMIS</p>
<p>Servicing: Motor Vehicles – Provide a copy of IAR and PO to Warehouse Incharge for recording the repair History.</p>	<p>10 min.</p>	<p>Property/Supply Officer</p>
<p>Trainings Accommodations/Vehicle Rentals – If the activity/services is COMPLETED or PARTIAL attached the ff:</p> <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 keep by PSAMU to monitor the remaining activities/services.</p>	<p>30 min.</p>	<p>End-User Property/Supply Officer</p>

PROCEDURES IN THE REQUISITION AND ISSUANCE OF INVENTORY ITEMS/EQUIPMENTS

In accordance to 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:	Requisition and Issuance of Items
Who may avail :	DSWD Field Office 10 Employees

AGENCY ACTIONS	TIME	PERSON/UNIT RESPONSIBLE
<u>Inquiry for the Availability of Supplies</u> 1. Fill-out/prepares Supplies Availability Inquiry (SAI)	5 min.	Concerned Office Requesting Personnel (CORP)
2. If stock is Not Available , advice End-user to prepare Purchase Request (PR) for the item requested. If available from stock , prepare and fill-up Requisition and Issuance Slip (RIS) in three (3) copies. Sign "Requested by". Forward RIS to 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 completeness of information. Fills up the RIS No./Date, and Quantity, Remarks and initials "Approved by" portion of the RIS, and records RIS in the logbook.	5 min.	PSMAU
5. Signs the "Approved by" portion of RIS and returns to the Supply Officer for issuance of the stock.	5 min.	Admin Division Chief
6. Fill up and signs the "Issuance" portion of the RIS and issues inventory items requested to the Requesting Personnel.	5 min.	Supply Officer
7. Receives supplies, requested and sign in the "Received by" portion of the RIS.	5 min.	Concerned Office Requesting Personnel (CORP)
For Equipments: Follow Steps 1-5 1. Update database and prepare PAR/ICS and sticker 2. Review and sign by PSAM Head	20 min. 5 min	PREMIS PSAMU

3. Receives supplies, requested and sign in the "Received by" portion of the RIS.	5 min,	CORP
4. Release supplies or equipment	10 min..	Property Custodian

DSWD DISPOSAL OF WASTE MATERIAL/SCRAP AND SPOILED GOODS

In accordance to 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:	Disposal	
Who may avail :	DSWD Field Office 10 Employees	
AGENCY ACTIONS	TIME	PERSON/UNIT RESPONSIBLE
1. Identification of waste materials/scarp for disposal	1 week	Warehouseman
2. Submission of Request for Disposal	5 min.	Warehouseman
3. Inspection of waste materials and preparation of WMR	1 day	PAMU
4. Submission of Request to RPDAC	1 hour	PAMU
5. Evaluation of the items requested for disposal and preparation of recommendation on the mode of disposal to be applied	1 day	RPDAC
6. Approval of resolution on the modes of disposal applied	1 hour	Regional Director
7. Publication of bidding for the sale of disposable properties	1 week	RPADC Secretariat
8. Conduct of bidding process	1 day	RPDAC
9. Awarding of winning bidder	1 day	RPDAC
10. Acceptance of Payment	1 day	Cashier
11. Hauling	1 -3	RPDAC Secretariat and

	days	the Warehouseman
12. Submission of Report to COA, IAS and Accounting Division	1 hour	RPDAC Secretariat

PROCEDURES IN THE REQUISITION AND ISSUANCE OF EQUIPMENT

In accordance to 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:	Requisition and Issuance of Equipment	
Who may avail :	DSWD Field Office 10 Employees	
AGENCY ACTIONS	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 pertaining to requisition, except Issuance column of the RIS	5 min.	Concerned Office Requesting Personnel
2. Reviews RIS and signs "Requested by" in the requisition column.	5 min.	Authorized Official
3. Records the signed RIS in the logbook and indicate date, particular and remarks. Forwards the same to supplies and Property Unit for processing of the requisition.	5 min.	Requesting Personnel
4. Receives signed RIS from Requesting Office. Records 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. Note: Copy 3 of the RIS shall be issued to Requesting Personnel	5 min.	Property and Supply Unit Receiving Staff
5. Verifies RIS and checks against the PR Initials RIS and forwards the original and Copy 2 of RIS to the Head of the Property and Supply Unit for review and approval.	5 min.	Property Officer
6. Reviews RIS and signs the "Approved	5 min.	Head of the Property

by” Issuance portion of RIS. Forwards copies 1-2 of RIS to Property Custodian.		and Supply Unit
7. Based on the approved RIS, assigns number on the property being transferred/issued indicates the number in the RIS	5 min.	Property Custodian
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 <i>Note: ARE shall distributed follows: Original – Supply and Property Unit file Copy 2 – Recipient or user of the property file</i>	5 min.	Property Custodian
9. Retrieves copy 3 of RIS, Checks item if it is in conformity with RIS. Signs “ <i>Received by</i> ” portion of original and copy 2 of ARE and RIS. Returns original ARE and copies 1-2 of RIS to Property Custodian/Officer. Files the copy 2 of ARE and copy 3 of RIS.	5 min.	Concerned Office Requesting Personnel
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.	Supply and Property Unit/Property Officer

PROCESS OF BIDDING FOR VENUE (For Trainings and Seminars)

Requisition of Venue services for trainings and Seminars/Events

Office or Division:	Administrative Division – Procurement Unit			
Classification:	Simple			
Types of Transaction:	Internal			
Who may avail:	DSWD FO 10 Programs & Services Units and Divisions			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
N/A		N/A		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
N/A	1. Receives Purchase Request (PR) from	None	10 minutes	Administrative Staff

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

	supplier			Staff
	12. Forwards served PO to resident Commission on Audit (COA)'s office with checklist	None	20 minutes	Administrative Staff
	13. <i>Reviews PO and stamp as received</i>	<i>None</i>	<i>(refer to resident COA's office processing)</i>	<i>Resident COA</i>
	14. Receives and records PO from COA then forwards to Property and Asset Unit	None	10 minutes	Administrative Staff
	TOTAL	None	2-7 days 1 hour and 10 minutes	

ISSUANCE OF APPOINTMENT PAPER

Office or Division:	Human Resource Planning and Performance Management Unit (HRPPMU)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government (Internal/DSWD Employees/Workers)			
Who may avail:	All DSWD Employees/Workers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Submitted documentary requirements for processing of appointment paper		Client	HRMDD	
CLIENT STEPS	AGENCY ACTIONS	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receive Approved Message for Transmission	Provide approved/signed message for transmission	none	2 minutes	<i>Client/HRPPMU</i>
2. Comply Requirements	Provide checklist of requirements	none	3-5 days	<i>Client/HRPPMU</i>
3. Submission of Requirements	Prepare appointment for the RD's approval	none	8 days	<i>Client/HRPPMU</i>

	Once appointment is approved prepare oath, assumption, PDF, and Transmittal of Appointment			
4. Report to Duty	Approved Appointment transmitted to staff	none	4 days	<i>Client/HRPPMU</i>
TOTAL		none	17 days and 2 minutes	<i>May be extended depending on the volume of transactions handled</i>

ISSUANCE OF CERTIFICATE OF EMPLOYMENT

Office or Division:	Human Resource Planning and Performance Management Unit (HRPPMU)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government (Internal/DSWD Employees/Workers)			
Who may avail:	All DSWD Employees/Workers			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Submitted documentary requirements for processing of employment certificate		Client	HRMDD	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up request through walk-in/online	Provide request form to walk-in and online clients	none	2 minutes	<i>Client</i>
2. Process/review request	Reviewing of the request if filled-out properly	none	2 minutes	<i>Client</i>
3. Prepare request	Encode request	none	2 minutes	<i>Client</i>
4. Approved request	Sign request for approval	none	2 minutes	<i>Client</i>
5. Received COE through walk-	Transmit and return to requester	none	5 days	<i>Client</i>

in/online	of either email or walk-in with acknowledgement receipt			
TOTAL		none	5 days and 8 minutes	<i>May be extended depending on the volume of transactions handled</i>

ISSUANCE OF EMPLOYMENT CONTRACT

Office or Division:	Human Resource Planning and Performance Management Unit (HRPPMU)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government (Internal/DSWD MOA/Job Order Workers)			
Who may avail:	All MOA/Job Order DSWD Employees/Workers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Submitted documentary requirements for processing of employment contract		Client	HRMDD	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.	Receive Notice of Approved Hiring	none		<i>HRPPMU</i>
2. Comply Requirements	Provide checklist of requirements - Upon compliance with complete requirements, preparation for opening of BIR - TIN	none	2 minutes	<i>Client/HRPPMU</i>
3. LandBank Opening	Provide Letter of Endorsement to be forwarded to the Cash Unit	none	2 minutes	<i>Client/HRPPMU</i>
4. Signing of Contract	Provide contract to be signed by the client	none	2 minutes	<i>Client/HRPPMU</i>

5. Approval of Contract	Sign and provide contracts/approve contracts Approved contract transmitted to staff	none	12 days	HRPPMU
TOTAL		none	12 days and 6 minutes	<i>May be extended depending on the volume of transactions handled</i>

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 proper process for interested qualified applicants.

Office or Division	Learning and Development – HRMDD			
Classification	Simple			
Types of Transactions	G2E – Government to Employees			
Who may avail :	Offices, Bureaus, Services (OBS), Field Offices,			
CHECKLIST OF REQUIREMENTS	OF	WHERE TO SECURE		
Requirements may vary				
APPLICANT'S STEPS	AGENCY ACTIONS	DOCUMENTS	PROCESSING TIME	PERSON RESPONSIBLE
	Notice of scholarship thru memorandum from the Central Office cascaded to the Field Offices Learning and Development Unit prepares and disseminates Regional Memorandum informing all interested qualified employees of the said scholarship.	Regional Memorandum disseminated to all Divisions/Unit /Sections	2-3hrs	Learning and Development Focal

Interested qualified employees submits their letter of intent to avail of the said Scholarship	Consolidation and screening of the submitted letter of intent from interested qualified applicants	Letter of Intent from the qualified Applicants	5-6hrs	Learning and Development Focal
	Regional Personnel Development Committee convenes and to conduct deliberation for the submitted letter of intent from nominees based on the set criteria. RPDC Resolution will be approved by the Regional Director	Regional Personnel Development Committee Resolution		Regional Personnel Development Committee
	Congratulatory Letter to be handed to scholarship nominees / Regret Letter to be handed to applicants who did not meet the requirements.	Congratulatory Letter / Regret Letter	2-3hrs	Learning and Development Focal
Regional Nominees will submit documentary requirements	Consolidation of the documentary requirements from the applicants to be submitted to the Records unit for forwarding to HRDS-CO	Documentary requirements from the regional nominees	Within the day	Regional Nominees, Records Unit and Learning and Development Unit
	The Field Office receives the memorandum for the Deliberation result of the PDC-CO. If the regional nominee is selected, the L&D shall issue a	PDC-CO Memorandum ; Congratulatory Letter & Checklist of Requirements;	2-3hrs	Learning and Development Unit

	congratulatory letter and a checklist of the requirements; If the regional nominee is NOT selected, L&D unit will issue a regret letter.	Regret Letter		
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ISSUANCE OF REGIONAL SPECIAL / TRAVEL ORDER

In the pursuit to fast-track the internal services of the Department through the issuance and dissemination of Regional Special order and Regional Travel Order.

Office or Division	Learning and Development – HRMDD		
Classification	Simple		
Types of Transactions	G2E – Government to Employees		
Who may avail :	Offices, Bureaus, Services (OBS), Field Offices,		
CHECKLIST OF REQUIREMENTS	OF	WHERE TO SECURE	
Requirements may vary			
AGENCY ACTIONS	DOCUMENTS	PROCESSING TIME	PERSON RESPONSIBLE
Office of the Regional Director (ORD) endorses approved request for issuance of Regional Special Order / Regional Travel Order to the Learning and Development Unit (L&DU).	Request for Issuance of Regional Special/Travel Order	1hr	Learning and Development RSO/RTO Focal
L&DU facilitates the construct of the Regional Special/Travel Order with corresponding RSO/RTO control number and series for monitoring.	Unapproved RSO/RTO	2-3hrs	Learning and Development RSO/RTO Focal
L&D RSO/RTO focal then endorses the unapproved RSO/RTO to HRMDD Chief and L&D Head for review.	Unapproved RSO/RTO	2hrs	HRMDD Chief and L&DU Head
The RSO/RTO Focal then endorses the reviewed RSO/RTO to the ORD for approval by the Regional Director.	Approved RSO/RTO	2 Days	Office of the Regional Director
ORD endorses approved	Approved	2-3 Days	Learning and

RSO/RTO to the L&DU for document scanning and data banking.	RSO/RTO		Development RSO/RTO Focal
L&DU endorses the scanned and approved copy of RSO/RTO to OBS end user.	Approved RSO/RTO	2 Days	Learning and Development RSO/RTO Focal

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 placed to provide guidance to all interested applicants.

Office or Division	Learning and Development – HRMDD		
Classification	Simple		
Types of Transactions	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
Applicant has the need to pursue study leave for : 1. Preparation for exam 2. Completion of academic requirements	Approved letter of request to apply for study leave	1hr	Learning and Development RSO/RTO Focal
LDU screens and reviews the request letter per set criteria in the guidelines	Approved letter of request to apply for study leave & MC 16, S 2018	2hrs	Learning and Development RSO/RTO Focal
If the applicant is qualified for the study leave, the LDU/RPDC Secretariat will prepare a RPDC resolution for the study leave; if applicant is NOT qualified, LDU/RPDC Secretariat will prepare regret letter	Approved letter of request to apply for study leave & RPDC Resolution Regret letter	2hrs	HRMDD Chief and L&DU Head

RPDC Review the resolution. RPDC members will sign and approve the resolution if in concurrence	Approved RSO/RTO	2-3days	Office of the Regional Director
LDU/RPDC Secretariat will endorse the RPDC approved resolution to the Office of the Regional Director for the approval of the Regional Director (for FO rank and File); RPDC approved resolution will be submitted to the Office of the Secretary at DSWD CO for Approval (for Div. Chief and up)	Approved RSO/RTO	1 day	Learning and Development RSO/RTO Focal
LDU/RPDC Secretariat informs the applicant of the approval of the request and require the applicant to accomplish a leave contract, Study leave application form and other necessary documentary requirements.	Approved RSO/RTO	1day	Learning and Development RSO/RTO Focal

HMO PROCESS FLOW FOR ENROLLMENT AND PAYMENT

Office or Division	HUMAN RESOURCE WELFARE UNIT - HRMDD		
Classification	Simple		
Types of Transactions	Simple		
Who may avail :	G2E – Government to Employees		
CHECKLIST OF REQUIREMENTS	OF	Where to Secure	
Requirements may vary			
AGENCY ACTIONS	OFFICE/UNIT	RESPONSIBLE PERSON	OUTPUT
A) Enrollment Process			
1) Automatic enrollment, based on payroll of those who received CNA 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,	Clean List

		HMO Focal	
1.c) Request for Exclusion from Automatic enrollment	HR/PAD/PAS/SWEAP 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, Acknowledge
2) Enrollment of Dependent (Principal from Regular, Casual, Contractual)	SWEAP Chapter		
2.a Enrollment Application (EA) and Authority to Deduct(AD)			
2.a.1 Received EA and AD, and Record the same for control purposes	SWEAP Chapter	HMO Focal	Received and Recorded EA and AD
2.a.1 Process EA and AD	SWEAP Chapter	HMO Focal	Process EA and AD
2.a.2 Approved EA and AD <i>Note: If EA and AD not approved this shall be returned with reason and justification why it was not approved.</i>	SWEAP Chapter	SWEAP Chapter President	Approved EA and AD
2.a.3 Submit AD to PAD/PAS	SWEAP Chapter/PAD/PAS	HMO Focal	Submitted AD
2.a.4 Deduct Payment from payroll of Principal of Dependent	PAD/PAS	Payroll Master	Deduction effected
2.b) Submit list of Qualified dependent to HMO SP			
2.b.1 Verify, Check, review list	SWEAP Chapter	Chapter President	Reviewed, verify and Check list
2.b.2 Submit list to HMO SP	SWEAP Chapter	HMO Focal	Submitted list
2.b.3 Submitted list of dependent	SWEAP		
3) Received Billing Statement			
3.a) Record received Billing Statement(BS)	SWEAP Chapter	HMO Focal	Recorded BS


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

Statement			
c.1 Received adjusted BS	SWEAP Chapter	HMO Focal/SWEAP President	Received BS
c.2 Submit BS for preparation of lacking payment	SWEAP Chapter	HMO Focal/SWEAP President	Submitted BS
c.3 Prepare payment to complete the discrepancies	PAD/PAS	Payroll Master	Prepared DVs
c.4 Remit Payments to HMO	FMS/FMD/Cash/SWEAP Chapter	Cashier/SWEAP President/HMO Focal	Remitted payments
c.3 Prepare letter request for refund if any.	SWEAP Chapter	HMO Focal/SWEAP President	Letter request prepared

SECURING CLEARANCE CERTIFICATE

Office or Division	Human Resource Planning and Performance Management Unit – HRMDD
Classification	Simple
Types of Transactions	G2E – Government to Employees
Who may avail :	Offices, Bureaus, Services (OBS), Field Offices
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE

Requirements may vary

APPLICANT'S STEPS	AGENCY ACTIONS	DOCUMENTS	PROCESSING TIME	PERSON RESPONSIBLE
Applicant submits clearance with applicants details to supervisor	Supervisor endorses clearance to the Regional Project Management Office for processing	Clearance form with applicant's details	2-3hrs	Supervisor
Assigned RPMO worker receives clearance form from the applicant's supervisor and endorses signed Clearance to the HRPPM unit; Receives	HRPPM Unit receives and reviews signed with attached requirements Clearance from the employee. Incomplete requirements/clearance will be returned to employee	Clearance with attached requirements	 BPR Issuance of Appointment Paper 2-3mins	Program RPMO / HRPPM Unit / Personnel Unit

returned incomplete clearance from the HRPPM				
	HRPPM Unit endorses complete clearance to the Division Chiefs for signature	Signed Clearance with attached requirements	2-3mins	Division Chief Admin Asst.
	Division chief's assistants then endorses the signed Clearance to the Office of the Regional Director	Signed Clearance with attached requirements	3-4hrs	Division Chief Admin Asst., ORD Admin. Asst. and the Regional Director
	The Regional Director then approves the Clearance and endorses it to HRPPM unit. HRPPM Unit then submits approved clearance to Personnel Unit and Cash Unit for processing of last salary.	Approved clearance	2-3hrs	HRPPM Unit

MEDIA INTERVIEW (PHONE Patch)

Office or Division:	SOCIAL MARKETING UNIT			
Classification:	Simple			
Types of Transaction:	Internal			
Who may avail:	DSWD FO 10 Programs & Services Units and Divisions			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
N/A		N/A		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Media submits request to Social Marketing unit	SMU/Regional Information Officer receives request from Media	None	15 Minutes	Media Social Marketing Unit Focal/Regional

				Information Officer
	SMU Focal / RIO prepares briefer for interviewee	None	30mins	Social Marketing Unit Focal/Regional Information Officer
	SMU Focal / RIO submits briefer for interviewee	None	5 mins	Social Marketing Unit Focal/Regional Information Officer
	Interviewee reviews Briefer and gives direction to proceed with the interview	None	5mins	Interviewee
Media begins the Interview thru phone patch		None		Interviewee Media

RECEIVING AND TAGGING OF VOUCHERS

Office or Division:	Financial Management Division – Budget Unit			
Classification:	Simple			
Types of Transaction:	Internal			
Who may avail:	DSWD FO 10 Programs & Services Units and Divisions			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
N/A		N/A		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
PR/Proposal PROCESS				
1	Received Documents - DOTA	none	5-10 mins	AA II
2	Encode the documents	none	3-5 mins	AA II
3	Distribute the documents in their respective focals – budget staff	none	5-10 mins	AA II
4	Mark the source of available allotment - If SAA is available If NO – inform the end user – follow up CO	none	10-20 mins	AAII
5	Sign the documents	none	10-30 mins	AOV/AOIV
6	Forward to RD for	none		

	approval			
		none		
OBLIGATION PROCESS			none	
1	Received OBR/DV with attached documents - DOTA	none	5-10 mins	AAll
2	Distribute OBR/DV in their respective focals for obligation – budget staff	none	5-10 mins	AAll
3	Sign the OBR/DV	none	10-30 mins	AOIV/AOV
4	Return to Focal Budget staff	none	3-5 mins	AOIV/AOV
5	Forward to Accounting Unit	none	5-10 mins	AA II