

# DEPARTMENT OF SOCIAL WELFARE AND DEVELOPMENT

## **CORDILLERA ADMINISTRATIVE REGION**

**Second Edition** 

Note: Some part of this edition may still be subjected to on-going test and validation for the improvement of the DSWD Field Office Cordillera Administrative Region's external and internal services

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#### I. Mandate:

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

#### II. Vision:

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

#### III. Mission:

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

#### IV. Service Pledge:

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

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

We shall appreciate any positive or negative feedback regarding our services, facilities, and personnel. All these we pledge for the best interest of the clients/customers we serve.

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Field Office Cordillera Administrative Region External and Internal Services

## 1. Processing of Purchase Order:

Purchase order indicates all the data and information pertaining to the purchase of the government agency. See COA Circular No. 96-010, dated August 15, 1996.

Office or Division:		Accounting Section			
Classification:		Simple			
Type of Transaction:			G2G- G	Government to Go	overnment
Who may av			End	-Users/ Process	owners
CHECKLIST	OF		W	HERE TO SECU	JRE:
REQUIREMEN	NTS:				
1. Proposal or Purchase Request 2. All procurement documents (Request for Quotations, PhilGEPS posting if required, Abstract of Quotations, BAC Resolution, and other documents required depending on the mode of procurement) 3. Purchase Order			k (copies	itted by the end l s are available fr	
4. ORS/BURS					
Client steps	Section's Actions		Fees to be paid	Processing time	Persons Responsible
1. Submits Purchase Order (PO) with supporting documents	1.1 Receive the Purchas Order (PO) with suppor documents from the Budget Sec	se	None	5 minutes per document	Budget Section Clerk
	1.2 Encodes the details of the document in the MS Excel File for incoming documents 1. 3 Distributes the PO to the Accounting Section staff for processing		None	10 minutes per PO 5 minutes per	Accounting Section Clerk Accounting
				document	Section Clerk

1.4 Reviews for the completeness, correctness and consistency (3C) of the documents. If the documents are found compliant to the 3Cs, indicates the ORS details on the PO, and initials under the name of the Accounting Section Head (Certification of funds availability). If the documents are not compliant to the 3Cs, prepares the Memorandum for the findings, and initials on the Memorandum.	None	3 working days (including review and initial signing or preparation of memorandum)	Accounting Staff
1.5 Reviews the PO and supporting documents, with the Memorandum, if any. If there are no additional comments or review notes, signs on the: Certification of funds	None	2 days	Regional Accountant

Ho the ad cou rev infu sta cou ad cou pre inc Me	ailability. wever, if ere are ditional mments/ view notes, orms the off re ncern/ ditional ncern for eparation/ clusion in the emorandum return.			
the the in t Ex our	Encodes details of document the MS cel File (for tgoing), and the DTS	None	10 minutes	Accounting Section Clerk
do cou the for PC Off Re Dir ap Ho do no to to thu sig Re Ac for do the Fir Ma	If the cuments are mpliant to a 3Cs, wards the b to the fice of the egional rector for proval. wever, if the cuments are t compliant the 3Cs, and us is not ned by the egional countant, wards the cuments to a Chief of the nancial anagement vision for	None	15 minutes	Accounting Section Clerk

ГТ		L	1	<b></b> 1	
	signing of the				
	Memorandum				
	for return.				
	1.8 For the non-compliant	None	1 day	Chief, Financial	
	documents,			Management	
	the signs the			Division	
	Memorandum,			DIVISION	
	and forwards				
	the documents				
	to the				
	Procurement				
	Section or				
	concerned Unit		<b>4</b> days is 1.40		
	1.9 For the	None	1 day and 10	Accounting	
	compliant		minutes	Section	
	documents,			Clerk	
	forward to the				
	Regional				
	Director for				
	approval of the				
	PO, and				
	forwards the				
	PO to the				
	Procurement				
	Section for				
	coordination				
	with the				
	Supplier/				
	Service				
	Provider for				
	conforme of				
	the PO				
	edback and com	nplaints i	mechanism		
How to send feedback			ccomplish	feedback/	
			complaint form of		
How Feedbacks are processed		Feedback or complaint			
			whenever available will be		
		ddressed and fac	•		
		lead of Accountir	0		
How complaint is add		ny complaint w	-		
			rivate messag		
			omplaint througl		
			vill be immediate	•	
			v the Llead of	f Accounting	
			y the Head c section	of Accounting	

Complaint/s through 8888 Desk/ Hotline	Head of Accounting Section will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non- permanent staff
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917- 872 0256/ +63919 065 5356- 68 or through email address: <u>focar@dswd.gov.ph</u> or through Facebook account: www. facebook.com/dswdfocar

2. Processing of Disbursement Voucher:

Office or Division:	Accounting Section
Classification:	Highly Technical
Type of Transaction:	G2G- Government to Government
Who may avail:	External or Internal Auditors / FMS

CHECKLIS REQUIREM		WHERE TO SECURE:			RE:
<ol> <li>DV;</li> <li>ORS; and</li> <li>all documentary requirements as r the transaction (R COA Circular 201 the Documentary Requirements, an Memorandum Circ Guidelines for Project/Program Requirements)</li> </ol>	y equired by efer to 2-001 for d specific culars/	To be secured by the technical staff from the available and/ or active written and electronic reports by the Accounting Section			and electronic ion
Client steps	Section'		Fees to	Processing	Persons
1. Submits Disbursement Voucher (DV) with supporting	Actions 1.1 Receives Disbursemer Voucher (DV supporting documents	the ht	be paid None	time 5 minutes	Responsible End User or Budget Section Clerk
documents.			None	10 minutes	Accounting Section Clerk
	1.3 Distribute DV to Accounting Section stat processing	the	None	5 minutes	Accounting Section Clerk
	1.4 Reviews completenes correctness a consistency ( of the docum If the docum are found compliant to 3Cs, comput the withholdin taxes and oth deductions (i retention fee liquidated damages); (2	s, and (3C) ents. ents the es for ng ner .e.,	None	3 working days	Accounting Staff

Initials under the		
name of the		
Accounting		
Section Head on		
the Box C of the		
DV; (3) Prepares		
the Journal Entry		
Voucher (JEV)		
and signs as		
preparer; and (4)		
Prepares the BIR		
Forms (i.e., 2306,		
2307) if		
applicable.		
Further, if there		
are changes in		
the amounts as		
per review and		
the adjustment is		
within the month		
of obligation, the		
adjustment is		
recorded in the		
google sheet		
(201x (pertaining		
to the Year) ORS		
adjustment) for		
information/		
adjustment of the		
Budget Section.		
For adjustments		
wherein the time		
of adjustment is		
not within the		
month of		
obligation, the		
Notice of ORS		
Adjustment		
(NORSA) is		
prepared.		
However, if the		
documents are		
not compliant to		
the 3Cs, prepares		
the Memorandum		
for the findings,		
and initials on the		
Memorandum.		

1. 5 Reviews the DV and supporting documents, with the Memorandum, if any. If there are no additional comments or review notes, signs on the: Box C of the DV; approves JEV; Tax Certificates; and approves NORSA, if with adjustment which is not within the month of obligation. However, if there are additional comments/ review notes, informs the staff re concern/ additional concern for preparation/ inclusion in the Memorandum for return.	None	2 days	Regional Accountant
1. 6 Encodes the details of the document in the MS Excel File for incoming documents, and in the DTS	None	10 minutes	Accounting Section Clerk
1.7 If the documents are compliant to the 3Cs, and thus the DV is signed	None	15 minutes	Accounting Section Clerk

by the Regional			
Accountant, If			
there is NORSA,			
forwards the			
documents to			
the Budget			
Section for			
recording of the			
NORSA, prior to			
forwarding to			
End-User; If			
there is no			
NORSA,			
Forwards the			
documents to			
the End-User for			
signing of Box D of the DV.			
However, if the			
documents are			
not compliant to			
the 3Cs, and			
thus the DV is			
not signed by			
the Regional			
Accountant,			
forwards the			
documents to			
the Chief of the			
Financial			
Management			
Division for			
signing of the			
Memorandum			
for return			
1.8 For the non-	None	1 day	Financial
compliant		,	Management
documents,			Division Chief
signs the			
Memorandum,			
and forwards the			
documents to			
the Procurement			
Section or concerned Unit			

	1.9 For the compliant documents with NORSA, the reviews and signs as "verified by" on the NORSA	None	1	1 day	Budget Section Head
	1.10 Approves Box D of the DV	None	!	1 day	Division Chief
	1.11 If the transaction is pertaining to 1st payment for procured items which has undergone competitive bidding, the reviews the documents, and signs the Pre- Audit Form	None		1 day	Management Audit Analyst
	1.12 Receives the approved DV			10 minutes	Cash Section Clerk
	Feedback and co	mplair	nts m	echanism	
How to send feedback			Acc		ack/ Complaint า
How Feedbacks are processed			ava faci	dback or comp ilable will be ac litated by the H ounting Section	lead of
How complaint is addressed			Any priv com will	complaint w ate messag pplaint throug	rritten, through le, text or h quad-media y addressed by
Complaint/s through 8888 Desk/ Hotl		line	Hea facil regl resp Inte	id of Accountil litate the respo ementary per ponse to 888 rnal Audit Unit	ng Section will onse within the iod and send 8 hotline and
How complaints a	re processed		issu	e Show Cau	on Chief may use Order for nmitted by

	permanent or contractual staff or
	Letter of Explanation for non-
	permanent staff
Contact information of DSWD FO-CAR	Any irregularity using the name of
	DSWD-CAR or involving any of its
	official may be submitted to the
	DSWD-CAR's office at No. 40
	North Drive, Baguio City or
	through cellphone numbers:
	(6374) 661-0430/ (6302) 396
	6580/ +0917871 9893/ +63917-
	872 0256/ +63919 065 5356- 68
	or through email address:
	focar@dswd.gov.ph or through
	Facebook account: www.
	facebook.com/dswdfocar

3. Pre-audit of Pre-Audit and Processing of Initial Salary (for Permanent, Casual and Contractual Employees), Cash Advance, and Fund Transfer

Office or Division:	Accounting Section
Classification:	Complex
Type of Transaction:	G2G- Government to Government
Who may avail:	End-Users/ Process owners
CHECKLIST OF	WHERE TO SECURE:
REQUIREMENTS:	

DV; ORS; documentary re as required transaction (Re Circular 2012-0 Documentary Requirements, a Memorandum Guidelines Project/Program Requirements)	equirements (cop by the fold fer to COA 001 for the and specific Circulars/ for	oies available		/ process owner /D FO shared
Client steps	Section's Action		Processing	Persons
1. Submit signed and accomplish DV with complete attachments to	1.1 Receives the Disbursement Voucher (DV) with supporting documents from the Budget Section	be paid None	time 5 minutes	Responsible Accounting Section Clerk
Accounting Section	1.2 Encodes the details of the document in the MS Excel File for incoming documents, and in the DTS	None	10 minutes	Accounting Section Clerk
	1.3 Distributes the DV to the Accounting Section staff for processing		5 minutes	Accounting Section Clerk
	1.4 Reviews for the completeness correctness and consistency (3C) of the documents. If the documents are found compliant to the 3Cs, ACCOUNTING STAFF (1) Initials under the name of the Accounting		3 days	Accounting Staff

Section Head on the Box C of the DV; (2) Prepares the Journal Entry Voucher (JEV) and signs as preparer; and (3) Records the transaction in the Pre-Audit Logbook; and (4) Prepares the pre- audit form in two (2) copies, indicates reference number, and signs as the reviewer. Further, if there are changes in the amounts as per review and the adjustment is within the month of obligation, the adjustment is recorded in the google sheet (201x (pertaining to the Year) ORS adjustment of the
DV; (2) Prepares the Journal Entry Voucher (JEV) and signs as preparer; and (3) Records the transaction in the Pre-Audit Logbook; and (4) Prepares the pre- audit form in two (2) copies, indicates reference number, and signs as the reviewer. Further, if there are changes in the amounts as per review and the adjustment is within the month of obligation, the adjustment is recorded in the google sheet (201x (pertaining to the Year) ORS adjustment of the
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(201x (pertaining to the Year) ORS adjustment) for information/ adjustment of the
to the Year) ORS adjustment) for information/ adjustment of the
adjustment) for information/ adjustment of the
information/ adjustment of the
adjustment of the
Budget Section.
For adjustments
wherein the time
of adjustment is
not within the
month of
obligation, the
Notice of ORS
Adjustment
(NORSA) is
prepared.
However, if the
documents are not
compliant to the
ACCOUNTING
STAFF prepares
the Memorandum

<b>C</b> (1) <b>C</b> (1)	1	[	
for the findings,			
and initials on the			
 Memorandum.			
1.5 Reviews the	None	2 days	Regional
DV and		-	Accountant
supporting			
documents,			
with the			
Memorandum,			
if any. If there			
are no			
additional			
comments or			
review notes,			
signs on the:			
(1) Box C of the			
DV; (2)			
approves JEV;			
(3) approves			
NORSA, if with			
adjustment			
which is not			
within the			
month of			
obligation.			
However, if			
there are			
additional			
comments/			
review notes,			
informs the staff			
re concern/			
additional			
concern for			
preparation/			
inclusion in the			
Memorandum			
for return.			
1.6 Encodes the	None	10 minutes	Accounting
details of the			Section Clerk
document in the			
MS Excel File (for			
-			
outgoing), and in			
the DTS			
1.7 If the	None	15 minutes	Accounting
documents are			Section Clerk
compliant to the			
3Cs, signs the			
documents, (1) If			
-			
there is NORSA, forwards the			

documents to the Budget Section for recording of the NORSA, prior to forwarding to End- User; (2) If there is no NORSA, Forwards the documents to the End-User for signing of Box D of the DV. However, if the documents are not compliant to the 3Cs, and thus the DV is not signed by the Regional Accountant, forwards the documents to the Chief of the Financial Management Division for signing of the Memorandum (for			
return) 1.8 For the non- compliant documents, signs the Memorandum, and forwards the documents to the Procurement Section or concerned Unit	None	1 day	Chief of Financial Management Division
1.9 For the compliant documents with NORSA, reviews and signs as "verified by" on the NORSA	None	1 day	Budget Section Head
<ul><li>1.10 Approve the Box D of the DV</li><li>1.11 Receives the approved DV</li></ul>	None None	1 day 1 day	Concerned Division Chief Cash Section Clerk

(Note: The preparation and processing of Check or ADA is	
another process)	
Feedback and compla	ints mechanism
How to send feedback	Accomplish feedback/ Complaint
	form of the Section
How Feedbacks are processed	Feedback or complaint whenever available will be addressed and facilitated by the Head of Accounting Section
How complaint is addressed	Any complaint written, through
	private message, text or complaint through quad-media will be immediately addressed by the Head of Accounting Section
Complaint/s through 8888 Desk/ Hotline	Head of Accounting Section will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non- permanent staff
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917- 872 0256/ +63919 065 5356- 68 or through email address: <u>focar@dswd.gov.ph</u> or through Facebook account: www. facebook.com/dswdfocar

### 4. Petty Cash Fund Replenishment Processing

Office or Division:	Accounting Section
Classification:	Highly Technical
Type of Transaction:	G2G- Government to Government
Who may avail:	External or Internal Auditors / FMS
CHECKLIST OF	WHERE TO SECURE:
REQUIREMENTS:	
DV; ORS; and all	To be secured by the technical staff from the
documentary requirements as	available and/ or active written and electronic
required by the transaction	reports by the Accounting Section
(Refer to COA Circular 2012-	
001 for the Documentary	

Memorandum Guidelines Project/Program Requirements)	nd specific Circulars/ for			
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
1. Submits Disbursement Voucher for petty cash replenishment with supporting documents	1.1 Receives the Disbursement Voucher (DV) for Petty Cash Fund (PCF) replenishment, with supporting documents from the End- User	None	5 minutes	Accounting Section Clerk
	1.2 Encodes the details of the document in the MS Excel File for incoming documents, and in the DTS	None	10 minutes	Accounting Section Clerk
	1.3 Distributes the DV to the Accounting Section staff for processing	None	5 minutes	Accounting Section Clerk
	1.4 Reviews for the completeness, correctness and consistency (3C) of the documents. If the documents are found compliant to the 3Cs, initials under the name of the Accounting Section Head on the Box C of the DV; and (2) prepares the Journal Entry	None	10 working days	Head of Accounting Section

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Voucher (JEV)			
and signs as			
preparer.			
Further, if there			
are changes in			
the amounts as			
per review and			
the adjustment			
is within the			
month of			
obligation, the			
adjustment is			
recorded in the			
google sheet			
(201x			
(pertaining to			
the Year) ORS			
adjustment) for			
information/			
adjustment of			
the Budget			
Section. For			
adjustments			
wherein the			
time of			
adjustment is			
not within the			
month of			
obligation, the			
Notice of ORS			
Adjustment			
(NORSA) is			
prepared.			
However, if the			
documents are			
not compliant			
to the 3Cs,			
prepares the			
Memorandum			
for the findings,			
and initials on			
the			
Memorandum.			
1.5 Reviews the	None	2 days	Regional
DV and			Accountant
supporting			
documents,			
with the			
Memorandum,			
if any. If there are no			

additional			[]
comments or			
review notes,			
signs on the:			
(1) Box C of the			
DV; (2)			
approves JEV;			
and (4)			
approves			
NORSA, if with			
adjustment			
which is not			
within the			
month of			
obligation.			
However, if			
there are			
additional			
comments/			
review notes,			
informs the			
staff re			
concern/			
additional			
concern for			
preparation/			
inclusion in the			
Memorandum			
for return.	<b>N</b> 1	40	A
1.6 Encodes the	None	10 minutes	Accounting
details of the			Section Clerk
document in			
the MS Excel			
File (for			
outgoing), and			
in the DTS			
1.7 If the	None	15 minutes	Accounting
documents are			Section Clerk
compliant to			
the 3Cs, and			
thus the DV is			
signed by the			
Regional			
Accountant, the			
ACCOUNTING			
SECTION			
CLERK: (1) If			
there is			
NORSA,			
forwards the			
	1	1	

r	ſ		1	[
	documents to			
	the Budget			
	Section for			
	recording of the			
	NORSA, prior			
	to forwarding to			
	End-User; (2) If			
	there is no			
	NORSA,			
	Forwards the			
	documents to			
	the End-User			
	for signing of			
	Box D of the			
	DV. However, if			
	the documents			
	are not			
	compliant to			
	the 3Cs, and			
	thus the DV is			
	not signed by			
	the Regional			
	Accountant,			
	forwards the			
	documents to			
	the Chief of the			
	Financial			
	Management			
	Division for			
	signing of the			
	Memorandum			
	(for return)			
	1.8 For the non-	None	1 day	Division
	compliant			Chief,
	documents,			Financial
	signs the			Management
	Memorandum,			Division
	and forwards			
	the documents			
	to the			
	Procurement			
	Section or			
	concerned Unit			
	1.9 For the	None	1 day	Budget
	compliant		,	Section Head
	documents with			
	NORSA, the ,			
	BUDGET			
	SECTION			
	HEAD reviews			
	and signs as			
				1

	"verified by" on the NORSA				
	1.10 Approves Box D of the DV	None	9	1 day	Concerned Division Chief
	1.11 Receives the approved DV	None	<del>)</del>	1 minute	Head, Cash Section
Feedback and cor	nplaint mechanism				
How to send feed				complish feedb n of the Sectio	ack/ Complaint n
How Feedbacks a	re processed		whe add		le will be cilitated by the
How complaint is addressed			Head of Accounting Section Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Head of Accounting Section		
Complaint/s through 8888 Desk/ Hotline		ne	faci reg res	ilitate the respo lementary per	ng Section will onse within the riod and send 88 hotline and t
How complaints are processed			Cor issu viol per Let	ncerned Divisi ue Show Cau ations cor manent or con	ion Chief may use Order for mmitted by tractual staff or ation for non-
Contact informatio	on of DSWD FO-CA	R	Any of I of it the 40 thro (63 658 872 or	v irregularity u DSWD-CAR o ts official may l DSWD-CAR's North Drive, bugh cellpho 74) 661-0430 30/ +0917871 2 0256/ +63919 through er	sing the name r involving any be submitted to s office at No. Baguio City or ne numbers: 0/ (6302) 396 9893/ +63917- 9 065 5356- 68 nail address: ph or through

Facebook	account:	www.
facebook.con	n/dswdfocar	

5. Processing of List of Due and Demandable Account payable (LDDAP-ADA) and summary of LDDAP-ADAs issued and invalidated Authority to Debit Advice (ADA) entries preparation

Office or Division:	Accounting Section
Classification:	Simple
Type of Transaction:	G2G- Government to Government
Who may avail:	External or Internal Auditors / FMS
CHECKLIST OF	WHERE TO SECURE:
REQUIREMENTS:	
	To be secured by the technical staff from the
Vouchers	available and/ or active written and electronic
	reports by the Accounting Section

Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
1. Request copy of LDDAP- ADA or summary of LDDAP- ADAs issued and invalidated	1.1 Receives the approved (sorted per type) Disbursement Vouchers (DVs) from the Cash Section	None	5 minutes	Accounting Section Clerk
ADA through issuance of memorandum	1.2 Encodes the details of the DVs in the Summary List	None	5 minutes	Accounting Section Clerk
	1.3 Prepares the List of Due and Demandable Accounts Payable - Advice to Debit Accounts (LDDAP-ADA)	None	10 minutes	Accounting Section Clerk
	1.4 Returns the DVs to the Cash Section	None	5 minutes	Accounting Staff
	1.5 Prepares the Summary of LDDAP-ADAs Issued and Invalidated ADA Entries (SLIIE)	None	10 minutes	Accounting Staff
	1.6 Prints the LDDAP-ADA and SLIIE, and signs as preparer of the SLIIE	None	5 minutes	Accounting Staff
	1.7 Reviews the documents and signs the Certified Correct portions in both documents	None	1 hour	Regional Accountant
	1.8 Forwards the documents to the signatories	None	2 hour	Accounting Staff
	1.9 Signs/ approves for amounts not	None	2 hour	Chief, Financial

	exceeding P1M or ARDA Signs/approves for amounts exceeding P1M 1.10 Forwards	None	1. dov	Management Division Cash Section		
	the document to the Land Bank of the Philippines (Note: Separate process under the Cash Section)	none	1 day	Clerk		
	Feedback and co	mplaint n	nechanism			
How to send feed				back/ Complaint		
			rm of the Section			
How Feedbacks a	are processed		edback or com			
			henever availab			
				cilitated by the		
How complaint is	addroccod		Head of Accounting Section			
How complaint is	auuresseu		Any complaint written, through private message, text or			
				<b>J</b> ,		
				gh quad-media		
				ly addressed by		
			e Head of Acco	<b>v</b>		
Complaint/s throu	gh 8888 Desk/ Hotlir			ing Section will		
			facilitate the response within the			
				riod and send		
				38 hotline and		
			ternal Audit Uni			
How complaints a	ire processed			ion Chief may		
			issue Show Cause Order for			
				mmitted by		
				ntractual staff or		
			•	nation for non-		
			ermanent staff			
Contact information of DSWD FO-CAR				using the name		
				or involving any		
				be submitted to		
				s office at No.		
				Baguio City or		
			rough cellpho			
		•	,	0/ (6302) 396		
				9893/ +63917-		
				9 065 5356- 68		
		0	through e	mail address:		

focar@dswd.gov.ph or	hrough	
Facebook account:	www.	
facebook.com/dswdfoca		

#### 6. Post-Audit of Paid Disbursement Vouchers

Office or Division:	Accounting Section	
Classification:	Complex	
Type of Transaction:	G2G- Government to Government	
Who may avail:	External or Internal Auditors / FMS	
CHECKLIST OF	WHERE TO SECURE:	
REQUIREMENTS:		
DV; ORS; and all	The COA may send request for paid DV.	
documentary requirements as		
required by the transaction		

Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
1. Submits request for post audit documents	1.1 Receives the following from the Cash Section: (1) Paid Disbursement Vouchers for the month; (2) Report of Checks Issued (RCI); (3) and Advice to Debit Account (ADA)	None	5 minutes	Accounting Staff
	1.2 Reviews the paid DVs (as to completeness of supporting documents including Official Receipts, signatures, consistency of amounts). If there are findings on the DVs, coordinates with the concerned Unit/ Section/ Program/ Division for the correction of the findings. If there are no findings on the DVs, prepares transmittal letter to COA with the list of the DVs for transmittal.	None	10 minutes	Accounting Staff
	1.3 Reviews the report and signs the transmittal letter to COA	None	1 day	Regional Accountant

	1.4 Forwards the report/ summary together with the Transmittal Letter and Paid DVs to the COA	None	)	30 minutes	Accounting Staff
Feedback and complaint mechanism					
How to send feedback			Accomplish feedback/ Complaint		
			form of the Section		
How Feedbacks are processed			Feedback or complaint		
			whenever available will be		
			addressed and facilitated by the		
			Head of Accounting Section		
How complaint is addressed			Any complaint written, through		
			private message, text or		
			complaint through quad-media		
			will be immediately addressed by		
				Head of Accou	
Complaint/s through 8888 Desk/ Hotline			Head of Accounting Section will		
			facilitate the response within the		
					riod and send
			•	• •	8 hotline and
			Internal Audit Unit		
How complaints are processed			Concerned Division Chief may		
			issue Show Cause Order for		
			violations committed by		
			permanent or contractual staff or		
			Letter of Explanation for non-		
				manent staff	
Contact information of DSWD FO-CAR			Any irregularity using the name of		
			DSWD-CAR or involving any of		
			its official may be submitted to		
				•	
			the DSWD-CAR's office at No. 40 North Drive, Baguio City or		
			through cellphone numbers:		
			(6374) 661-0430/ (6302) 396		
			6580/ +0917871 9893/ +63917-		
			872 0256/ +63919 065 5356- 68		
			or through email address:		
			focar@dswd.gov.ph or through		
			Facebook account: www.		
			facebook.com/dswdfocar		

7. Filing of Paid Disbursement Vouchers

Office or Division:	Accounting Section			
Classification:			Complex	
Type of Transaction:	(	G2G- Gove	ernment to Gov	/ernment
Who may avail:	E	External or Internal Auditors / FMS		
CHECKLIST OF	WHERE TO SECURE:			
REQUIREMENTS:				
Request form	Any generic request form			
Client steps Section's A	ctions	Fees to	Processing	Persons
		be paid	time	Responsible

1. Request copy of filed paid disbursement vouchers	1.1 After the DVs are encoded on the Summary attached to the Check/ADA Disbursements Journal, sorts the DVs, and forwards the DVs per bundle (20-30 DVs per bundle)	None	10 minutes	Accounting Staff
	1.2 If the DVs are NOT pertaining to payroll and remittances, files the paid DVs per bundle including proper labeling	None	40 minutes	Accounting staff
	1.3 However, if the DVs PERTAINS to payroll and remittances, the DVs are forwarded to staff who checks the completeness of the DVs with the Check/ADA Disbursement Journals	None	2 hours	Accounting staff
	1.4 Scans each DV and re- names (for MOA/JO, only the payrolls are scanned). Saves the files.	None	1 day	Accounting staff
	1.5 Saves the files. Files the DVs (for permanent and contractual	None	4 hours	Accounting staff

payrolls; and remittances for all staff). For MOA/JO payrolls, forwards the payrolls to the Accounting Section - mainstreamed staff for filing	
Feedback and comp	aint mechanism
How to send feedback	Accomplish feedback/ Complaint form of the Section
How Feedbacks are processed	Feedback or complaint whenever available will be addressed and facilitated by the Head of Accounting Section
How complaint is addressed	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Head of Accounting Section
Complaint/s through 8888 Desk/ Hotline	Head of Accounting Section will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non- permanent staff
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917- 872 0256/ +63919 065 5356- 68 or through email address: <u>focar@dswd.gov.ph</u> or through Facebook account: www. facebook.com/dswdfocar

8. Photocopying of Payrolls for Binding (for Permanent and Contractual)

Office or Division:		Accounting Section			
Classification:		Complex			
Type of Trans	action:	G2G- Government to Government			Government
Who may a	vail:	E	xternal	or Internal Au	ditors / FMS
CHECKLIS	CHECKLIST OF		WHERE TO SECURE:		
REQUIREM	ENTS:				
Request form		Any	generic	request form	is acceptable
Client steps	Section's Act	tions	Fees to be paid	Processing time	Persons Responsible

1. Request copy of payroll	1.1 For the files which were scanned and saved monthly, sorts the files per Employment Status (i.e, regular, contractual and MOA) and Program, and Remittance (i.e, GSIS, SSS, PHIC, HDMF, LBP- Loan, Treasury of the Philippines, HealthCard, DSWD-MBA)	None	1 day	Accounting staff
	1.2 Prints the payrolls (including the Check/ADA Disbursement Journals, DV, ORS, JEV, OR if available) (done simultaneously by Accounting Staff and another Accounting Staff under Pantawid)	None	5 days	Accounting Staff
	1.3 Arranges the payrolls and remittances, from January to December (Done simultaneously by Accounting Staff and another Accounting Staff under Pantawid)	None	1 day	Accounting Staff

	1.4 Prepares transmittal letter in two copies	None	30 minutes	Accounting staff
	1.5 Reviews and initials on the Transmittal Letter	None	1 day	Regional Accountant
	1.6 Signs the transmittal letter	None	1 day	Chief, Financial Management Division
	1.7 Forwards the printed documents to the Records and Archives Management Section (RAMS) for binding	None	15 minutes	Accounting Section Clerk
	1.8 After the binding of the documents c/o RAMS, files the documents	None	10 minutes	Accounting staff
F	eedback and compla	aint me	chanism	
How to send feedback	,		Accomplish	feedback/
				n of the Section
How Feedbacks are p	rocessed		eedback or c	
			vhenever avai	
			he Head of A	d facilitated by
			Section	Joourning
How complaint is add	ressed		Any compl	aint written,
			hrough priva	ate message,
				plaint through
			quad-media mmediately	will be addressed by
			,	of Accounting
			Section	
Complaint/s through 8	888 Desk/ Hotline			unting Section
				the response
			vithin the	reglementary nd response to
				and Internal

How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-
Contact information of DSWD FO-CAR	permanent staff Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: <u>focar@dswd.gov.ph</u> or through Facebook account: www. facebook.com/dswdfocar

## 9. Annualization of Taxes

Office or Division:	Accounting Section				
Classification:		Simple			
Type of Transaction:		G2G- Gove	ernment to Gov	/ernment	
Who may avail:		External or Internal Auditors / FMS			
CHECKLIST OF	WHERE TO SECURE:				
REQUIREMENTS:					
Request form	Any request generic form				
Client steps Section's A	ctions	Fees to	Processing	Persons	
		be paid	time	Responsible	

1. Request Annualization of Taxes	1.1 Receives the names of staff and their monthly salaries from the Personnel Administration Section (PAS)	None	1 minute	Accounting staff	
	1.2 Computes annual tax of staff based on existing BIR rules and regulations, i.e., TRAIN Law.	None	10 minutes	Accounting staff	
	1.3 Sends to PAS, to be used during the preparation of subsequent payroll/s.	None	1 minute	Accounting staff	
	Feedback and co				
How to send feed	back		ccomplish feeds	back/ Complaint	
How Feedbacks a	are processed	F	Feedback or complaint whenever available will be		
How complaint is addressed		a H A p c	ddressed and fa <u>ead of Accountin</u> ny complaint w rivate messagomplaint throug	cilitated by the ng Section vritten, through	
Complaint/s through 8888 Desk/ Hotli		ine H fa re re	e Head of Acco	unting Section ing Section will onse within the riod and send 38 hotline and	
How complaints are processed		C is vi p L	oncerned Divis sue Show Ca olations co ermanent or cor	ion Chief may	

Contact information of DSWD FO-CAR	Any irregularity using the name of
	DSWD-CAR or involving any of
	its official may be submitted to the
	DSWD-CAR's office at No. 40
	North Drive, Baguio City or
	through cellphone numbers:
	(6374) 661-0430/ (6302) 396
	6580/ +0917871 9893/ +63917-
	872 0256/ +63919 065 5356- 68
	or through email address:
	focar@dswd.gov.ph or through
	Facebook account: www.
	facebook.com/dswdfocar

10. Processing of BIR Form 1600 (Monthly Remittance Return of Value Added Tax and Other Percentage Taxes Withheld)

Office or Division:	Accounting Section
Classification:	Simple
Type of Transaction:	G2G- Government to Government
Who may avail:	Staff or BIR request
Request form	Any request generic form
Request form	Any request generic form

Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
1. Request Report on BIR Form 1600	1.1 Gathers the paid Disbursement Vouchers (DVs) encoded by the other Accounting Staff in the Summary of Check/ADA Disbursements	None	5 hours	Accounting staff
	1.2 Opens the Alphalist Data Entry v6.1 (BIR E-Form) and completes the Form	None	4 hours	Accounting staff
	1.3 Generates the Excel Report	None	2 minutes	Accounting staff
	1.4 Reconciles the BIR Form 1600 Excel File with the taxes withheld as per Summary of Checks/ADA Disbursements	None	3 hours	Accounting staff
	1.5 Generates Form 1600	None	2 minutes	Accounting staff
	1.6 Remits the taxes thru the Electronic Filing and Payment System (EFPS) of the Bureau of Internal Revenue (BIR)	None	20 minutes	Accounting staff
	1.7 Generates the .DAT File	None	2 minutes	Accounting staff
	1.8 Checks errors prior to submission	None	2 minutes	Accounting staff
	1.9 Submits the .DAT File	None	1 day	Accounting staff
	1.10 If there are no errors on the Report, such is the end of the process. However,	None	12 minutes	Accounting staff

if there are errors on the report, validates and reconciles the error, generates again the .DAT File, and re- submits the .DAT File. Feedback and compla	int mechanism
How to send feedback	Accomplish feedback/ Complaint
How Feedbacks are processed	form of the Section Feedback or complaint whenever available will be addressed and facilitated by the Head of
How complaint is addressed	Accounting Section Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Head of Accounting Section
Complaint/s through 8888 Desk/ Hotline	Head of Accounting Section facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non- permanent staff
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917- 872 0256/ +63919 065 5356- 68 or through email address: <u>focar@dswd.gov.ph</u> or through Facebook account: www. facebook.com/dswdfocar

## 11. Preparation of BIR Form 1601C (Monthly Remittance Return on Income Taxes Withheld on Compensation)

Office or Division:	Accounting Section
Classification:	Simple
Type of Transaction:	G2G- Government to Government
Who may avail:	Staff or BIR request
CHECKLIST OF	WHERE TO SECURE:
REQUIREMENTS:	

Request form	Any	request	generic form	
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
<ol> <li>Request copy of Liquidation report through issuance of memorandum</li> </ol>	1.1 Gathers the data on taxes withheld from the Check and ADA Disbursement Journal (for the column of salary)	None	10 minutes	Accounting Staff
	1.2 Reconcile the taxes withheld in the Check/ADA DJ with the annualization schedule	None	10 minutes	Accounting Staff
	1.3 Remits the taxes thru the Electronic Filing and Payment System (EFPS) of the Bureau of Internal Revenue (BIR)	None	15 minutes	Accounting Staff
	1.4 Files the Tax Remittance Advice and Summary	None	5 minutes	Accounting Staff
	eedback and compl			feedbeek
How to send feedback How Feedbacks are p		C	eedback or co	
How complaint is add	dressed	ad th S A	henever avail ddressed and he Head of Ac ection ny complaint v rivate messa	facilitated by counting written, through

	complaint through quad- media will be immediately addressed by the Head of Accounting Section
Complaint/s through 8888 Desk/ Hotline	Head of Accounting Section will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917- 872 0256/ +63919 065 5356- 68 or through email address: <u>focar@dswd.gov.ph</u> or through Facebook account: www. facebook.com/dswdfocar

12. Preparation of BIR Form 1601E (Monthly Remittance Return of Creditable Income Taxes Withheld (Expanded))

Office or Div	vision:		Acc	counting Section	on
Classificat	ion:			Simple	
Type of Trans	saction:		G2G-Gove	ernment to Gov	vernment
Who may a	avail:		Stat	ff or BIR reque	st
CHECKLIS	T OF		WHE	RE TO SECU	RE:
REQUIREM	ENTS:				
Request form		Any re	equest gen	eric form	
Client steps	Section's Ac	ctions	Fees to	0	Persons
			be paid	time	Responsible
1. Request Report on BIR Form 1601E	1.1 Gathers the paid Disburser Vouchers (DVs) end	nent	None	1 day	Accounting staff

			<del>ر ا</del>
by the other Accounting Staff in the Summary of Check/ADA Disbursements	None	5 hours	Accounting
1.2 Opens the Alphalist Data Entry v6.1 (BIR E-Form) and completes the Form	None	5 hours	Accounting staff
1.3 Generates the Excel Report	None	5 minutes	Accounting staff
1.4 Reconciles the BIR Form 1600 Excel File with the taxes withheld as per Summary of Checks/ADA Disbursements	None	4 hours	Accounting staff
1.5 Generates Form 1601E	None	2 minutes	Accounting staff
1.6 Remits the taxes thru the Electronic Filing and Payment System (EFPS) of the Bureau of Internal Revenue (BIR)	None	20 minutes	Accounting staff
1.7 Generates the .DAT File	None	3 minutes	Accounting staff
1.8 Checks errors prior to submission	None	1 minute	Accounting staff
1.9 Submits the .DAT File	None	1 day	Accounting staff
1.10 If there are no errors on the Report, such is the end of the process. However, if there are	None	12 minutes	Accounting staff

	errors on the report, the ACCOUNTING STAFF validates and reconciles the error, generates again the .DAT File, and re- submits the .DAT File. The Excel File is also printed.	laint mechanism
How to send feed		Accomplish feedback/ Complaint
How Feedbacks a	are processed	form of the Section Feedback or complaint whenever available will be addressed and facilitated by the Head of Accounting Section
How complaint is	addressed	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Head of Accounting Section
Complaint/s throu	gh 8888 Desk/ Hotline	Head of Accounting Section will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit
How complaints are processed		Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non- permanent staff
Contact information	on of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917- 872 0256/ +63919 065 5356- 68 or through email address:

<u>focar@ds</u>	wd.gov.ph or	through
Facebool	account:	www.
facebook	.com/dswdfoca	r

13. Preparation of BIR Form 1601-EQ (Quarterly Remittance Return of Creditable Income Taxes Withheld (Expanded))

Office or Di	vision:	Ac	ccounting Sect	tion
Classifica	ition:		Simple	
Type of Tran	saction:	G2G- Gov	vernment to G	overnment
Who may	avail:	St	aff or BIR requ	lest
CHECKLIS	ST OF	WH	ERE TO SEC	URE:
REQUIREM	ENTS:			
Request form	A	ny request o	generic form	
Client steps	Section's Action	ns Fees to be paid	Processing time	Persons Responsible

1. Request copy of BIR Form 1601- EQ	1.1 Gathers the paid Disbursement Vouchers (DVs) encoded by the other Accounting Staff in the Summary of Check/ADA Disbursements	None	1 day	Accounting staff
	1.2 Opens the Alphalist Data Entry v6.1 (BIR E-Form) and completes the Form	None	5 hours	Accounting staff
	1.3Generates the Excel Report	None	5 minutes	Accounting staff
	1.4 Reconciles the BIR Form 1600 Excel File with the taxes withheld as per Summary of Checks/ADA Disbursements	None	4 hours	Accounting staff
	1.5 Generates Form 1601E	None	2 minutes	Accounting staff
	1.6 Remits the taxes thru the Electronic Filing and Payment System (EFPS) of the Bureau of Internal Revenue (BIR)	None	20 minutes	Accounting staff
	1.7 Generates the .DAT File	None	20 minutes	Accounting staff
	1.8 Checks errors prior to submission	None	1 minute	Accounting staff

	1.9 Submits the .DAT File	None	1 day	Accounting staff
	1.10 If there are no errors on the Report, such is the end of the process. However, if there are errors on the report, the ACCOUNTING STAFF validates and reconciles the error, generates again the .DAT File, and re- submits the .DAT File. The Excel File is	None	12 minutes	Accounting staff
	also printed.			
	eedback and comp			
How to send feedba	CK		ccomplish	feedback/
How Feedbacks are	processed	Fe w ac th	omplaint form eedback or co henever availa ddressed and e Head of Acc ection	able will be facilitated by
How complaint is addressed		A pr cc w by	ny complaint v ivate messa omplaint throu ill be immedia	vritten, through age, text or gh quad-media tely addressed of Accounting
Complaint/s through 8888 Desk/ Hotline		H w w ar	ead of Accou ill facilitate ithin the regle nd send resp	unting Section the response mentary period onse to 8888 rnal Audit Unit
How complaints are	processed	C is vi pe	oncerned Divi sue Show Ca olations co ermanent or c	sion Chief may ause Order for ommitted by ontractual staff explanation for

Contact information of DSWD FO-CAR	Any irregularity using the
	name of DSWD-CAR or
	involving any of its official may
	be submitted to the DSWD-
	CAR's office at No. 40 North
	Drive, Baguio City or through
	cellphone numbers: (6374)
	661-0430/ (6302) 396 6580/
	+0917871 9893/ +63917-872
	0256/ +63919 065 5356- 68 or
	through email address:
	focar@dswd.gov.ph or
	through Facebook account:
	www.
	facebook.com/dswdfocar

14. Preparation of BIR Form 1604-CF (Annual Information Return on Income Taxes Withheld on Compensation and Final Withholding Taxes)

Office or Division:		Accounting Section			
Classifica		Complex			
Type of Transaction:		G2G- (	Government to C	Government	
Who may avail:		Staff or BIR request			
CHECKLIST OF		WHERE TO SECURE:			
REQUIREM	ENTS:				
Request form		Any reques	t generic form		
Client steps	Section's Acti	ions Fee	s Processing	Persons	
		to be	e time	Responsible	
		paic			

1. Request copy of BIR Form 1604- CF	1.1 Gathers the Check/ADA Disbursement Journals (for taxes withheld), and General Journals (for tax remittances) for all Fund Clusters, and Summarize the taxes withheld and remitted on compensation for the whole year. Print the summary	None	4 days	Accounting staff
	1.2 Encodes in the BIR Form 1604-CF Excel File, the monthly consolidated and taxes withheld on compensation	None	5 days	Accounting staff
	1.3 Prints/ prepares the following in 2 copies: (a) e- submission validation report, (b) Alphalist of payees, and BIR Form 1604-CF, (c) Schedule 7.3 for employees hired within the year, and (d) Schedule 7.1 for employees terminated before December 31	None	1 day	Accounting staff

	1.4 Signs the BIR Form 1604-CF in 2 copies	None	1 day	Regional Accountant
	1.5 Submits the documents to BIR, and file the Received copy/ies (with the printed summary)	None	1 hour	Accounting staff
F	eedback and comp	laints r	nechanism	
How to send feedbac	ck		Accomplish	feedback/
			Complaint forn	n of the Section
How Feedbacks are	processed		Feedback or c	omplaint
			whenever avai	lable will be
			addressed and	I facilitated by
			the Head of Ac	counting
			Section	
How complaint is ad	dressed		Any complaint	written, through
			private mess	0
			•	ugh quad-media
				ately addressed
			•	of Accounting
			Section	
Complaint/s through	8888 Desk/ Hotline			ounting Section
			will facilitate	the response
			-	ementary period
				ponse to 8888
				ernal Audit Unit
How complaints are	processed			vision Chief may
				committed by contractual staff
			•	Explanation for
			non-permanen	
Contact information	of DSWD FO-CAR			using the name
			, , ,	R or involving
			any of its c	0
			•	e DSWD-ĆAR's
			office at No.	40 North Drive,
			Baguio City	or through
			cellphone nu	mbers: (6374)
			· ·	802) 396 6580/
				93/ +63917-872
				065 5356- 68 or
			0	nail address:
			<u>focar@dswd.g</u>	<u>ov.ph</u> or

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through	Facebook	account:
www.		
facebook	.com/dswdf	ocar

15. Processing of BIR Form 1604-E (Annual Information Return on Creditable Income Taxes Withheld (Expanded)/Income Payments Exempt from Withholding Taxes)

Office or Division:			Accounting Section			
Classification:			Complex			
Type of Transa	action:	C	G2G- Go	vernment to C	Bovernment	
Who may av	/ail:		St	aff or BIR req	uest	
CHECKLIST	OF		WH	ERE TO SEC	URE:	
REQUIREME	NTS:					
Request form		Any	request	generic form		
Client steps	Section's Act	ions	Fees to be paid	Processing time	Persons Responsible	
1. Request Report on Supplies and Materials Issued through	1.1 Gathers ar Summarize the taxes remitted fo the whole year, for al Fund Clust based on	es r	None	4 days	Accounting staff	

		1	1	1
issuance of memorandum	Check/ADA Disbursement Journals. Combine the same supplier with the same ATC. Prints the summary. 1.2 Encodes in the Alphalist Data Entry each supplier with the same ATC; Encodes the consolidated taxes per month in the BIR Form 1604-E; Once tax encoded and withheld are reconciled, submit the .dat file to e- submission	None	5 days	Accounting staff
	1.3 Encode in the Alphalist Data Entry each supplier with the same ATC.	None	1 day	Accounting staff
	1.4 Waits for validation report. If there are no errors as per validation report, print in 2 copies: (a) e- submission validation report, (b) Alphalist of payees subject to expanded withholding	None	1 day	Accounting staff

tax, and BIR Form 1604ENone1 dayAccounting staff1.5 Signs the BIR Form 1604-E in 2 copiesNone1 dayAccounting staff1.6 Submits the documents to BIR, and files the received copiesNone1 hourAccounting staffFeedback and complaint mechanismHow to send feedbackHow Feedbacks are processedAccomplish Feedback or complaint whenever available will be addressed and facilitated by the Head of Accounting SectionHow complaint is addressedAny complaint written, through private message, text or complaint through quad- media will be immediately addressed by the Head of Accounting SectionComplaint/s through 8888 Desk/ HotlineHead of Accounting Section or complaint the reglementary period and send response to 8888 hotline and Internal Audit Unit Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff
1.5 Signs the BIR Form 1604-E in 2 copiesNone1 dayAccounting staff1.6 Submits the documents to BIR, and files the received copiesNone1 hourAccounting staffFeedback and complaint mechanismHow to send feedbackAccomplish feedbacks are processedfeedback/ Complaint form of the SectionHow Feedbacks are processedAccounting SectionSectionHow complaint is addressedAny complaint written, through private message, text or complaint through quad- media will be immediately addressed by the Head of Accounting SectionAny complaint written, through quad- media will be immediately addressed by the Head of Accounting SectionComplaint/s through 8888 Desk/ HotlineHead of Accounting Section Head of Accounting SectionHow complaints are processedKeed by the Head of Accounting SectionHow complaints are processedConcerned Division Chief may issue Show Cause Order for violations committed by
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Complaint/s through 8888 Desk/ Hotlineaddressed by the Head of Accounting SectionComplaint/s through 8888 Desk/ HotlineHead of Accounting Section will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit UnitHow complaints are processedConcerned Division Chief may issue Show Cause Order for violations committed by
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How complaints are processedhotline and Internal Audit UnitConcerned Division Chief may issue Show Cause Order for violationscommitted
How complaints are processed issue Show Cause Order for violations committed by
issue Show Cause Order for violations committed by
permanent or contractual staff
or Letter of Explanation for
non-permanent staff
Contact information of DSWD FO-CAR Any irregularity using the
name of DSWD-CAR or
involving any of its official may
be submitted to the DSWD- CAR's office at No. 40 North
Drive, Baguio City or through
cellphone numbers: (6374)
661-0430/ (6302) 396 6580/
+0917871 9893/ +63917-872
0256/ +63919 065 5356- 68 or
through email address:
focar@dswd.gov.ph or

through Facebook account:
www.
facebook.com/dswdfocar

16. Processing of BIR Form 2307 (Certificate of Creditable Tax Withheld at Source)

	Office or Division:			counting Section	on
Classifica	tion:			Complex	
Type of Trans	saction:		G2G-Gov	ernment to Go	vernment
Who may a	avail:		Sta	ff or BIR reque	est
CHECKLIS			WHE	RE TO SECU	RE:
REQUIREM	ENTS:				
Request form		Any r	request generic form		
Client steps	Section's Actions		Fees to be paid	Processing time	Persons Responsible
1. Request copy of BIR form 2307	1.1 Receives/ Collects the BIR Form 2307 duly signed by the Suppliers, from the Cash Section		None	1 hour	Accounting staff

1.2 Compare the Forms with the Check/ADA Disbursement Journals, and ensure that the taxes are remitted	None	5 days	Accounting staff
1.3 Scans and Re- names the Forms in accordance with the BIR guidelines	None	5 days	Accounting staff
1.4 Saves the files in the DVD-R, and labelled according to BIR guidelines	None	45 minutes	Accounting staff
1.5 Summarizes the List of Payees that was saved in the DVD-R	None	2 days	Accounting staff
1.6 Prints the List and Annex (Sworn Declaration) for signing by the Accountant, and for notarization (2 copies)	None	15 minutes	Accounting staff
1.7 Signs the List of Payees, Annex (Sworn Declaration), and DVD-R in 2 copies	None	1 day	Regional Accountant
1.8 Coordinates with a Notary Public for the notarization of Annex (Sworn Declaration)	None	4 hours	Accounting staff
1.9 Submits 1 copy to the BIR (List of	None	5 hours	Accounting staff

Payees, Annex (Sworn Declaration), DVD-R), and Files the copies with "Received" stamp by the BIR, including the printed 2307 copies	
Feedback and compla	int mechanism
How to send feedback	Accomplish feedback/ Complaint form of the Section
How Feedbacks are processed	Feedback or complaint whenever available will be
	addressed and facilitated by the Head of Accounting Section
How complaint is addressed	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Head of Accounting Section
Complaint/s through 8888 Desk/ Hotline	Head of Accounting Section will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non- permanent staff
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917- 872 0256/ +63919 065 5356- 68 or through email address: <u>focar@dswd.gov.ph</u> or through Facebook account: www. facebook.com/dswdfocar

17. Processing of BIR Form 2316 (Certification of Compensation Payment/ Tax Withheld)

Office or Di	Office or Division:			Accounting Section			
Classification:		Complex					
Type of Tran	saction:	G2	2G- Gov	vernment to G	iovernment		
Who may	avail:		Sta	aff or BIR requ	Jest		
CHECKLIS	ST OF		WHE	ERE TO SEC	URE:		
REQUIREM	ENTS:						
Request form		equest	generic form				
Client steps	Section's Actions		Fees	Processing	Persons		
			to be	time	Responsible		
			paid				
1. Request copy of	1.1 Ensures that		None	2 day	Accounting		
BIR Form 2316	amounts of ta			-	staff		
	withheld in th						
	Trial Balance						
	Annualizatior						
	schedule, are						
	reconciled. T	hen,					

			· · · · · · · · · · · · · · · · · · ·
prepare a Summary, prior to encoding in the Alphalist			
1.2 Encode the Gross remuneration, and deductions of all staff, in the Alphalist (Simultaneously done by Accounting Staff 1 and Accounting Staff from Pantawid)	None	3 days	Accounting staff
1.3 Prints BIR 2316 in two (2) copies for each staff, and Transmittal Letters (Simultaneously done by Accounting Staff 1 and Accounting Staff from Pantawid)	None	1 day	Accounting staff
1.4 Signs the BIR Forms	None	2 days	Accounting staff
1.5 Forwards the Transmittal Letters (Receiving copy) and BIR Forms to the various Units/ Sections/ Divisions/ Programs, for completion/ signing by the staff	None	1 hour	Accounting staff
1.6 DSWD Staff (Permanent and Contractual) completes and signs the BIR Forms, and returns to the Accounting Section (for completion and	None	2 days	Accounting staff

Г I				
	submission within 2 weeks)			
	1.7 Receives the completed BIR Forms from the staff (Simultaneously done by Accounting Staff 1 and Accounting Staff from Pantawid)	None	1 minute per form	Accounting staff
	1.8 Scans and Re- names the Forms in accordance with the BIR guidelines (Simultaneously done by Accounting Staff 1 and Accounting Staff from Pantawid)	None	1 day	Accounting staff
	1.9 Consolidates and Saves the files in the DVD-R, and labels the DVD-R according to BIR guidelines	None	30 minutes	
	1.10 Summarizes the actual/saved BIR Forms in the DVD-R for signing by the Accountant as "List of Employees" in 2 copies	None	1 day	Accounting staff
	1.11 Prints the Annex (Sworn Declaration) for signing by the Accountant, and for notarization, in 2 copies	None	4 hours	Accounting staff
	1.12 Signs the List of Employees, Sworn Declaration, and DVD-R	None	1 hour	Regional Accountant
	1.13 ACCOUNTING STAFF	None	4 hours	Accounting staff

			1	,		
	Coordinates with a					
	Notary Public for					
	the notarization of					
	Annex (Sworn					
	Declaration)					
	1.14 Submits 1	None	1 hour	Accounting		
	copy to the BIR,			staff		
	and File the other					
	copy (ensure that					
	there is received					
	stamp on the file					
	copy)					
	1.15 Files the 2316	None	4 hours	Accounting		
	hard copies			staff		
	Feedback and complai	nt mech	nanism			
How to send feedba	ck	l l	Accomplish	feedback/		
		(	Complaint fo	orm of the		
			Section			
How Feedbacks are	processed	F	eedback or c	complaint		
			whenever ava			
			addressed an			
			by the Head of Accounting			
			Section			
How complaint is a	ddroccod			aint written,		
How complaint is a	Julesseu		Any comple			
			• •	ite message,		
			•	plaint through		
			quad-media	will be		
			•	addressed by		
				f Accounting		
			Section			
Complaint/s through	8888 Desk/ Hotline			unting Section		
		١	will facilitate the response			
		١	within the reglementary			
		ĥ	period and se	end response		
		t	o 8888 hotlin	e and Internal		
			Audit Unit			
How complaints are	processed		Concerned Division Chie may issue Show Caus			
			Order for	violations		
				permanent or		
				aff or Letter of		
			Explanation			
			permanent sta			
Contact information of DSWD FO-CAR			Any irregularity using the			
				SWD-CAR or		
				of its official		
		r	may be submitted to the			

DSWD-CAR's office at No.
40 North Drive, Baguio City
or through cellphone
numbers: (6374) 661-0430/
(6302) 396 6580/ +0917871
9893/ +63917-872 0256/
+63919 065 5356- 68 or
through email address:
focar@dswd.gov.ph or
through Facebook account:
www.
facebook.com/dswdfocar

18. Processing of Liquidation Report:

Office or Division:	Accounting Section			
Classification:	Complex			
Type of Transaction:	G2G- Government to Government			
Who may avail:	Staff or BIR request			
CHECKLIST OF	WHERE TO SECURE:			
REQUIREMENTS:				
1.Liquidation Report Form (2 Sets)	Any request generic form			
2. All supporting documents needed for liquidation depending on nature/classification of cash advances (2 Sets)				
Client steps Section's Ac	tions Fees to Processing Persons be paid time Responsible			

1. Submit request to the Regional Director for approval	1.1 Receives the Liquidation Report with supporting documents from the End-User (Boxes A and B of the LR are already signed)	None	5 minutes	Accounting clerk
	1.2 Encodes the details of the document in the MS Excel File for incoming documents	None	10 minutes	Technical Staff
	1.3 Distributes the LR to the Accounting Section staff for processing	None	5 minutes	Regional Director
	1.4 Reviews for the completeness, correctness and consistency (3C) of the documents. If the documents are found compliant to the 3Cs, (1) Initials under the name of the Accounting Section Head on the Box C of the LR; (2) Prepares the Journal Entry Voucher (JEV) and signs as preparer. However, if the documents are not compliant to the 3Cs, prepares the Memorandum for the findings, and initials on the Memorandum.	None	10 days	Accounting staff

1.5 Reviews the DV	None	2 days	Regional
and supporting		2 uays	Accountant
documents, with			
the			
Memorandum, if			
any. If there are			
no additional			
comments or			
review notes,			
signs on the:			
(1) Box C of the			
LR; and $(2)$			
approves JEV.			
However, if there			
are additional			
comments/			
review notes,			
informs the staff			
re concern/			
additional			
concern for			
preparation/			
inclusion in the			
Memorandum			
for return.			
1.6 If the documents		35 minutes	Accounting
are <u>compliant</u> to			staff
the 3Cs, (1)			
records the			
liquidation in the			
Cash			
Disbursements			
Journal (Note:			
with separate			
process); and (2)			
forwards the			
Liquidation			
Report-			
Accounting Copy			
to the			
Accounting Staff			
in charge of filing			
, and the			
Liquidation			
Report-COA			
Copy to the			
Commission on			
Audit (Resident			
Auditor)			

	1.7 If the documents are not compliant to the 3Cs, (1) Encodes the details of the document in the MS Excel File (for outgoing); and (2) Forwards the documents to the Chief of the Financial Management Division for signing of the Memorandum (for return)	None		25 minutes	Accounting Section Clerk	
	1.8 For the non- compliant documents, signs the Memorandum, and forwards the	None		1 day	OIC, Division Chief	
	documents to the Procurement Section					
	Feedback and com	nplaint	me	chanism		
How to send feedb			Aco	complish mplaint form c	feedback/ of the Section	
How Feedbacks ar	re processed			edback or com		
			whenever available will be			
			addressed and facilitated by			
			the Head of Accounting Section			
How complaint is	addressed		Any complaint written, through			
			private message, text or			
					gh quad-media	
		will be immediately addressed				
			by the Head of Accounting			
Complaint/s through 8888 Desk/ Hotline		Section				
					ing Section will	
					onse within the	
					riod and send	
				ernal Audit Un	38 hotline and	
How complaints are processed					ion Chief may	
How complaints are processed			$\mathbf{U}$	Incerned DIVIS	ion onier may	

	violations committed by
	permanent or contractual staff
	or Letter of Explanation for non-
	permanent staff
Contact information of DSWD FO-CAR	Any irregularity using the name
	of DSWD-CAR or involving any
	of its official may be submitted
	to the DSWD-CAR's office at
	No. 40 North Drive, Baguio City
	or through cellphone numbers:
	(6374) 661-0430/ (6302) 396
	6580/ +0917871 9893/ +63917-
	872 0256/ +63919 065 5356- 68
	or through email address:
	focar@dswd.gov.ph or through
	Facebook account: www.
	facebook.com/dswdfocar

19. Processing of Journals Preparation/ Updating - Cash Disbursements Journal

Office or Division:		Accounting Section			
Classification:		Simple			
Type of Transaction	on:	G2G- Government to Government			
Who may avail:			Staff	or Request by	/ COA
CHECKLIST OF		WHERE TO SECURE:			
REQUIREMENT	S:				
Request form	A	Any re	quest g	generic form	
Client steps Se	ection's Actio	ons	Fees to be paid	Processing time	Persons Responsible

<ol> <li>Submit request for a copy of cash disbursement journal</li> </ol>	1.1 Encodes the details of the JEV (for liquidation of cash advances) to the Cash Disbursements Journal	None	10 minutes	Accounting staff	
	1.2 Sorts the details per account, and prints the Cash Disbursements Journal	None	30 minutes	Accounting staff	
	1.3 Reviews and signs the Journal	None	5 minutes	Regional Director	
	1.4 Files the Journal	None	1 hour and 5 minutes	Accounting staff	
F	Feedback and compl	aint med	chanism		
How to send feedbac	k		ccomplish	feedback/	
			Complaint form of the Section		
How Feedbacks are	processed		Feedback or complaint		
			henever availa		
			ddressed and		
			e Head of Aco	counting	
How complaint is ad	dressed		ny compla	int written,	
How complaint is addressed			•	message, text	
			• •	hrough quad-	
			iedia will be	0 1	
				the Head of	
		A	ccounting Sec	tion	
Complaint/s through	8888 Desk/ Hotline			unting Section	
				the response	
			ithin the	reglementary	
				d response to and Internal	
			udit Unit	anu memai	
How complaints are p	processed			ivision Chief	
		_		v Cause Order	
			•	committed by	
				ontractual staff	
				xplanation for	
			on-permanent		
Contact information	of DSWD FO-CAR		ny irregularit ame of DS	y using the WD-CAR or	

involving any of its official may
be submitted to the DSWD-
CAR's office at No. 40 North
Drive, Baguio City or through
cellphone numbers: (6374)
661-0430/ (6302) 396 6580/
+0917871 9893/ +63917-872
0256/ +63919 065 5356- 68
or through email address:
<u>focar@dswd.gov.ph</u> or
through Facebook account:
www.
facebook.com/dswdfocar

# 20. Processing of Journals Preparation/ Updating - Cash Receipts Journal

Office or Division:		Accounting Section		
Classifica	tion:	Simple		
Type of Trans	saction:	G2G- Go	overnment to Go	overnment
Who may a	avail:	Staf	f or Request by	COA
CHECKLIST OF		WHERE TO SECURE:		
REQUIREM	ENTS:			
Request form		Any request g	eneric form	
Office or Division:	Accounting Section	g Office o Division	r Processing : time	Persons Responsible

1. Submit request for copy of updated	1.1 Receives the Cash Receipts Record (CRR) from the Cash Section	None	)	1 minute	Accounting staff
cash receipts journal	1.2 Encodes the details of the CRR in the summary	None	)	3 hours	Accounting staff
	1.3 Prepares the Journal Entry Voucher (JEV) and attaches the summary as supporting document	None	)	30 minutes	Accounting staff
	1.4 Reviews and signs the JEV	None	;	30 minutes	Regional Accountant
	1.5 Prepares and prints the Cash Receipts Journal	None	)	30 minutes	Accounting staff
	1.6 Reviews and signs the Journal	None	;	30 minutes	Accounting staff
	1.7 Files the Journal	None	;	5 minutes	Accounting staff
Feedback and co	mplaint mechanism				
How to send feed				complish mplaint form o	feedback/ f the Section
How Feedbacks are processed			whe adc		le will be cilitated by the
How complaint is addressed			Any priv con will	ate messag nplaint throug be immediat	ritten, through
Complaint/s through 8888 Desk/ Hotlir		ne	Sec Hea faci reg res	ction ad of Account ilitate the resp lementary pe	ing Section will onse within the riod and send 38 hotline and
How complaints are processed			Cor	ncerned Divis	ion Chief may use Order for

	violations committed by
	permanent or contractual staff or
	Letter of Explanation for non-
	permanent staff
Contact information of DSWD FO-CAR	Any irregularity using the name
	of DSWD-CAR or involving any
	of its official may be submitted to
	the DSWD-CAR's office at No.
	40 North Drive, Baguio City or
	through cellphone numbers:
	(6374) 661-0430/ (6302) 396
	6580/ +0917871 9893/ +63917-
	872 0256/ +63919 065 5356- 68
	or through email address:
	focar@dswd.gov.ph or through
	Facebook account: www.
	facebook.com/dswdfocar

## 21. Preparation Journals/ Updating - Check and ADA Disbursements Journal

Office or Division:	Accounting Section
Classification:	Simple
Type of Transaction:	G2G- Government to Government
Who may avail:	Staff or Request by COA
CHECKLIST OF	WHERE TO SECURE:
REQUIREMENTS:	
Request form	Any request generic form

Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
<ol> <li>Request copy of Check and ADA disbursements through issuance of</li> </ol>	1.1 Receives the paid Disbursement Vouchers (DVs) with ADA and/or Check	None	1 minute	Accounting staff
memorandum	1.2 Encodes the details of the transactions in the summary	None	5 minutes	Accounting staff
	1.3 At month-end, the total amount of the Summary prepared is compared with Cash Section's Report of Checks Issued (RCI). If the amounts tally, the forwards the summary to another staff. If the amounts Do Not tally, the transaction details are reconciled with the Cash Section	None	2 days	Accounting staff
	1.4 Reviews the accounts used	None	1 day	Accounting staff
	1.5 If the Accounts used are correct, sort the transactions per account, and prepare the Check/ ADA Disbursement Journals. If the	None	2 hours	Accounting staff

	Accounts used are Not correct, the validates the correctness of the account with the details of the disbursement voucher; and. Makes the necessary corrections on both the e-copy and hard-copy				
	1.6 Prints the Check Disbursement Journal, and the ADA Disbursement Journal, and forwards to the Section Head	Non	e	15 minutes	Accounting staff
	1.7 Reviews and	Non	е	30 minutes	Regional
	signs the Journal 1.8 Files the	Non		5 minutes	Accountant
	Journal	INOTI	e	5 minutes	Accounting staff
Fe	edback and compla	aints r	ne	chanism	
How to send feedback			A	ccomplish	feedback/ of the Section
How Feedbacks are pr	rocessed		F w a th	eedback or co henever avail ddressed and he Head of Ac ection	omplaint able will be facilitated by
How complaint is addressed			A th or m	ny compla arough private r complaint t aedia will be	int written, message, text hrough quad- e immediately the Head of
Complaint/s through 8888 Desk/ Hotline			H w p 8	ead of Accou ill facilitate ithin the eriod and sen	unting Section the response reglementary d response to and Internal
How complaints are pr	ocessed		С	oncerned D	ivision Chief v Cause Order

	for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: <u>focar@dswd.gov.ph</u> or through Facebook account:
	www. facebook.com/dswdfocar

# 22. Preparation of Journals/ Updating - General Journal

Office or Division:		Accounting Section		
Classification:		Simple		
Type of Transa	ction:	G2G- Go	overnment to G	overnment
Who may ava	ail:	Staf	f or Request by	y COA
CHECKLIST OF		WHERE TO SECURE:		
REQUIREMEN	NTS:			
Request form		Any request	generic form	
Client steps	Section's	Fees	Processing	Persons
	Actions	to be	time	Responsible
		paid		

1. Request copy of General	1.1 Prepares the Journal Entry Voucher (JEV)	None	30 Minutes per JEV	Accounting Staff	
Journal	1.2Reviews and signs the JEV	None	30 Minutes	Regional Accountant	
	1.3Encodes the details of the JEV to the General Journal	None	10 Minutes per JEV	Accounting Staff	
	1.4 Sorts the details per account, and prints the General Journal	None	30 Minutes	Accounting Staff	
	1.5 Reviews and signs the Journal	None	30 Minutes	Regional Accountant	
	1.6 Files the Journal	None	5 Minutes	Accounting Staff	
3	eedback and comp	plaint me	chanism		
How to send feedback			ccomplish	feedback/	
			Complaint form of the Section		
How Feedbacks are p	rocessed		Feedback or complaint		
	10003300		whenever available will be		
			ddressed and		
			ne Head of Acc	_	
				Journing	
How complaint is add	ressed	S	ection		
How complaint is add	ressed	S A	ection ny complaint v	vritten, through	
How complaint is add	ressed	S A P	ection ny complaint v rivate messa	vritten, through	
How complaint is add	ressed	S A p c w	ection ny complaint v rivate messa omplaint throug vill be immedia	vritten, through age, text or gh quad-media tely addressed	
How complaint is add	ressed	S A p c w b	ection ny complaint v rivate messa omplaint throug vill be immedia y the Head	vritten, through age, text or gh quad-media	
		S A p c w b S	ection ny complaint v rivate messa omplaint throug vill be immedia y the Head section	vritten, through age, text or gh quad-media tely addressed of Accounting	
How complaint is add Complaint/s through 8		SA PC SD F	ection ny complaint v rivate messa omplaint throug vill be immedia y the Head ection lead of Accou	vritten, through age, text or gh quad-media tely addressed of Accounting unting Section	
		S A p c v b S H v	ection ny complaint v rivate messa omplaint throug vill be immedia y the Head ection lead of Accouv vill facilitate	vritten, through age, text or gh quad-media tely addressed of Accounting unting Section the response	
		S A рö s b S H s s	ection ny complaint v rivate messa omplaint throug vill be immedia y the Head ection lead of Accouv vill facilitate vithin the regleu	vritten, through age, text or gh quad-media tely addressed of Accounting unting Section the response mentary period	
		SAPCWDSHWWa	ection ny complaint v rivate messa omplaint throug vill be immedia y the Head ection lead of Accouv vill facilitate vithin the regleund send resp	vritten, through age, text or gh quad-media tely addressed of Accounting unting Section the response mentary period onse to 8888	
Complaint/s through 8	888 Desk/ Hotline	SA pö w b SH w w a h	ection ny complaint v rivate messa omplaint throug vill be immedia y the Head ection lead of Accou vill facilitate vithin the regleu nd send resp otline and Intel	vritten, through age, text or gh quad-media tely addressed of Accounting unting Section the response mentary period oonse to 8888 rnal Audit Unit	
	888 Desk/ Hotline	SA pc w bSH w w a h C	ection ny complaint v rivate messa omplaint throug vill be immedia y the Head ection lead of Accouv vill facilitate vithin the regler nd send resp otline and Inter concerned Divis	vritten, through age, text or gh quad-media tely addressed of Accounting unting Section the response mentary period onse to 8888 rnal Audit Unit sion Chief may	
Complaint/s through 8	888 Desk/ Hotline	SApcwbSHwwahOis	ection ny complaint v rivate messa omplaint throug vill be immedia y the Head ection lead of Account vill facilitate vithin the regler nd send resp otline and Inter concerned Divis	vritten, through age, text or gh quad-media tely addressed of Accounting unting Section the response mentary period oonse to 8888 rnal Audit Unit sion Chief may ause Order for	
Complaint/s through 8	888 Desk/ Hotline	S A p c w b S H w w a h C is v	ection ny complaint v rivate messa omplaint throug vill be immedia y the Head ection lead of Account vill facilitate vithin the regler nd send resp otline and Inter concerned Divisions sue Show Ca iolations co	vritten, through age, text or gh quad-media tely addressed of Accounting unting Section the response mentary period oonse to 8888 mal Audit Unit sion Chief may ause Order for ommitted by	
Complaint/s through 8	888 Desk/ Hotline	SAPCwbSHwwahOisvp	ection ny complaint v rivate messa omplaint throug vill be immedia y the Head ection lead of Accouv vill facilitate vithin the regler nd send resp otline and Inter concerned Divisions sue Show Ca iolations co	vritten, through age, text or gh quad-media tely addressed of Accounting unting Section the response mentary period oonse to 8888 rnal Audit Unit sion Chief may ause Order for	

Contact information of DSWD FO-CAR	Any irregularity using the name
	of DSWD-CAR or involving
	any of its official may be
	submitted to the DSWD-CAR's
	office at No. 40 North Drive,
	Baguio City or through
	cellphone numbers: (6374)
	661-0430/ (6302) 396 6580/
	+0917871 9893/ +63917-872
	0256/ +63919 065 5356- 68 or
	through email address:
	focar@dswd.gov.ph or
	through Facebook account:
	www.
	facebook.com/dswdfocar

# 23. Preparation of General Ledger/ Subsidiary Ledger:

Office or Div	/ision:	Accounting Section		
Classificat	tion:	Simple		
Type of Trans	saction:	G2G- Government to Government		
Who may a	avail:	Staff	or Request by	y COA
CHECKLIS	CHECKLIST OF WHERE TO SECURE		URE:	
REQUIREM	ENTS:			
Request form	Any	request	generic form	
Client steps	Section's Actions	Fees	Processing	Persons
		to be	time	Responsible
		paid		

1. Request copy of General Ledger	1.1 Collects the various Journals from Accounting Staff-1	None	10 Minutes	Accounting Staff
Lougoi	1.2 Posts the amounts to the respective GLs and SLs, and foots the balances	None	4 Days	Accounting Staff
	1.3 Forwards the GLs to Accounting Staff-1 for counterchecking of amounts with the Trial Balance	None	5 Minutes	Accounting Staff
	1.4 Counterchecks the amounts in the GL/SL with the Trial Balance	None	4 Hours	Accounting Staff
	eedback and compla			
How to send feedba	CK		accomplish Complaint form	feedback/ of the Section
How Feedbacks are	processed	F w a tł	eedback or co /henever avai ddressed and ne Head of Ac	omplaint lable will be facilitated by
How complaint is ac	ldressed	A th o m	r complaint nedia will be	aint written, message, text through quad- e immediately the Head of
Complaint/s through 8888 Desk/ Hotline		A H W	ccounting Se lead of Acco vill facilitate vithin the	
How complaints are	processed	8 A C m fc	888 hotline audit Unit concerned E nay issue Sho or violations	Division Chief w Cause Order committed by contractual staff

	or Letter of Explanation for
	non-permanent staff
Contact information of DSWD FO-CAR	Any irregularity using the
	name of DSWD-CAR or
	involving any of its official
	may be submitted to the
	DSWD-CAR's office at No. 40
	North Drive, Baguio City or
	through cellphone numbers:
	(6374) 661-0430/ (6302) 396
	6580/ +0917871 9893/
	+63917-872 0256/ +63919
	065 5356- 68 or through email
	address: <u>focar@dswd.gov.ph</u>
	or through Facebook account:
	www.
	facebook.com/dswdfocar

## 24. Preparation of Quarterly Financial Statements

Office or Division:	Accounting Section
Classification:	Simple
Type of Transaction:	G2G- Government to Government
Who may avail:	Staff or Request by COA or Central
	Office
CHECKLIST OF	WHERE TO SECURE:
REQUIREMENTS:	
Any generic request	Any generic form provided approved by
	the Regional Director

Client steps	Section's Actions	Fees to be paid	Processing time	Accounting Staff
<ol> <li>Request quarterly financial statements through issuance of memorandum</li> </ol>	1.1 Posts to the Assets, Contra Assets and Liability Accounts to get the Net Assets Less Liabilities; (2) Annex B-1: Posts to the Income and Expense Accounts, Subsidies, and Subsidies, and Subsidies Granted, to get the Surplus for the period; (3) Annex C: Posts Government Equity Accounts and Surplus for the period based from Net Income and Expenses, and Net Subsidies from Annex B-1 to get the Accumulated Surplus as of the quarter- end. This should tally with the Net Assets Less Net Liabilities from Annex A- 1; (4) Annex D- 1: Posts Actual Cash Receipts and Disbursements/ Deposits to get the Cash and Cash	None	3 days	Accounting Staff

Equivalents balance as of the quarter. This should tally with the Cash and Cash Equivalents balance in Annex A-1; (5) Prepare Annex A (Summary of Accounts based from Annex A-1); (6) Prepare Annex B (Summary of Accounts based from Annex B-1); and (7) Prepare Annex D (Summary of Accounts based from Annex D (Summary of Accounts based from Annex D (Summary of Accounts based from Annex D			
1.2 Prints and Tabs the reports	None	1 hour	Accounting Staff
1.3 Prepares the transmittal letters (to DSWD Central Office and COA), and initials.	None	10 minutes	Regional Accountant
1.4 Reviews and signs the report, and initials on the Transmittal Letter	None	2 hours	Accounting Staff
1.5 Forwards the documents for signing of other signatories	None	15 minutes	Accounting Staff

1	1.6 Countersigns	None	30 minutes	Financial
	on the Transmittal	NONE	SU minutes	Management
	Letter			Division Chief
	1.7 Signs the	None	1 day	Regional
	Reports and the	INONE	Tuay	Director
	Transmittal Letter			Director
	1.8 Forwards the	None	1 hour	Accounting
	reports and	INONE	THOUT	Section Clerk
	Transmittal Letter			
	to the Records			
	Section for sending			
	to the Central			
	Office;			
	(2) Forwards the			
	Reports and			
	Transmittal Letter			
	to the COA;			
	(3) Forwards a			
	copy of the Report			
	and Transmittal			
	Letters to the			
	Accounting Staff			
	for filing.			
	1.9 Files the	None	10 minutes	Accounting
	Report and			Staff
	Transmittal Letters			
Feedback and compla			A 11 1	<b>6</b> H H (
How to send feedbac	K		Accomplish	feedback/
			Complaint form	
How Feedbacks are p	How Feedbacks are processed			amplaint
			Feedback or co	
			whenever avail	able will be
			whenever avail addressed and	able will be facilitated by
			whenever avail addressed and the Head of Ac	able will be facilitated by
			whenever avail addressed and	able will be facilitated by
How complaint is add			whenever avail addressed and the Head of Ac Section Any compla	able will be facilitated by counting aint written,
How complaint is add			whenever avail addressed and the Head of Ac Section	able will be facilitated by counting aint written,
How complaint is add			whenever avail addressed and the Head of Ac Section Any compla through priva	able will be facilitated by counting aint written,
How complaint is add			whenever avail addressed and the Head of Ac Section Any compla through priva	able will be facilitated by counting aint written, ite message,
How complaint is add			whenever avail addressed and the Head of Ac <u>Section</u> Any compla through priva text or comp	able will be facilitated by counting aint written, ite message, plaint through will be
How complaint is add			whenever avail addressed and the Head of Ac <u>Section</u> Any compla through priva text or comp quad-media immediately a	able will be facilitated by counting aint written, ite message, plaint through will be
How complaint is add			whenever avail addressed and the Head of Ac <u>Section</u> Any compla through priva text or comp quad-media immediately a	able will be facilitated by counting aint written, ite message, blaint through will be addressed by
	dressed		whenever avail addressed and the Head of Ac Section Any compla through priva text or comp quad-media immediately a the Head o Section	able will be facilitated by counting aint written, ite message, plaint through will be addressed by f Accounting
How complaint is add	dressed		whenever avail addressed and the Head of Ac Section Any compla through priva text or comp quad-media immediately a the Head o Section Head of Accord	able will be facilitated by counting aint written, ite message, plaint through will be addressed by f Accounting unting Section
	dressed		whenever avail addressed and the Head of Ac Section Any compla through priva text or comp quad-media immediately a the Head of Section Head of Accor will facilitate	able will be facilitated by counting aint written, ite message, plaint through will be addressed by f Accounting unting Section the response
	dressed		whenever avail addressed and the Head of Ac <u>Section</u> Any compla through priva text or comp quad-media immediately a the Head o <u>Section</u> Head of Accor will facilitate within the	able will be facilitated by counting aint written, ite message, plaint through will be addressed by f Accounting unting Section the response reglementary
	dressed		whenever avail addressed and the Head of Ac <u>Section</u> Any compla through priva text or comp quad-media immediately a the Head o <u>Section</u> Head of Accor will facilitate within the period and ser	able will be facilitated by counting aint written, ite message, plaint through will be addressed by f Accounting unting Section the response reglementary ad response to
	dressed		whenever avail addressed and the Head of Ac <u>Section</u> Any compla through priva text or comp quad-media immediately a the Head o <u>Section</u> Head of Accor will facilitate within the	able will be facilitated by counting aint written, ite message, plaint through will be addressed by f Accounting unting Section the response reglementary ad response to

How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-
Contact information of DSWD FO-CAR	permanent staff Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: <u>focar@dswd.gov.ph</u> or through Facebook account: www. facebook.com/dswdfocar

## 25. Preparation of Comparative Annual Financial Statements

Office or Division:	Accounting Section
Classification:	Simple
Type of Transaction:	G2G- Government to Government
Who may avail:	Staff or Request by COA or Central Office

CHECKLIST OF REQUIREMENTS:			WH	ERE TO SECI	JRE:
Any generic reques			eneric fo	•	pproved by the
Client steps	Section's Act	tions	Fees to be paid	Processing time	Persons Responsible
1. Submit request for the copy of annual financial statements	request for the copy of annual financial closing entries: 1. Closing entry for Cash- Treasury/Agency Deposit Regular		None	4 Hours	Accounting Staff
			None	4 Hours	Accounting Staff
			None	1 Day	Accounting Staff
	<ul> <li>1.4 Prepares th Comparative A Financial State per Cluster (6 clusters)</li> <li>1. Establishes Annexes:</li> <li>'a. Annex A-1 -</li> </ul>	ne nnual ments	None	38 Hours	Accounting Staff

Posting of Asset,		
Contra Asset and		
Liabilities Accounts		
to get the Net Assets		
Less Net Liabilities		
'b. Annex B-1 –		
Posting of Income		
and Expenses		
Accounts, Subsidies		
from Sources and		
Subsidies Granted,		
to get Surplus for the		
period		
'c. Annex C −		
Posting of		
-		
Government Equity		
Accounts and		
Surplus for the		
period based from		
Net Income and		
Expenses and Net		
Subsidies from		
Annex B-1 to get		
Accumulated		
Surplus for the		
-		
quarter-end.		
'd. Annex D-1 –		
Posting of Actual		
Cash Receipts and		
Disbursements/		
Deposits to get the		
Cash and Cash		
Equivalent balance		
as of the quarter. It		
should tally with the		
Cash and Cash		
Equivalent Balance		
in Annex A-1.		
'e. Annex A –		
Summary of		
Accounts based		
from Annex A-1		
'f. Annex B –		
Summary of		
Accounts based		
from Annex B-1		
ʻg. Annex D –		
Summary of		
Accounts based		
from Annex D-1.		

1 E Dromana (h	Nerr	0011	A
1.5 Prepares the	None	26 Hours	Accounting
Comparative Annual			Staff
Financial Statements			
per Cluster (6			
clusters)			
2. Establishes			
Annexes for the			
Previous Year			
(should tally with the			
· ·			
Last year's			
Comparative			
Reports):			
'a. Annex A-1 –			
Posting of Asset,			
Contra Asset and			
Liabilities Accounts			
to get the Net Assets			
Less Net Liabilities			
'b. Annex B-1 –			
Posting of Income			
and Expenses			
Accounts, Subsidies			
from Sources and			
Subsidies Granted,			
to get Surplus for the			
period			
'c. Annex C –			
Posting of			
Government Equity			
Accounts and			
Surplus for the			
period based from			
Net Income and			
Expenses and Net			
Subsidies from			
Annex B-1 to get			
Accumulated			
Surplus for the			
quarter-end.			
'd. Annex D-1 –			
Posting of Actual			
Cash Receipts and			
Disbursements/			
Deposits to get the			
Cash and Cash			
Equivalent balance			
as of the quarter. It			
should tally with the			
•			
Cash and Cash			
Equivalent Balance			
in Annex A-1.			

	(			
	'e. Annex A –			
	Summary of			
	Accounts based			
	from Annex A-1			
	'f. Annex Β –			
	Summary of			
	Accounts based			
	from Annex B-1			
	ʻg. Annex D –			
	Summary of			
	Accounts based			
	from Annex D-1.			
	1.6 Prepares the	None	16 Hours	Accounting
	Comparative Annual			Staff
	Financial Statements			
	per Cluster (6			
	clusters)			
	3. Consolidates the			
	Financial Statements			
	for all Fund Clusters			
	and reconciles it with			
	previous year's			
	report. Reconcile it			
	with Central Office			
	1.7 Prepares Annex	None	17 Hours	Accounting
	F – Statement of			Staff
	Comparison of			<b>e</b> (a).
	Actual and Budgeted			
	Amounts:			
	1. Consolidates all			
	revenues pertaining			
	only to those that are			
	programmed for the			
	year. Posts it to the			
	template (2 Years)			
	2. Coordinates with			
	the Budget Section			
	5			
	regarding the			
	Allotments and			
	Appropriations for			
	the Agency. Posts			
	the amounts per			
	classification as to			
	PS, MOOE, FinEx or			
	CO (2 Years)			
	3. Posts			
	disbursements as to			
	classification (PS,			
	MOOE, FinEx, CO) (2 Years)			

1.8 Prepares Annex J – Consolidated Agency's Action Plan and Status of Implementation		16 Hours	Accounting Staff
1.9 Prepares the Notes to Financial Statements (with Schedules and Reconciliations) for All Fund Clusters	None	200 Hours	Accounting Staff
1.10 Prepares the Statement of Management's Responsibility	None	1 Hour	Accounting Staff
1.11 Prepares the Transmittal Letters	None	2 Hours	Accounting Staff
<ul><li>1.12 Formats, Prints,</li><li>Labels and Tabs the</li><li>Reports (more than</li><li>500 pages per copy;</li><li>3 sets</li></ul>	None	12 Hours	Accounting Staff
1.13 Reviews and certifies the printed report	None	2 Hours	Regional Accountant
1.14 Forwards the documents for signing of other signatories	None	15 Minutes	Accounting Staff
1.15 Certifies the report	None	2 Hours	Budget Section Head
1.16 Signs the report	None	6 Hours	Regional Director
<ul> <li>1.17 Forwards the following: The following copies of the report are:</li> <li>* 1 copy is forwarded to the Records</li> <li>Section for sending to the Central Office</li> <li>* Other 2 copies are forwarded to the Accounting Section staff</li> </ul>	None	30 Minutes	Accounting Section Clerk
1.18 Forwards copy to the Commission on Audit and 1 copy is filed	None	1 Hour and 15 Minutes	Accounting Staff

Feedback and complaints	mechanism
How to send feedback	Accomplish feedback/
	Complaint form of the Section
How Feedbacks are processed	Feedback or complaint
	whenever available will be
	addressed and facilitated by
	the Head of Accounting
	Section
How complaint is addressed	Any complaint written, through
	private message, text or
	complaint through quad-media
	will be immediately addressed
	by the Head of Accounting
	Section
Complaint/s through 8888 Desk/ Hotline	Head of Accounting Section
	will facilitate the response
	within the reglementary period
	and send response to 8888
	hotline and Internal Audit Unit
How complaints are processed	Concerned Division Chief may
	issue Show Cause Order for
	violations committed by
	permanent or contractual staff
	or Letter of Explanation for
	non-permanent staff
Contact information of DSWD FO-CAR	Any irregularity using the name
	of DSWD-CAR or involving
	any of its official may be
	submitted to the DSWD-CAR's
	office at No. 40 North Drive,
	Baguio City or through
	cellphone numbers: (6374)
	661-0430/ (6302) 396 6580/
	+0917871 9893/ +63917-872
	0256/ +63919 065 5356- 68 or
	through email address:
	focar@dswd.gov.ph or
	through Facebook account:
	www.
enaration of Property, Plant and Equipment (Pl	facebook.com/dswdfocar

26. Preparation of Property, Plant and Equipment (PPE) Schedule and PPE Ledger Cards (PPELC) Preparation

Office or Division:	Accounting Section
Classification:	Simple
Type of Transaction:	G2G- Government to Government

Who may		Sta		st by COA or C	
	CHECKLIST OF REQUIREMENTS:		WHE	RE TO SECUR	RE:
Request form	ENTS:	Any re	equest gene	eric form	
Client steps	Section's A		Fees to	Processing	Persons
			be paid	time	Responsible
1. Submit request of report on PPE, PPE LC	1.1 Checks w the Trial Balance to changes amount of PPE. If th are chang A. Check details of newly-ac PPE on t Check Disburse Journal; B. Coord with the Property Asset Managen Section for details or disposed and for th availabiliti Inventory Inspectio Report of Unservice Property (IIRUP) [Note: dis of invento and prop done twice year]	for in the of the ges: the quired he ments inate and nent or the PPE, he ty of and n f eable sposal ory erty is	None	30 minutes	Accounting Staff
	1.2 Updates PPE Sch		None	30 minutes	Accounting Staff
	PPE Schedule 1.3 Updates/ Accomplishes the PPE Ledger Card and Print		None	10 minutes per PPE item	Accounting Staff
	Feedback	and co	mplaints m	echanism	

Llow to cond feedback	Accomplish foodbook/ Complaint
How to send feedback	Accomplish feedback/ Complaint
	form of the Section
How Feedbacks are processed	Feedback or complaint whenever
	available will be addressed and
	facilitated by the Head of
	Accounting Section
How complaint is addressed	Any complaint written, through
	private message, text or
	complaint through quad-media
	will be immediately addressed by
	the Head of Accounting Section
Compleint/e through 0000 Deel/ Listling	
Complaint/s through 8888 Desk/ Hotline	Head of Accounting Section will
	facilitate the response within the
	reglementary period and send
	response to 8888 hotline and
	Internal Audit Unit
How complaints are processed	Concerned Division Chief may
	issue Show Cause Order for
	violations committed by
	permanent or contractual staff or
	Letter of Explanation for non-
	permanent staff
Contact information of DSWD FO-CAR	Any irregularity using the name of
	DSWD-CAR or involving any of
	its official may be submitted to the
	DSWD-CAR's office at No. 40
	North Drive, Baguio City or
	through cellphone numbers:
	(6374) 661-0430/ (6302) 396
	6580/ +0917871 9893/ +63917-
	872 0256/ +63919 065 5356- 68
	or through email address:
	focar@dswd.gov.ph or through
	Facebook account: www.
	facebook.com/dswdfocar

# 27. Prepare of Quarterly Status of Receivables

Office or Division:	Budget Section
Classification:	Simple
Type of Transaction:	G2G- Government to Government

Who may avail: CHECKLIST OF REQUIREMENTS:				sers/ Process ERE TO SECI	
Any generic request		Any generic form provided approved by the Regional Director			
Client steps	Section's Act	0	Fees to	Processing	Persons
<ol> <li>Submit Request or for quarterly status of receivables</li> </ol>	1.1 Sorts or extracts th details (De Year Gran and Balan (2) Posts Accounts f Annex A (I from LGUs (3) Update the due da liquidation age of unliquidate balances, availability documents (4) Posts accounts f Annex B (I from NGOs/PO (5) Update the due da liquidation age of unliquidate balances, availability documents (6) Posts accounts f Annex C (I from NGAs (7) Update the due da liquidation age of unliquidate balances, availability documents (6) Posts accounts f Annex C (I from NGAs (7) Update the due da liquidation age of unliquidate balances, availability documents (8) Posts	ebtor, ted, ces); for Due s); set of s, ed and s; or Due s); set of s, or Due s); set of s, or Due s, s, or Due s); set of s, or Due s); set of s, or Due s); set of s, or Due s, s, or Due s, s, or Due s, s, or Due s, s, or Due s, s, or Due s, s, or Due s, s, or Due s, s, or Due s, s, or Due s, s, or Due s, s, or Due s, s, or Due s, s, or Due s, or S, or Due s, s, or Due s, or S, or Due s, or S or S	be paid None	time 5 hours	Responsible Accounting staff

	accounts for Annex D (Other Receivables); and (9) Updates the due date of liquidations, age of unliquidated balances, and availability of documents.					
	1.2 Sends the e- copy to COA thru e-mail, and prints the report	None	Ð	30 Minutes	Accounting Staff	
	1.3 Reviews and signs the report	None	Э	2 Hours	Regional Accountant	
	1.4 Forwards the report to the COA	None	Э	30 Minutes	Accounting Staff	
	Feedback and com	nplaint				
How to send feedb	ack		Accomplish feedback/ Complaint form of the Section			
How Foodbacks or	o processed					
How Feedbacks ar	e processeu			edback or com enever availab	•	
					cilitated by the	
				ad of Accounti	•	
How complaint is a	addressed		Any complaint written, through			
			private message, text or			
			complaint through quad-media			
			will be immediately addressed			
				by the Head of Accounting		
			Section			
Complaint/s through 8888 Desk/ Hotline			Head of Accounting Section will facilitate the response within the			
					riod and send	
					88 hotline and	
				ernal Audit Uni		
How complaints are processed			Concerned Division Chief may			
			issue Show Cause Order for			
			violations committed by			
			pe	manent or co	ontractual staff	

	or Letter of Explanation for non-
	permanent staff
Contact information of DSWD FO-CAR	Any irregularity using the name
	of DSWD-CAR or involving any
	of its official may be submitted to
	the DSWD-CAR's office at No.
	40 North Drive, Baguio City or
	through cellphone numbers:
	(6374) 661-0430/ (6302) 396
	6580/ +0917871 9893/ +63917-
	872 0256/ +63919 065 5356- 68
	or through email address:
	focar@dswd.gov.ph or through
	Facebook account: www.
	facebook.com/dswdfocar

28. Preparation of Quarterly Detailed and Comprehensive Report on Status of Funds to Local Government Units (Due from LGUs), NGAs (Due from NGAs) and NGOs/POs (Due from NGOs/POs)

Office or Division:		Accounting Section			
Classification:		Simple			
Type of Transaction:		G2G- Government to Government			
Who may a			sers/ Process of		
CHECKLIS	ST OF	WH	ERE TO SECL	JRE:	
REQUIREM	ENTS:				
Any generic reque	st A	ny generic fo	rm provided a	oproved by the	
	R	egional Direc	tor	-	
Client steps	Section's Action	ns Fees to	Processing	Persons	
		be paid	time	Responsible	
<ol> <li>Submit Request for the report on status of funds</li> </ol>	<ul> <li>1.1 Sorts or extrative details (Program, Yell Granted, Amounts, Liquidations, Refunds, and Adjustments) (2) Post Accounts for Annex B (Detailed Status of Due from LGUs Account per Year);</li> <li>(3) Post Accounts for Annex A (Summary Status of Due from LGUs Account per Program and per Year) based from Annex B; (4) Rank LGU Account balance from highest to lowest. Post for LGUs – Highest to Lowest for the to Lowest</li></ul>	ict None ar ; ; ;	4 days	Accounting staff	
		e			

· · · ·		r		
	(5) Rank			
	Account			
	Balance per			
	Program. Post			
	it to Annex D			
	(Ranking of			
	LGUs per			
	Program –			
	Highest to			
	Lowest for CY			
	20xx and Prior			
	Years);			
	(6) Post			
	Accounts for			
	Annex B			
	(Detailed			
	Status of Due			
	from NGAs			
	Account) per			
	debtor, per			
	program and			
	per year; (7)			
	Post Accounts			
	for Annex A			
	(Summary			
	Status of Due			
	from NGAs			
	Account) per			
	program and			
	per year; (8)			
	Post Accounts			
	for Annex B			
	(Detailed			
	Status of Due			
	from NGAs			
	Account) per			
	debtor, per			
	program and			
	per year; (9)			
	Post Accounts			
	for Annex A			
	(Summary			
	Status of Due			
	from NGAs			
	Account) per			
	program and			
	per year; (10)			
	Consolidate			
	reports for all			
	Fund Clusters.			
	Balances			
	Dalahots	l	l	

should tally with the Consolidated Trial Balance; (11) Consolidate all narrative reports on the status of funds to LGUs stating the facilitating and hindering factors on the liquidations of funds per program.			
1.2 Prints and Tabs the reports	None	1 hour	Accounting Staff
1.3 Prepares the transmittal letter to DSWD Central Office, and initials.	None	10 minutes	Accounting Staff
1.4 Reviews and signs the report, and initials on the Transmittal Letter	None	2 hours	Regional Accountant
1.5 Forwards the documents for signing of other signatories	None	15 minutes	Accounting Section Clerk
1. 6 Countersigns on the Transmittal Letter	None	30 minutes	Financial Management Division Chief
1.7 signs the Reports and the Transmittal Letter	None	1 day	Regional Director

	1.8 Forwards the reports and Transmittal Letter to the Records Section for sending to the Central Office; and (2) Forwards a copy of the Report and Transmittal Letters to the Accounting Staff for filing.	None		30 minutes	Accounting Section Clerk
	1.9 Files the report and transmittal letters	None	;	10 minutes	Accounting Staff
	Feedback and cor	nplain	ts me	echanism	
How to send feed				complish	feedback/
				mplaint form of	
How Feedbacks a	re processed				
TIOW T EEUDACKS A	ie processeu		Feedback or complaint		
			whenever available will be		
					cilitated by the
			Head of Accounting Section		
How complaint is	addressed		Any	/ complaint w	ritten, through
			priv	ate messag	ge, text or
			complaint through quad-media		
			will	be immediat	ely addressed
					of Accounting
			ction		
Complaint/s through 8888 Desk/ Hotline				ng Section will	
Complaint's through 6666 Desk/ Houme				onse within the	
			reglementary period and send response to 8888 hotline and		
			Internal Audit Unit		
How complaints a	re processed		Concerned Division Chief may		
			issue Show Cause Order for		
					nmitted by
			permanent or contractual staff or		
			Let	ter of Explan	ation for non-
			per	manent staff	
Contact information of DSWD FO-CAR		R	Any	/ irregularity u	sing the name
		of DSWD-CAR or involving any			
			of its official may be submitted to the DSWD-CAR's office at No.		
			40 North Drive, Baguio City or		
				ough cellpho	•
				•	/ (6302) 396
			,00		(0002) 000

6580/ +0917871 9893/ +63917-
872 0256/ +63919 065 5356- 68
or through email address:
focar@dswd.gov.ph or through
Facebook account: www.
facebook.com/dswdfocar

# 29. Preparation and submission of Cash Utilization Report (Monthly)

Office or Div	ision:		A	ccounting Sec	ction	
Classification:		Simple				
Type of Transaction:		(	G2G- Government to Government			
Who may a	vail:		End-L	Jsers/ Process	s owners	
CHECKLIS	ΓOF		WF	IERE TO SEC	URE:	
REQUIREME	INTS:					
Any generic request			Any generic form provided approved by the Regional Director			
Client steps	Section's Acti	ons	Fees to be paid	Processing time	Persons Responsible	
<ol> <li>Submit request copy of Cash Utilization Report</li> </ol>	<ul> <li>1.1 Sorts the Monthly NCA/NTA received as Appropriation (whether current or continuing fund); Sorts the finalized data of Che Disburseme Journal (Ck as to:</li> <li>Year of obligation</li> <li>Appropriat source (cur or continuin fund)</li> <li>Program</li> <li>UACS cool used by the accounting section in th journal entr determine t type of expenditure - Net amou paid and ta withheld</li> </ul>	tion tion rent g de he y to he nt	None	1 day	Accounting Staff	

1.2 Consolidates and Encodes the sorted data of the CkDJ and the Monthly NCA/NTA received, and prepares the Excel format of the report, and prints the report	None	4 hours	Accounting Staff
1.3 Reviews and signs/ Certifies the report, and initials on the Transmittal Letter	None	15 minutes	Regional Accountant
1.4 Forwards the documents for signing of other signatories	None	5 minutes	Accounting Section Clerk
1.5 Approves the Report, and initials on the Transmittal Letter	None	15 minutes	Division Chief, Financial Management Division
1.6 signs (noted by) the Reports and the Transmittal Letter	None	30 minutes	Regional Director
1.7 Forwards the reports and Transmittal Letter to the Records Section for sending to the Central Office; and (3) Forwards a copy of the Report and Transmittal Letters to the Accounting Staff for filing.	None	10 minutes	Accounting Section Clerk
1.8 Files the Report	None	5 minutes	Accounting Staff

Feedback and complaints	mechanism
How to send feedback	Accomplish feedback/
	Complaint form of the Section
How Feedbacks are processed	Feedback or complaint
	whenever available will be
	addressed and facilitated by
	the Head of Accounting
	Section
How complaint is addressed	Any complaint written, through
	private message, text or
	complaint through quad-media
	will be immediately addressed
	by the Head of Accounting
	Section
Complaint/s through 8888 Desk/ Hotline	Head of Accounting Section
	will facilitate the response
	within the reglementary period
	and send response to 8888
	hotline and Internal Audit Unit
How complaints are processed	Concerned Division Chief may
	issue Show Cause Order for
	violations committed by
	permanent or contractual staff
	or Letter of Explanation for
	non-permanent staff
Contact information of DSWD FO-CAR	Any irregularity using the
	name of DSWD-CAR or
	involving any of its official may
	be submitted to the DSWD-
	CAR's office at No. 40 North
	Drive, Baguio City or through
	cellphone numbers: (6374)
	661-0430/ (6302) 396 6580/
	+0917871 9893/ +63917-872
	0256/ +63919 065 5356- 68 or
	through email address:
	focar@dswd.gov.ph or
	through Facebook account:
	www.
	facebook.com/dswdfocar

# **30. Preparation of Cash Utilization Report (Quarterly)**

Office or Div	vision:	Ac	counting Sect	ion	
Classification:		Simple			
Type of Transaction:		G2G- Government to Government			
Who may a	avail:	End-U	sers/ Process	owners	
CHECKLIS	ST OF	WH	ERE TO SECI	JRE:	
REQUIREM	ENTS:				
Any generic reque	st An	y generic fo	orm provided a	pproved by the	
	Re	gional Direc	ctor		
Client steps	Section's Actions	Fees to	Processing	Persons	
		be paid	time	Responsible	
1. Submit	1.1 After the Chec	None	4 hours	Accounting	
Request	Disbursement			Staff	
for Cash	Journal (CkDJ)				
Utilization	is finalized (3rd				
Report	of the following				
(Quarterly)	month), consolidates al				
	the sorted data				
	of the CkDJ,				
	and all the				
	NCA/NTA				
	received for the	•			
	quarter and				
	prepares the				
	excel format of				
	the report	None	4 hours	Accounting	
	1.2 Adjusts the consolidated	None	4 110015	Staff	
	data by			Otan	
	deducting the				
	amount of				
	canceled chec	ĸ			
	for the quarter				
	(canceled				
	checks for the				
	quarter are the checks which				
	are reported as				
	disbursed for				
	the month, but				
	canceled the				
	next month)				
	1.3 Reconciles the	None	2 hours	Accounting	
	Adjusted			Staff	
	Balance of the				
	report with the				
	amount of cash	1			

lapsed for that			
quarter			
1.4 If the amount is the same with amount of cash lapsed as reported by the Cash Section, prints the report for signing of the signatories. However, if there is discrepancy in the amount, checks the report for revision	None	1 hour	Accounting Staff
1.5Reviews and signs/ Certifies the report, and initials on the Transmittal Letter	None	15 minutes	Regional Accountant
1.6Forwards the documents for signing of other signatories	None	5 minutes	Accounting Section Clerk
1.7 Approves the Report, and initials on the Transmittal Letter	None	15 minutes	Financial Management Division Chief
1.8 Signs (noted by) the Reports and the Transmittal Letter	None	30 minutes	Regional Director
1.9Forwards the reports and Transmittal Letter to the Records Section for sending to the Central Office; and (3) Forwards a copy of the	None	10 minutes	Accounting Section Clerk

	Report and Transmittal Letters to the Accounting Staff for filing. 1.10 Files the Report	None	<b>;</b>	5 minutes	Accounting Staff
	Feedback and com	nlaint	e m	achanism	
How to send feedb		ipiairit	Aco	complish mplaint form of	feedback/ f the Section
How Feedbacks a	e processed		whe	edback or com enever availab dressed and fa	
How complaint is addressed			Head of Accounting Section Any complaint written, through private message, text or complaint through quad-media will be immediately addressed		
Complaint/s through 8888 Desk/ Hotline		ne	by the Head of Accounting Section Head of Accounting Section will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit		
How complaints are processed			Cor issu viol per Let	ncerned Divisi ue Show Cau ations cor manent or con	ion Chief may use Order for mmitted by tractual staff or ation for non-
Contact informatio	t information of DSWD FO-CAR		Any of I of it the 40 thro (63 872 or <u>foc</u> Fac	y irregularity u DSWD-CAR o ts official may b DSWD-CAR's North Drive, Dugh cellpho 74) 661-0430 80/ +0917871 2 0256/ +63919 through er ar@dswd.gov.	ph or through count: www.

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## 31. Preparation of Fund Utilization Monitoring/ Monthly Financial Reports (NDRRMC, CPSB, PSB)

Office or Di	vision:	Ac	counting Secti	ion		
Classification:		Simple				
Type of Transaction:		G2G- Government to Government				
Who may			sers/ Process			
CHECKLIS			ERE TO SECL			
REQUIREM						
Any generic reque		nv aeneric fo	rm provided a	pproved by the		
		egional Direc				
Client steps	Section's Actior		Processing	Persons		
		be paid	time	Responsible		
1. Submit Request for the Fund Utilization Monitoring	1.1 Receives the reference documents: (1 SAOIB and RAO (from Budget Section); (2) NCA from Cash Section and; (3) CDJ from Accounting Section	None	15 Minutes	Accounting Staff		
	1.2 Encodes to the template the details of the following: (1) allotment and obligation per UACS; and (2) received NCA	)	30 Minutes	Accounting Staff		
	<ul> <li>1.3 Updates the RAO or Obligation Monitoring as to the disbursement (per obligatior (Annex A)</li> <li>1.4 Updates the Liquidation Monitoring</li> </ul>		2 Days 4 Hours	Accounting Staff Accounting Staff		
	(Annex B for Fund Transfers	S,				

	and Annex C for Cash Advances/Petty				
	Cash Funds) 1.5 Encodes/ Inputs to the template the following: (1) disbursement per UACS; and (2) balances of unliquidated Cash Advances/ Fund Transfers	None	9	30 Minutes	Accounting Staff
	1.6 Forwards the report to the Central Office thru electronic mail	None	Э	10 Minutes	Accounting Staff
	1.7 Receives the reference documents: (1) SAOIB and RAO (from Budget Section); (2) NCA from Cash Section; and; (3) CDJ from	None	÷	15 Minutes	Accounting Staff
	Accounting Section	oploin	to m	ochonicm	
How to send feed	Feedback and con	plain		complish	feedback/
				mplaint form of	
How Feedbacks a	re processed		Fee	edback or com	plaint
				enever availab	
					cilitated by the
How complaint is	addressed		Head of Accounting Section Any complaint written, through		
How complaint is addressed			priv cor will	vate messag nplaint throug be immediat	-
				ction	
Complaint/s through 8888 Desk/ Hotlin		ne			ng Section will
					onse within the
					riod and send 8 hotline and
				ernal Audit Uni	
How complaints a	re processed		Со	ncerned Divisi	ion Chief may
			İSSI	ue Show Cau	use Order for

	violations committed by permanent or contractual staff or Letter of Explanation for non- permanent staff
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917- 872 0256/ +63919 065 5356- 68 or through email address: focar@dswd.gov.ph or through
	Facebook account: www. facebook.com/dswdfocar

### 32. Preparation of Statement of Unliquidated Cash Advances (SUCA)

Office or Di	vision <sup>.</sup>		Ac	counting Sect	ion	
Classification:		Accounting Section Simple				
Type of Transaction:		G2G- Government to Government				
Who may				sers/ Process		
CHECKLIS				ERE TO SECU		
REQUIREN			VVII			
Any generic reque		Any	apporic fo	rm provided a	pproved by the	
Any generic reque	31	•	ional Direc	•	pproved by the	
Client steps	Section's Act	<u> </u>	Fees to	Processing	Persons	
Olient Steps		10113	be paid	time	Responsible	
1. Submit	1.1 Post amou	nts	None	7 Hours	Accounting	
Request	liquidated				Staff	
for SUCA	based from	the				
	approved J	EVs				
	for liquidati	on				
	of Cash					
	Advances,					
	from LGUs	,				
	Due from					
	NGAs, Due	;				
	from NGOs/POs					
	Petty Cash					
	Funds;					
	(2)j Post					
	amounts					
	refunded b	ased				
	from Cash					
	Receipts					
	Report from					
	Cash Secti					
	and should					
	with the Ca	ISN				
	Receipts Journal					
	prepared b	v				
	the Accour	•				
	Section;	g				
	(3) Post					
	adjustment	S				
	based from	the				
	approved					
	JEVs;					
	(4) Reconc	ile				
	the total					
	amount wit	n				
L	the Trial					

		1	I
Balance; and (5) Post the amounts on the summary of SUCA per year and per account. Update the percentage of liquidation.			
1.2 Prints and tabs the reports	None	1 Hour	Accounting Staff
1.3 Prepares the transmittal letters (to DSWD Central Office and COA), and initials. (Note: the report is included in the transmittal letter of financial reports)	None	10 Minutes	Accounting Staff
1.4 Reviews and signs the report, and initials on the Transmittal Letter	None	2 Hours	Accounting Staff
1.5 Forwards the documents for signing of other signatories		15 Minutes	Accounting Section Clerk
1.6 Countersigns on the Transmittal Letter		30 Minutes	Accounting Staff
1.7 Signs the Reports and the Transmittal Letter		1 Day	Regional Director

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_			
whenever available will be addressed and facilitated by the			
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y or			
V			
r			
-			
е			
y			
0			
r			

through cellphone numbers:
(6374) 661-0430/ (6302) 396
6580/ +0917871 9893/ +63917-
872 0256/ +63919 065 5356- 68
or through email address:
focar@dswd.gov.ph or through
Facebook account: www.
facebook.com/dswdfocar

### 33. Preparation of Bank Reconciliation Statement Preparation

Office or Division:		Accounting Section				
Classification: Type of Transaction:		Simple G2G- Government to Government				
Who may				nd-Users/ CO		
CHECKLIS				ERE TO SECU		
REQUIREM			••••			
Any generic reque		Any	generic fo	rm provided a	pproved by the	
			onal Direc		, ,	
Client steps	Section's Actio	n	Fees to be paid	Processing time	Persons Responsible	
1. Submit Request for bank reconciliation statement	1.1 Prepares the request letter for securing the Bas Statement (BS Bank Snapsho and List of Outstanding Checks, addressed to the Land Bank of the Philippines (LB	or ank ) or t, ne he	None	20 minutes	Accounting Staff	
	1.2 Sign the let	tter	None	1 day	Authorized Check Signatories	
	1.3 Transmits t signed request letter to the LB and subsequer receives the Ba Statement	P, ntly	None	1 day	Cash Section	
	1.4 Receives the Bank Statemer (BS) from the Cash Section	-	None	1 day	Accounting Staff	
	1.5 Secures the Cash Book from the Cash Secti and reconcile to balance of the Cash Book with the Trial Balance	m on, he h	None	1 day	Accounting Staff	

1.6 Enters the cutoff date of the bank reconciliation statement; ensures that the unadjusted ending book and bank balances per previous month's Bank Reconciliation Statement (BRS) are the current month's beginning book and bank balances, respectively; determines the cancelled checks. Compare the list of outstanding checks of prior month and current month, with the current BS; determine the stale checks. Check the date of check on the list of outstanding checks of prior month. If the count exceeds 6 months and the check is not yet endorsed to the bank, then the check is already stale. Update the list of stale checks; determine the outstanding checks. Compare the CkDJ with the BS. Entries in the CKDJ which are	None	4 Days	Accounting Staff
checks. Compare the CkDJ with the BS. Entries in the			

outstanding			]
checks; include			
the items for			
adjustment in the			
BRS. These may			
include entries			
which are			
recorded in the			
books, but not			
reflected in the			
BS, or reflected in the BS but not			
recorded in the			
books; calculate			
the adjusted			
balances of the			
account.			
8. Prepares the			
BRS in			
accordance with			
the required			
format.	News	00 Minutes	Accounting
1.7 Prepares the	None	20 Minutes	Accounting
Journal Entry			Staff
Voucher/s for the			
book reconciling			
items, and attach			
the supporting			
documents and			
signs as preparer.	NI.		<b>A a a a a a t b a a</b>
1.8 Print/ prepare	None	20 Minutes	Accounting
the report in two			Staff
(2) sets (COA			
copy and File			
copy), each set			
containing the			
BRS, BS, List of			
Outstanding			
Checks, and List			
of Stale Checks,			
and signs the			
report as preparer.		05 Min 1	Devi
1.9 Reviews the	None	25 Minutes	Regional
report			Accountant
1.10 Revises the	None	1 Hour	Accounting
report and edits			Staff
the encoded			
amounts, and			
1 14 14			
submits the report for "Review" status			

	1.11 If there is no revision needed, signs the report as "Certified Correct", and approves the JEV	None	9	5 Minutes	Regional Accountant
	1.12 Forwards (1) the COA copy of the report to the COA, and (2) the JEV to the Accounting Staff assigned for consolidating/ filing the JEVs	None		30 Minutes	Accounting Staff
How to send feed	Feedback and cor	mplain			ack/Complaint
How to send reed.	Jack			n of the Sectio	ack/ Complaint n
How Feedbacks a	re processed		Feedback or complaint		
			whenever available will be		
			addressed and facilitated by the		
			Head of Accounting Section		
How complaint is	addressed		Any complaint written, through private message, text or		
			complaint through quad-media		
			will be immediately addressed by		
			the Head of Accounting Section		
Complaint/s throug	gh 8888 Desk/ Hotli	ne			ng Section will
				•	onse within the
					riod and send
					88 hotline and
How complaints a	re nrocessed		Internal Audit Unit Concerned Division Chief may		
			issue Show Cause Order for		
			violations committed by		
			permanent or contractual staff or		
			Letter of Explanation for non-		
Content int				manent staff	
Contact information of DSWD FO-CAR			Any irregularity using the name of DSWD-CAR or involving any		
					be submitted to
					s office at No.
					Baguio City or
				ough cellpho	
					/ (6302) 396
			658	30/ +0917871	9893/ +63917-

872 0256/ +63919 065 5356- 68
or through email address:
focar@dswd.gov.ph or through
Facebook account: www.
facebook.com/dswdfocar

34. Processing Budget and Financial Accountability Report (BFAR) - 1 (Statement of Appropriations, Allotments, Obligations, Disbursements and Balances, for both Current and Continuing)

Office or Di	vision:		Ac	counting Secti	on	
Classification:		Simple				
Type of Tran		G2G- Government to Government				
Who may				tral Office or C		
CHECKLIS				ERE TO SECL		
REQUIREM						
Any generic reque		Any	generic fo	rm provided a	oproved by the	
		Regi	onal Direct	tor	. ,	
Client steps	Section's Acti	ons	Fees to	Processing	Persons	
			be paid	time	Responsible	
<ol> <li>Submit request for BFAR- 1</li> </ol>	1.1 Sorts and reconciles t sorted mon check disburseme journal (CD with the Statement of Allotment, Obligation a Balances, a Registry of Allotment (RAO) repo of the Budg Section	thly ent J) of and and rts	None	2.5 days	Accounting Staff	
	1.2 Consolidate the reconciled of of the CkDJ for quarter and prepares the ex format of the BI	data the ccel	None	2 days	Accounting Staff	
	1.3 Reconciles Excel Format o the BFAR with Central Office	f	None	1 day	Accounting Staff	
	1.4 Encodes an submits the reconciled repo to the Unified Reporting Syste (URS) of DBM "Review" status the report	ort em for	None	1 day	Accounting Staff	

	<b>N</b> 1	4.1	
1. 5Reviews the BFAR on the URS.	None	1 hour	Central Office
1.6 If there are errors needing adjustment based on the review of the Central Office, ACCOUNTING STAFF Revises the report and edits the encoded amounts, and submits the report for "Review" status	None	1 hour	Accounting Staff
1.7Reviews the BFAR on the URS. If there are no concern on the report, the CENTRAL OFFICE changes the "Review" status of the report to "Submitted" status	None	1 hour	Central Office
1.8 Generates the report from the URS	None	20 minutes	Accounting Staff
1.9 Certifies the printed report	None	15 minutes	Regional Accountant
1.10 Forwards the documents for signing of other signatories	None	15 minutes	Accounting Section
1.11 Certifies the printed report	None	15 minutes	Budget Section Head
1.12 Recommends for the approval of the report	None	15 minutes	Financial Management Division Chief
1.13 Approves the report	None	15 minutes	Regional Director

1.14 Upon receipt of the approved report, forwards the report to the Records Section for sending to the Central Office; and (2) files a copy of the Report	None		15 minutes	Accounting Section Clerk
Feedback and co How to send feedback	mpiaint			ack/ Complaint
			n of the Section	•
How Feedbacks are processed			edback or com	
			enever availab	
			ad of Accounti	cilitated by the na Section
How complaint is addressed				vritten, through
			rate messag	
		complaint through quad-media will be immediately addressed by the Head of Accounting Section		
Complaint/s through 8888 Desk/ Hotli	ne	Head of Accounting Section will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit		
How complaints are processed			ue Show Car ations cor manent or con	mmitted by stractual staff or ation for non-
Contact information of DSWD FO-CA	AR	Any of I of it the 40 thro (63 872 or foca Fac	<ul> <li>/ irregularity u</li> <li>DSWD-CAR o</li> <li>DSWD-CAR's</li> <li>DSWD-CAR's</li> <li>North Drive,</li> <li>Dugh cellpho</li> <li>74) 661-0430</li> <li>80/ +0917871</li> <li>20256/ +63919</li> <li>through er</li> <li>ar@dswd.gov.</li> </ul>	ising the name r involving any be submitted to s office at No. Baguio City or one numbers: 0/ (6302) 396 9893/ +63917- 9 065 5356- 68 mail address: ph or through count: www.

## 35. Processing of Budget and Financial Accountability Report (BFAR) - 1A (Aging of Accounts Payable)

Office or Division:			Accounting Section				
Classifica	tion:			Simple			
Type of Tran	saction:		G2G- Government to Government				
Who may avail:				sers/ Process			
CHECKLIS			WHE	ERE TO SECL	JRE:		
REQUIREM							
Any generic reque	st		generic foi onal Direct		pproved by the		
Client steps	Section's Act	tions	Fees to be paid	Processing time	Persons Responsible		
1. Submit Request for BFAR- 1A	1.1 ACCOUNT STAFF finalizes th of Due and Demandat Accounts Payable (A as of year-	e list d ble \P)	None	10 Days	Accounting Staff		
	1.2 Reconciles unpaid obligati and Not Yet D and Demanda (NYDD) with the Budget Section	ions ue ble ne	None	2 Days	Accounting Staff		
	1.3 Sorts the li Due and Demandable A of year-end ba on BFAR Requirements	st of P as ised	None	1 Day	Accounting Staff		
	1.4 Completes Excel Form of BFAR		None	2 Hours	Accounting Staff		
	1.5 Uploads th BFAR Excel F to the Unified Reporting Sys (URS)	orm	None	1 Day	Accounting Staff		

1.6 Reconciles the amounts uploaded on the URS vs amounts in the Excel Form, and adjust if necessary	None	2 Days	Accounting Staff
1.7 Reviews the BFAR on the URS	None	1 Hour	Accounting Staff
1.8 If there are errors or need for adjustment, revises the BFAR	None	1 Hour	Accounting Staff
1.9 If there are No errors or No need for adjustment, the Approves the BFAR on the URS	None	15 Minutes	Regional Accountant
1.10 Generates and Prints the report from the URS	None	1 Hour	Accounting Staff
1.11 Certifies the printed report	None	10 Minutes	Regional Accountant
1.12 Forwards the documents for signing of other signatories	None	15 Minutes	Accounting Section Clerk
1.13 Certifies the report	None	8 Hours	Budget Section Head
1.14 Approves the report	None	4 Hours	Regional Director
1.15 Forwards the signed report to the Records and Archives Management Section for sending to the Central Office	None	10 Minutes	Accounting Section Clerk

	1.16 Files a copy of the report	None	e	5 Minutes	Accounting Staff	
	Feedback and con	and complaints mechanism				
How to send feed		Aco	complish	feedback/		
				mplaint form o		
How Feedbacks a	re processed			edback or com enever availab		
					cilitated by the	
				ad of Accounti		
How complaint is	addressed				ritten, through	
			priv	ate messag	ge, text or	
					h quad-media	
					ely addressed	
					of Accounting	
Complaint/s throu	gh 8888 Desk/ Hotlir	ne	Section Head of Accounting Section will			
	9		facilitate the response within the			
			reglementary period and send			
			response to 8888 hotline and			
How complaints o	ra proceed		Internal Audit Unit			
How complaints a	re processeu		Concerned Division Chief may issue Show Cause Order for			
			violations committed by			
			per	manent or con	tractual staff or	
					ation for non-	
			permanent staff			
Contact Informatio	on of DSWD FO-CA	R	Any irregularity using the name			
			of DSWD-CAR or involving any of its official may be submitted to			
			the DSWD-CAR's office at No.			
			40 North Drive, Baguio City or			
				•	one numbers:	
			`	,	)/ (6302) 396	
					9893/ +63917- 9 065 5356- 68	
			or	through er		
			-	0	ph or through	
					ount: www.	
			fac	ebook.com/ds	wdfocar	

## 36. Processing Budget and Financial Accountability Report (BFAR) - 4 (Monthly Report of Disbursements)

Office or Division:		Accounting Section				
Classificat	tion:	Simple				
Type of Trans		(		vernment to G		
Who may a				Jsers/ Process		
CHECKLIS			WF	IERE TO SEC	URE:	
REQUIREM						
Any generic reques	t		•		approved by the	
Client steps	Section's Act		ional Dire Fees	Processing	Persons	
Client steps	Section's Act	0115	to be paid	time	Responsible	
1. Submit request copy of BFAR 4	1.1 Sorts the Monthly Ch Disburseme Journal (Ck as to BFAR Requireme and compa the CkDJ w the Cash Utilization Report and BFAR 1 an 1A	ents (DJ) (t nt, res <i>i</i> th	None	1 Day	Accounting Staff	
	1.2 Prepares th Excel Form of BFAR		None	30 Minutes	Accounting Staff	
	1.3 Encodes th BFAR to the Unified Reporti System (URS)			1 Hour	Accounting Staff	
	1.4 Reconciles amounts uploa on the URS vs amounts in the Excel Form, an adjust if necess	ded nd		1 Hour	Accounting Staff	

1.5 Reviews the BFAR on the URS	1 Hour	Regional Accountant
1.6 If there are errors or need for adjustment, the revises the BFAR	1 Hour	Accounting Staff
1.7 If there are No errors or No need for adjustment, the approves the BFAR on the URS	15 Minutes	Regional Accountant
1.8 Generates and Prints the report from the URS	1 Hour	Accounting Staff
1.9 Certifies the printed report	10 Minutes	Regional Accountant
1.10 Forwards the documents for signing of other signatories	15 Minutes	Accounting Staff
1.11 Approves the report	8 Hours	Regional Director
1.12 Forwards the signed report to the Records and Archives Management Section for sending to the Central Office	10 Minutes	Accounting Section Clerk

	1.13 Files a copy of the report		5 Minutes	Accounting Staff	
	Feedback and comp	lainte m	echanism		
How to send feedba		A	ccomplish omplaint form	feedback/ of the Section	
How Feedbacks are	processed	F w a th	eedback or cor henever availa ddressed and f he Head of Acc ection	nplaint ble will be acilitated by	
How complaint is a	ddressed	p ce w b	rivate messa omplaint throu ill be immedia	written, through age, text or gh quad-media itely addressed of Accounting	
Complaint/s through 8888 Desk/ Hotline			Head of Accounting Section will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit		
How complaints are	processed	C is vi p o	oncerned Divis sue Show Ca olations co ermanent or c	sion Chief may ause Order for ommitted by ontractual staff anation for non-	
Contact information	of DSWD FO-CAR	0 0 1 0 1 0 0 6 6 6 6 6 6 6 7 7 F	f DSWD-CAR ( f its official ma the DSWD-( o. 40 North Dri r through cellp 374) 661-043 580/ +0917871 72 0256/ +639 8 or through through	using the name or involving any by be submitted CAR's office at ive, Baguio City hone numbers: 60/ (6302) 396 9893/+63917- 919 065 5356- email address: <u>v.ph</u> or through count: www. swdfocar	

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#### 37. Processing of Budget and Financial Accountability Report (BFAR) - 5 (Quarterly Report of Receipts)

Office or Division:		Accounting Section				
Classifica		Simple				
Type of Tran		G2G- Government to Government				
Who may				sers/ Process (		
CHECKLIS			WH	ERE TO SECL	JRE:	
REQUIREM		A				
Any generic reque	St		ional Direc		pproved by the	
Client steps	Section's Act	ions	Fees to be paid	Processing time	Persons Responsible	
1. Submit request for BFAR- 5	1.1 Determines cash receip from all journals, ar prepares th Excel form the report	nd ne	None	2 Days	Accounting Staff	
	1.2 Compares account total w Trial Balance amount, and reconcile, if needed		None	4 Hours	Accounting Staff	
	1.3 Encodes th BFAR to the Unified Report System (URS)	ing		2 Hours	Accounting Staff	
	1.4 Reconciles amounts uploa on the URS vs amounts in the Excel Form, ar adjust if neces	ided e nd sary	None	1 Hour	Accounting Staff	
	1.5 Reviews th BFAR on the U		None	30 Minutes	Regional Accountant	

<ul> <li>1.6 If there are errors or need for adjustment, the revises the BFAR</li> <li>1.7 If there are No errors or No need for adjustment, the approves the</li> </ul>	None	1 Hour 1 Hour	Accounting Staff Regional Accountant
BFAR on the URS 1.8 Generates and Prints the report from the URS	None	1 Hour	Accounting Staff
1.9 Certifies the printed report	None	10 Minutes	Regional Accountant
1.10 Forwards the documents for signing of other signatories	None	15 Minutes	Accounting Staff
1.11 Approves the report	None	8 Hours	Regional Director
1.12 Forwards the signed report to the Records and Archives Management Section for sending to the Central Office	None	10 Minutes	Accounting Section Clerk
1.13 Files a copy of the report	None	5 Minutes	Accounting Staff

Feedback and complain	ts mechanism
How to send feedback	Accomplish feedback/ Complaint
	form of the Section
How Feedbacks are processed	Feedback or complaint
	whenever available will be
	addressed and facilitated by the
	Head of Accounting Section
How complaint is addressed	Any complaint written, through
	private message, text or
	complaint through quad-media
	will be immediately addressed by
	the Head of Accounting Section
Complaint/s through 8888 Desk/ Hotline	Head of Accounting Section will
	facilitate the response within the
	reglementary period and send
	response to 8888 hotline and
	Internal Audit Unit
How complaints are processed	Concerned Division Chief may
	issue Show Cause Order for
	violations committed by
	permanent or contractual staff or
	Letter of Explanation for non-
	permanent staff
Contact information of DSWD FO-CAR	Any irregularity using the name
	of DSWD-CAR or involving any
	of its official may be submitted to
	the DSWD-CAR's office at No.
	40 North Drive, Baguio City or
	through cellphone numbers:
	(6374) 661-0430/ (6302) 396
	6580/ +0917871 9893/ +63917-
	872 0256/ +63919 065 5356- 68
	or through email address:
	focar@dswd.gov.ph or through
	Facebook account: www.
	facebook.com/dswdfocar

38. Processing of Budget and Financial Accountability Report (BFAR) - 6 (Statement of Approved Budget, Utilization, Disbursements, and Balances for Trust Receipts)

Office or Division: Accounting Se			ction	
	ification:	000 0	Simple	<b>_</b>
	Fransaction:	G2G- Government to Government		
	nay avail:		Jsers/ Proces	
	REQUIREMENTS:		HERE TO SE	
Any generic reques	st			ded approved
Client stops	Section's Actions	Fees to	gional Directo	Persons
Client steps	Section's Actions	be paid	Processing time	Responsible
1. Submit request for BFAR-6	1.1 (After the Budget Section inputs the approved budget portion of the report), compares the approved budget balance with the Cash Receipts Journal balance for the quarter	None	15 Minutes	Accounting Staff
	1.2 If the balances Do Not tally, coordinates/ Reconciles the balances with the Budget Section, to effect the necessary adjustments	None	30 Minutes	Accounting Staff
	1.3 If the balances tally, identifies the corresponding utilizations of the approved budget in the report	None	15 Minutes	Accounting Staff
	1.4 Posts the utilization in the URS	None	1 Day	Accounting Staff
	1.5 Reviews the BFAR on the URS	None	30 Minutes	Regional Accountant

1.6 If there are errors or need for adjustment, the revises the BFAR	None	1 Hour	Accounting Staff
1.7 If there are No errors or No need for adjustment, the changes the status of the report from "Pending" to "For Approval"	None	5 Minutes	Regional Accountant
1.8 Generates and Prints the report from the URS	None	1 Hour	Accounting Staff
1.9 Certifies the printed report	None	10 Minutes	Regional Accountant
1.10 Forwards the documents for signing of other signatories	None	15 Minutes	Accounting Section Clerk
1.11 Certifies the report	None	1 Day	Budget Section Head
1.12 Approves the report	None	1 Day	Regional Director
1.13 Forwards the following signed reports: (a) 1 copy to the Records and Archives Management Section for sending to the Central Office; (b) 1 copy to the Commission on Audit; and (c) 1 copy to the Internal Audit Unit; (d) 1 copy for filing)	None	1 Hour	Accounting Section Clerk

	1.14 Files a copy of the report	None	1 minute	Accounting Staff
	Foodbook and compl	ainta maah	oniom	
How to send feedb	Feedback and compl ack	Acc	omplish Sinplaint form of	feedback/ f the Section
How Feedbacks ar	e processed	Fee whe add	dback or com never availab ressed and fa Head of Acco	plaint le will be cilitated by
How complaint is a	addressed	priva com will	ate messag plaint through be immediate the Head o	itten, through le, text or n quad-media ely addressed f Accounting
Complaint/s throug	h 8888 Desk/ Hotline	facil the send	itate the res reglementary	ng Section will ponse within / period and 8888 hotline
How complaints ar	e processed	Con issu viola perr or Lo	cerned Divisi e Show Cau ations con nanent or co	on Chief may use Order for nmitted by ntractual staff nation for non-
Contact information	n of DSWD FO-CAR	Any of D of its to th No. or th (637 6580 +633 5350 add or th	irregularity us SWD-CAR or s official may ne DSWD-CA 40 North Drive rough cellphe (4) 661-0430 0/ +09178 917-872 0256 6- 68 or th ress: <u>focar (</u> nrough Faceb	sing the name involving any be submitted AR's office at e, Baguio City one numbers: / (6302) 396 371 9893/ 6/ +63919 065 prough email dswd.gov.ph pook account: pm/dswdfocar

39. Preparation of Monitoring Report of Travel Expense Voucher (TEV) - for KC-NCDDP Staff

Office or Divi	sion:	Accounting Section				
Classificati		Simple				
Type of Transaction:		G2G- Government to Government				
Who may a	vail:	Proc	cess own	ers/ Central O	ffice	
CHECKLIST REQUIREME		WHERE TO SECURE:			JRE:	
Any generic request		Any generic form provided approved by				
, 3		the Regional Director				
Client steps	Section's Act					
			to be	time	Responsible	
			paid			
1. Submits request for TEV monitoring report	1.1 Encodes t details of th TEV receiv from the Budget Section on Google Sh for TEV Tracking a Monitoring	ne red the eet	None	30 Minutes per Batch X 2 Batches per Day	Accounting Staff	
	1.2 If the Itiner of Travel is overlapping with the previously submitted TEV, fixes charge of processing Disbursem Voucher) a ORS adjustment	(in ent ind	None	10 Minutes	Accounting Staff	
	1.3 Encodes the final TEV amounts, reductions, and reasons for the reductions, in a separate Goog Sheet for Explanations (automatically shared to the Operations)	d e a	None	1 Hour per Batch X 2 Batches per Day	Accounting Staff	

1. 4 If there are clarifications from the Operations Provinces, these are answered vi Google She private e-ma or messagin	or a et, ail, g		Accounting Staff
Feedback and c	omplaints	mechanism	
How to send feedback		Accomplish Complaint form	
How Feedbacks are processed		Feedback or con whenever availa addressed and t the Head of Acc Section	able will be facilitated by
How complaint is addressed		Any complaint w private messa complaint throug will be immediat by the Head Section	ige, text or gh quad-media tely addressed
Complaint/s through 8888 Desk/ Ho	tline	Head of Cash facilitate the re the reglementa send response t and Internal Aud	sponse within ry period and to 8888 hotline
How complaints are processed		Concerned Division issue Show Ca	sion Chief may use Order for mmitted by ontractual staff xplanation for
Contact information of DSWD FO-C	CAR	Any irregularit name of DS involving any of be submitted to CAR's office at Drive, Baguio C	y using the SWD-CAR or its official may o the DSWD- No. 40 North Dity or through bers: (6374) 02) 396 6580/ 3/ +63917-872 65 5356- 68 or ail address:

through	Facebook	account:
www.		
facebool	.com/dswdf	ocar

#### 40. Processing of Monitoring Report of Travel Expense Voucher - for Non-Pantawid and Non-KC-NCDDP Staff)

Office or Div	ision:	Ad	counting Sect	tion		
	Classification:		Simple			
Type of Transaction:		G2G- Government to Government				
Who may a	vail:	Process	s owners/ Cen	tral Office		
CHECKLIS	ΓOF	WH	ERE TO SEC	URE:		
REQUIREME						
Any generic request	-	Any generic form provided approved by				
		Regional				
Client steps	Section's Actions	Fees	Processing	Persons		
		to be paid	time	Responsible		
1. Submits request for monitoring report of TEV for Non Pantawid and Non KC NCDDP staff	1.1 Detaches 1 copy of Appendix 45 and forwards the copy to the Accounting Staff in charge of monitoring the TEVs	None	1 minute	Accounting Staff		
	1.2 Check the computations on Appendix 45; compares the Appendix 45 of travels with the same Travel Orders, route/area of assignment, and travel period; separates the Appendix 45 with doubtful/ questionable claims, and discuss with Accountant for any action; updates the TEV Monitoring Matrix; and 5)	None	30 Minutes per Week	Accounting Staff		

File the Appendix	( 45				
Feedback and How to send feedback	Ac	chanism complish omplaint form (	feedback/		
How Feedbacks are processed		Fe wh ad the	edback or cor nenever availa dressed and f e Head of Acco ection	nplaint ble will be acilitated by	
How complaint is addressed		Any complaint written, throu private message, text complaint through quad-med will be immediately address by the Head of Accounti Section			
Complaint/s through 8888 Desk/ Hotline			Head of Accounting Section will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit		
How complaints are processed		Co iss vic pe or	oncerned Divis sue Show Ca plations cou rmanent or co	tion Chief may use Order for mmitted by ontractual staff xplanation for	
Contact information of DSWD FC	D-CAR	An of an su off Ba ce 66 +0 02 thr for Fa	y irregularity u DSWD-CAR y of its offi bmitted to the ice at No. 40 guio City Ilphone num 1-0430/ (630) 917871 9893 56/ +63919 06 ough ema car@dswd.gov	ising the name or involving icial may be DSWD-CAR's DSWD-CAR's North Drive, or through bers: (6374) 2) 396 6580/ / +63917-872 55 5356- 68 or il address: /.ph or through count: www.	

# 41. Preparation of Monitoring Report of Travel Expense Voucher for Pantawid Staff

	or Division:	Accounting Section		
	sification:	Simple G2G- Government to Government		
	Transaction: may avail:		iff / Central	
	REQUIREMENTS:		ERE TO SE	
Any generic reques			neric forr	
Any generic reques		, ,		onal Director
Client steps	Section's Actions	Fees to	, ,	Persons
enerit etepe		be paid	ng time	Responsibl
				e
1. Submits request for Monitoring Report of TEV for Pantawid Staff	1.1 After the Check Disbursements Journal (CkDJ) is finalized (3rd of the following month), sorts the CkDJ as to the UACS code used in the journal entry, and extracts the disbursements under Travelling Expense (UACS Code: 5020- 1010-00)	None	1 day	Accounting Staff
	<ul> <li>1.2 Reconciles the extracted data with the submitted hard copy of Appendix 45 which was processed by the Regional Bookkeepers, by detailing the breakdown of the TEV claims as to: <ul> <li>Payee</li> <li>Date of Travel</li> <li>OBR Number</li> <li>Month paid Original Claim based on Appendix 45</li> <li>Amount paid with breakdown as to travel within or outside area of assignment to monitor the TEV ceiling for travel within</li> </ul></li></ul>	None	7 days	Accounting Staff

area of assignment - Total amount of adjustment - Reason for adjustment 1.3 If the submitted Appendix 45 and Actual Disbursement differ, and the reason	None	2 hours	Accounting Staff
for the adjustment is NOT written or NOT specified, the returns the TEV claim to the Regional Bookkeeper to revise the amount processed and write the reason for Adjustment 1.4 However, If the	None	4 hours	Accounting
submitted Appendix 45 and Actual Disbursement differ, and the reason for the adjustment is WRITTEN/ SPECIFIED, finalizes and prepares the MS Word format of the Report	NOTE		Staff
1.5 E-mails the report to AO-V of Pantawid (Accounting Section mainstreamed)	None	20 minutes	Accounting Staff
1.6 E-mails the report to the Operations and Provinces	None	30 minutes	Accounting Staff
1.7 For clarifications from Operations or Provinces, answers the clarification by sending the scanned copy of the Appendix thru e- mail	None	2 hours	Accounting Staff

Feedback and complaints med	chanism
How to send feedback	Accomplish feedback/
	Complaint form of the
	Section
How Feedbacks are processed	Feedback or complaint
	whenever available will be
	addressed and facilitated
	by the Head of Accounting
	Section
How complaint is addressed	Any complaint written,
	through private message,
	text or complaint through
	quad-media will be
	immediately addressed by
	the Head of Accounting
	Section
Complaint/s through 8888 Desk/ Hotline	Head of Accounting
	Section will facilitate the
	response within the
	reglementary period and
	send response to 8888 hotline and Internal Audit
	Unit
How complaints are processed	Concerned Division Chief
now complaints are processed	may issue Show Cause
	Order for violations
	committed by permanent
	or contractual staff or
	Letter of Explanation for
	non-permanent staff
Contact information of DSWD FO-CAR	Any irregularity using the
	name of DSWD-CAR or
	involving any of its official
	may be submitted to the
	DSWD-CAR's office at No. 40 North Drive, Baguio City
	or through cellphone
	numbers: (6374) 661-0430/
	(6302) 396 6580/ +0917871
	9893/ +63917-872 0256/
	+63919 065 5356- 68 or
	through email address:
	focar@dswd.gov.ph or through Facebook account:
	www.
	facebook.com/dswdfocar

# 42. Preparation and consolidation of the regional annual budget proposal per program and endorse the necessary documents to the Division Chief for endorsement

Budget Proposal a formal document that is used to clearly provide the financial plan of the agency and proposed activities within the calendar year.

Office or Divisio	n.		R	udget Section	
Classification				ighly Technical	
Type of Transact				ernment to Gov	
Who may avai				al, Other Section	
			-	nal/Internal Aud	
CHECKLIST OF REQUI	REMENTS:		WHE	RE TO SECU	RE:
Memorandum from the	U U		be secur	,	administrative
Director of the FMS/ M				erk from the av	ailable and or
from the other section/div			e file of the		
Client steps	Section'		Fees to	Processing	Persons
De mus et euclierie eine ef	Actions		be paid	time	Responsible
Request submission of	1.1 Participa the annu		None	1 working	Head,
the Annual Budget through issuance of	budget c			day	Budget Section
memorandum/Request	led by th				Section
copy of the regional	DBM				
annual budget proposal	1.2 Prepare	and	None	20 minutes	Head,
	signs	anu	NONE	20 minutes	Budget
	memora	ndu			Section
	m				
	addresse	ed to			
	the				
	ARDA/A				
	O and O				
	Chief, Pl				
	1.3Conduct	S	None	1 working	Head,
	short	1		day	Budget
	orientatio	on to			Section
	the fund controlle	re			
	Controlle	15			
	1		1		

1.4 Conduct internal budget call to discuss the budget call and guidelines	None	1 working day	Head, of the Budget Section/Tec hnical staff in coordination with the planning section
1.5 Check the budgetary requirements in the prescribed form	None	2 working days	Technical staff
1.6 Consolidate the regional annual budget using the prescribed budget proposal forms	None	1 working days	Technical staff
1.7 Makes final review on consolidated regional annual budget proposal	None	1 working day	Head of the Budget Section
1.8 Submit the e-copy of the consolidated regional annual budget proposal and forward the hard copies to the OIC- Division.	None	30 minutes	Head of the Budget Section/ Technical staff

	1.9 Reviews and signs the regional annual budget proposal	None	30 minutes	OIC- Division Chief, FMD
	1.10 Reviews and approves the regional annual budget proposal	None	1 working day	Regional Director/ OI of the RD, if unavailable
	1.11 Receives approved regional annual budget proposal and file the second copy.	None	2 minutes	Administra- tive Assistant staff
	1.12 Receives the memorandum/ request for a copy of the annual budget proposal and forward to the Head of the Budget Section/OIC	None	5 minutes	Administra- tive Assistant staff
	1.13 Photocopy and provides copy of the regional annual budget Proposal to the requesting section/division	None	15 minutes	Administra- tive Assistant staff
Fe How to send feedback	edback and compla	Accom	nplish feedbac	k/ Complaint
form of the SectionHow Feedbacks are processedFeedback or complaint when available will be addressed at				

	facilitated by the Head of Budget Section
How complaint is addressed	Any complaint written, through private message, text or complaint
	through quad-media will be immediately addressed by the
Compleint/a through 2000 Deals/ Hatling	Head of Budget Section
Complaint/s through 8888 Desk/ Hotline	Head of Budget Section will facilitate the response within the
	reglementary period and send
	response to 8888 hotline and Internal Audit Unit
How complaints are processed	Concerned Division Chief may
	issue Show Cause Order for
	violations committed by permanent or contractual staff or Letter of
	Explanation for non-permanent staff
Contact information of DSWD FO-CAR	Any irregularity using the name of
	DSWD-CAR or involving any of its official may be submitted to the
	DSWD-CAR's office at No. 40
	North Drive, Baguio City or through
	cell phone numbers: 09277176643 or thru e-mail address:
	budget.focar@dswd.gov.ph

## 43. Conduct of Civil Service Society Organization (CSO) for Budget Partnership

CSO is an acronym for the Civil Society Organization. These are group of people, which operates in the community, in a way that is distinct from both government and business. These are Non-governmental organization and/ Social movement organization.

Class	r Division: ification:	Budget Section Complex				
Type of Transaction: Who may avail:		G2G- Government to Government Section/Division				
	REQUIREMENTS:	WHERE TO SECURE:				
N/A		N/A				
Client steps	Section's Action	าร	Fees to be paid	Processin g time	Persons Responsible	
Coordinate with the Budget Section re: conduct of the	1.1 Present the proposed flow of activity.	f	Non e	10 minutes	Head of the Budget Section	
CSO consultation for Budget Partnership/ Request for the	1.2 Agree and finali the program/flow the activity.		Non e	15 minutes	Head of the Budget and Planning Section	
finalization of the CSO documentation. 1.3 Prepare presen as to the region DBM approved Tier 1 including breakdown of provincial alloc for current and succeeding yea fund.		al level the tions	Non e	30 minutes	Technical Staff	
	1.4 Reviews the presentation and forward to the O Division Chief, F for review/input.	IC-	Non e	10 minutes	Head Budget Section	
	1.5 Conduct of CSC consultation/Par te in the CSO consultation	-	Non e	1 working day	Head of the Budget Section and Planning Section/Technic al/ Administrative Assistant Staff	

	<ul> <li>1.6 Prepare the draft documentation and e-mail to the planning section for input.</li> <li>Note: forwarding to the planning section will be done if documenters are from the planning and budget section</li> </ul>	Non e	2 working days	Technical Staff of the Budget Section/Planning Section
	1.7 Forward the documentation for review of the Heads of the Budget and Planning Section.	Non e	5 minutes	Technical Staff
	1.8 Makes final review on the documentation	Non e	1 working day	Head Budget Section and Planning Section
	1.9 Finalize and signs as preparer on the documentation	Non e	20 minutes	Technical staff of budget/planning section
	1.10 Reviews and Signs the documentation	Non e	20 minutes	Head of the Budget and Planning Section
	1.11 Reviews and approves the documentation.	Non e	1 working day	Regional Director/OIC of the RD, if unavailable
	1.12 Receives the approved documentation and file.	Non e	2 minutes	Administrative Assistant
	Feedback and comple			
How to send feed	back		Accomplish	feedback/
How Feedbacks are processed			Feedback or whenever ava addressed ar	rm of the Section complaint ailable will be nd facilitated by Budget Section

How complaint is addressed	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Head of Budget Section
Complaint/s through 8888 Desk/ Hotline	Head of Budget Section will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non- permanent staff
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cell phone numbers: 09277176643 or thru e-mail address: budget.focar@dswd.gov.ph

#### 44. Preparation and consolidation of facilitation of submission of Regional Annual Work and Financial Plan/ Revised Work and Financial Plan and Monthly Disbursement Program

Work and Financial Plan contains the activities; physical targets; Financial Plan/estimated budgetary allocation/obligation broken down by monthly including the Monthly Disbursement Program/ the estimated monthly disbursement requirements of the operating units (OUs) of departments/agencies.

Office or Division:Budget SectionClassification:Highly TechnicalType of Transaction:G2G- Government to GovernmentWho may avail:Budget-Central Office, Section, DivisionCHECKLIST OF REQUIREMENTS:WHERE TO SECURE:Memorandum from the Regional Director of FMS/Requests copy of the WFP and MDP though the issuance of memorandumTo be secured by the administrative staf from the available and/ or active file or the Budget SectionClient stepsSection's ActionsFeesProcessingPersons to be timeResponsib paid
Type of Transaction:G2G- Government to GovernmentWho may avail:Budget-Central Office, Section, DivisionCHECKLIST OF REQUIREMENTS:WHERE TO SECURE:Memorandum from the Regional Director of FMS/Requests copy of the WFP and MDP though the issuance of memorandumTo be secured by the administrative staf from the available and/ or active file or the Budget SectionClient stepsSection's ActionsFeesProcessing to bePersons to be
Who may avail:Budget-Central Office, Section, DivisionCHECKLIST OF REQUIREMENTS:WHERE TO SECURE:Memorandum from the Regional Director of FMS/Requests copy of the WFP and MDP though the issuance of memorandumTo be secured by the administrative staf from the available and/ or active file of the Budget SectionClient stepsSection's ActionsFeesProcessing to bePersons to be
CHECKLIST OF REQUIREMENTS:WHERE TO SECURE:Memorandum from the Regional Director of FMS/Requests copy of the WFP and MDP though the issuance of memorandumTo be secured by the administrative staff from the available and/ or active file of the Budget SectionClient stepsSection's ActionsFees to bePersons to be
Memorandum from the Regional Director of FMS/Requests copy of the WFP and MDP though the issuance of memorandumTo be secured by the administrative staf from the available and/ or active file or the Budget SectionClient stepsSection's ActionsFees to beProcessing timePersons Responsible
FMS/Requests copy of the WFP and MDP though the issuance of memorandumfrom the available and/ or active file of the Budget SectionClient stepsSection's ActionsFeesProcessingPersons to betimeResponsite
though the issuance of memorandumthe Budget SectionClient stepsSection's ActionsFeesProcessingPersonsto betimeResponsib
though the issuance of memorandumthe Budget SectionClient stepsSection's ActionsFeesProcessingPersonsto betimeResponsib
Client steps Section's Actions Fees Processing Persons to be time Responsib
to be time Responsib
paid le
Request the submission1.1PreparesNone10 minutesHead
of the Regional Annual memorandum to all Budget
Work and Financial Plandivisions to come upSection
and Monthly with their WFP and
Disbursement Program MDP using the
through issuance of prescribed HPMES
memorandum/Request form and based on
copy of Regional Annual budget parameters
Work and Financial Plan (NEP) guidelines set
and Monthly by the DBM.
Disbursement Program
or Revised Work and 1.2 Coordinate with the
Financial Plan and planning section on the 15 minutes
Monthly Disbursement conduct of the regional
Program workshop.
1.3Conduct/Participate None 1 working Technical
in the Regional day Staff/Head
Workshop and of the
Budget
Section
1.4 Reviews the None 3 working Technical
submitted WFP and days Staff
MDP.

	1.5 Consolidate the WFP and MDP by posting the financial plan and MDP in the prescribed HPMES template	None	2 working days	Technical Staff
	1.6 Reviews the consolidated WFP and MDP and forward the WFP and MDP to the OIC-Division Chief, FMD for review and countersigning	None	30 minutes	Head of Budget Section
	1.7 Submit the electronic copy of the WFP and MDP at the Budget-Central Office	None	5 minutes	Technical staff
	1.8Reviews and Signs the WFP and MDP.	None	30 minutes	OIC- Division Chief-FMD
	1.9 Reviews and Approves the WFP and MDP	None	1 working day	Regional Director/OI C of the RD, if unavaila- ble
	1.10 Receives the approved WFP; route to the records section for submission at the Central Office and file the second copy.	None	30 minutes	Administra tive Assistant staff
	1.11 Receives the memorandum/ request for a copy of the annual WFP and MDP and forward to the Head of the Budget Section/OIC.	None	5 minutes	Administra tive Assistant staff
	1.12 Photocopy and provides copy of the WFP and MPD of the requesting section.	None	5 minutes	Adminsitra -tive Assistant staff
Fe	eedback and complaints r	nechanis	m	

	Accessible foodbook/
How to send feedback	Accomplish feedback/
	Complaint form of the
	Section
How Feedbacks are processed	Feedback or complaint
	whenever available will be
	addressed and facilitated by
	the Head of Budget Section
How complaint is addressed	Any complaint written,
	through private message,
	text or complaint through
	quad-media will be
	immediately addressed by
	the Head of Budget Section
Complaint/s through 8888 Desk/ Hotline	Head of Budget Section will
	facilitate the response within
	the reglementary period and
	send response to 8888
	hotline and Internal Audit
	Unit
How complaints are processed	Concerned Division Chief
	may issue Show Cause
	Order for violations
	committed by permanent or
	contractual staff or Letter of
	Explanation for non-
	permanent staff
Contact information of DSWD FO-CAR	Any irregularity using the
	name of DSWD-CAR or
	involving any of its official
	may be submitted to the
	DSWD-CAR's office at No.
	40 North Drive, Baguio City
	or through cell phone
	numbers: 09277176643 or
	thru e-mail address:
	budget.focar@dswd.gov.ph

# 45. Participate in Budget Hearing

Office or Division: Classification: Type of Transaction: Who may avail: CHECKLIST OF REQUIREMENTS: Request for the attendance to the			get- Ce	Budget Seo Highly Tech overnment to ntral Office/F HERE TO St	nical o Government MS
budget hearings t of memorandum Client steps	hrough issuance Section's Actio	ns	Fees to be paid	Processin g time	Persons Responsible
Request attendance to the Budget Hearing through issuance of memorandum	1.1 Prepares/ Coordinate w the section/division for the necess documents.	on	Non e	1 working day	Technical Staff
	1.2 Reviews the documents/repor ts and Coordinates with the planning section		Non e	1 working day	Head of the Budget Section
	1.3 Participate in executive meeting prior budget hearin		Non e	1 working day	Head of the Budget Section
	1.4 Assists the regional direc in the budget hearings	tor	Non e	4 working days	Head of Budget Section
	1.5 Return back station and incorporate upda or changes if any	ites	Non e	1 working days	Head of the budget section/Technic al staff

Feedback and complaints	mechanism		
How to send feedback	Accomplish feedback/		
	Complaint form of the Section		
How Feedbacks are processed	Feedback or complaint		
	whenever available will be		
	addressed and facilitated by		
	the Head of the Budget		
	Section		
How complaint is addressed	Any complaint written, through		
	private message, text or		
	complaint through quad-		
	media will be immediately		
	addressed by the Head of		
	Budget Section		
Complaint/s through 8888 Desk/ Hotline	Head of Budget Section will		
	facilitate the response within		
	the reglementary period and		
	send response to 8888 hotline and Internal Audit Unit		
Llow compleinte are processed			
How complaints are processed	Concerned Division Chief may issue Show Cause Order for		
	violations committed by permanent or contractual staff		
	or Letter of Explanation for		
	non-permanent staff		
Contact information of DSWD FO-CAR	Any irregularity using the		
	name of DSWD-CAR or		
	involving any of its official may		
	be submitted to the DSWD-		
	CAR's office at No. 40 North		
	Drive, Baguio City or through		
	cell phone numbers:		
	09277176643 or thru e-mail		
	address:		
	budget.focar@dswd.gov.ph		

# 46. Inputs to Project Proposals and Purchase Request

Office or Di Classifica Type of Tran Who may CHECKLIS REQUIREM Purchase Req Project Propo PPMP.	tion: saction: avail: 5T OF ENTS: uest and T			
Client steps Forward the Purchase Request (PR) and Project Proposal (PP) to Budget Section for earmarking	Section's Actions 1.1 Receives F and PP an logs in the incoming logbook. 1.2 Reviews th Project Proposal a Purchase Request if is within th cost parameters and indicat the fund source and object code in the PP/F 1.3 Places initi for the Hea of Budget Section	d ne nd it e S s e PR. al	Processing time 5 minutes 25 minutes	Persons Responsible Administrative Assistant staff Technical Staff
	1.4 Makes fina review and signs the PP/PR		5 minutes	Head of the Budget Section for the Regular Programs and Technical staff for the

					Special Programs/ OIC for the regular programs in case the Head of the Budget Section is on leave and OIC, Technical staff for the special programs
	1.5Logs in the out-going logbook the certified PP/PR and	None	)	5 minutes	Administrative Staff
	route.				
	Feedback and c	omplai	nts m	lechanism	
How to send feed	lback		Accomplish feedback/ Complaint form of the Section		
How Feedbacks are processed		Feedback or complaint whenever available will be addressed and facilitated by the Head of Budget Section			
How complaint is addressed			priva com will	ate messag Iplaint throug	h quad-media y addressed by
Complaint/s through 8888 Desk/ Hotline		Hea facil regl resp	d of Budget itate the respo ementary per	Section will	
How complaints a	are processed		Con issu viola perr Lett	cerned Division e Show Cau ations con manent or cont	on Chief may use Order for nmitted by tractual staff or ation for non-
Contact information of DSWD FO-CAR			Any	irregularity usi	ng the name of olving any of its

official may be submitted to the
DSWD-CAR's office at No. 40
North Drive, Baguio City or
through cell phone numbers:
09277176643 or thru e-mail
address:
budget.focar@dswd.gov.ph

#### 47. Processing of Obligation Request and Status/Budget Utilization Request and Status (Payroll/Travelling Expenses/ Bills/ Purchase Orders)

Obligation - are liabilities legally incurred and committed to be paid for by the government either immediately or in the future

Office or Di Classifica Type of Tran Who may CHECKLIST OF RE Obligation Request and supporting documents for Verbal/Written request copy.	End-U Wi To be see staff from	Budget Section Simple/complexity overnment to Consers,; Section, HERE TO SEC cured by the atthe available at Budget Section	ex Government Divisions CURE: Idministrative and/ or active	
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsibl e
Forwards/Submits the ORS/BURS with its supporting documents/Coordinate/ Requests copy of the ORS/BURS.	1.1 Receives and records in the incoming database and forwards to the concern staff.	None	10 minutes	Administra- tive Assistant Staff
	1.2 Checks and ensures availability of allotment and check completeness of the supporting document of the ORS/BURS.	None	20 minutes Note: turn- around time depends if the allocation is available// approval of modificatio n/reallo- cation.	Technical/ Administra- tive Staff
	1.3Assigns serial numbers, date, fund cluster, Responsibility Center; P/A/P code, Object Code and fill- out the Status of	none	5 minutes per transaction	Technical/ Administrati ve Assistant Staff

				T1
	Obligation/Utilization			
	of the ORS/BURS			
	respectively.			
	1.4 Encode details	None	5minutes	Technical/
	of the ORS/BURS in		per	Administrati
	the google sheet		transaction	ve
	and forward the			Assistant
	ORS/BURS to the			Staff
	Head of the Budget			
	Section for the			
	regular Program			
	and Administrative			
	Officer IV for the			
	Special			
	Project/Programs/			
	OICs			
	1.5 Makes final	None	5 minutes	Head of
	review and certifies	none	5 minutes	
				Budget
	as to availability of			Section or
	allotment and			OIC if the
	obligated for the			on leave
	purpose			
	1.6 Records the	None	5 minutes	Adminsitra-
	ORS/BURS in the			tive
	Data Tracking			Assistant
	System			Staff
	1.7Logs in the out-	None	5 minutes	Administrati
	going logbook			ve Staff
	and route to the			
	accounting			
	section.			
	1.8Receives request	None	2 minutes	Administra-
	for the copy of the			tive Staff
	ORS/BURS from			
	the other			
	section/division.			
	1.9Photocopy the	None	5 minutes	Administrati
	ORS/BURS and			ve Staff
	provide the copy.			
Fe	edback and complaint	s mecha	anism	
How to send feedback			Accomplish	feedback/
			•	rm of the
			Section	
How Feedbacks are processed			Feedback or co	omplaint
			whenever avail	

	addressed and facilitated by the Head of Budget Section
How complaint is addressed	Any complaint written, through private message, text or complaint through quad-media will be
Complaint/s through 8888 Desk/ Hotline	immediately addressed by the Head of Budget Section Head of Budget Section will facilitate the response within
	the reglementary period and send response to 8888 hotline and Internal Audit Unit
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non- permanent staff
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cell phone numbers: 09277176643 or thru e-mail address:
	budget.focar@dswd.gov.ph

#### 48. Prepare and facilitate request for Fund Modification/Reallocation

Modification- refers to the change in the details within an existing P/A/P as to Purpose or object code under the direct release Fund provided that changes in amount will not exceed the original amount appropriated.

Reallocation - refers to the change in the details within an existing P/A/P as to purpose or object code under the centrally managed fund provided that changes in amount will not exceed the original amount appropriated.

Office of	Office or Division:			Budget Secti	on
Classification:		Simple			
Type of Transaction:		G2G- Government to Government			
Who n	nay avail:	Oth	er secti	ons, Division,	Central Office
CHECKLIST OF	REQUIREMENTS:		WF	HERE TO SEC	CURE:
		To b	e subm	itted by the fu	nd controllers.
Request to reallocat	e/Modification				und controllers
			the ava		active file of the
Client steps	Section's Actions	Duuu	Fees	Processing	Persons
Oliont Stops			to be	time	Responsible
			paid		reopension
Submit Request or coordinate to Budget Section			None	20 minutes	Technical Staff
	1.3 Makes final review and endorsed the request.		None	10 minutes	Head of Budget Section or OIC if the Head is on leave
	1.4 Reviews and signs the request.		None	5 minutes	OIC-Division Chief,FMD
	1.5Reviews and approventies the request	/es	None	1 day	Regional Director/OIC

			of RD, if unavailable
1.6 Scan signed request and submit to the OBSU's concerned	None	10 minutes	Technical staff
1.7 Forward the requests to the records section for submission at the Central Office and file the 2 <sup>nd</sup> copy.	None	10 minutes	Administrative Assistance Staff
Feedback and complaints			
How to send feedback		ccomplish	feedback/
How Feedbacks are processed	F	eedback or c	
	a ti	ne Head of Bu	d facilitated by udget Section
How complaint is addressed	o n	aint written, e message, text through quad- e immediately the Head of n	
Complaint/s through 8888 Desk/ Hotline		acilitate the r	get Section will esponse within ary period and to 8888 hotline udit Unit
How complaints are processed	n fe p o	nay issue Sho or violations ermanent or o	Division Chief ow Cause Order committed by contractual staff Explanation for at staff
Contact information of DSWD FO-CAR	A n ir b C C C C C C C C C C C C C C C C C C	irregular ame of D nvolving any o e submitted CAR's office a Drive, Baguio ell phone 9277176643 ddress:	ity using the SWD-CAR or of its official may to the DSWD- at No. 40 North City or through

#### 49. Prepare and facilitate request for Fund Augmentation/SAA

Fund Augmentation is requested if there's no available/insufficient allocation and/no available allocation to be modified/reallocated.

Office or Division: Budget Section **Classification:** Simple Type of Transaction: G2G- Government to Government Who may avail: Other Section, Division, Central Office CHECKLIST OF WHERE TO SECURE: **REQUIREMENTS:** To be submitted by the fund controllers. Request for fund augmentation/SAA **Client steps** Section's Actions Fees to Processing Persons be paid time Responsible Submit Request or Administrative 1.1 Receives None 5 minutes coordinate to Assistant staff request from Budget Section program focal on unfunded activities that needs to be conducted. 1.2 Conduct the Technical analysis of 15 minutes Staff available funds to determine if request fund augmentation is needed. 1.3 Drafts request and forward to Technical 10 minutes the Head of Staff Budget Section 1.4 Makes final None 10 minutes Head of review; affix Budget initial in the Section or OIC if the request and signs SAOB Head is unavailable

SAA is an acronym for the Sub-Allotment Advice.

	1.5 Review and affix initial in the request.	Non	e	5 minutes	OIC-Division Chief, FMD		
	1.6 Review and approves the Request	None		1 working day	Regional Director/ OIC if the RD is unavailable		
	1.7 Receives/log in the out- going logbook the approved request; route to the records section and file the 2 <sup>nd</sup> copy	Non	le	10 minutes	Administrative Assistant Staff		
	Feedback and com	plaint					
How to send feedbac	:K		Accomplish feedback/ Complaint form of the Section Feedback or complaint whenever				
How Feedbacks are	processed						
How complaint is ad	dressed			tion complaint w ate messag plaint throug	ead of Budget rritten, through e, text or h quad-media y addressed by		
Complaint/s through 8888 Desk/ Hotline			Hea facil regle resp	d of Budget itate the respo ementary per			
How complaints are	processed		Con issu viola perr Lett	cerned Division e Show Cau ations con nanent or cont	on Chief may use Order for nmitted by tractual staff or ation for non-		
Contact information of DSWD FO-CAR		Any DS <sup>1</sup> offic DS <sup>1</sup>		VD-CAR or inv ial may be su VD-CAR's offi	ng the name of olving any of its ubmitted to the ice at No. 40 aguio City or		

through cell phone numbers:
09277176643 or thru e-mail
address:
budget.focar@dswd.gov.ph

50. Preparation and submission of Statement of Allotment, Obligations Incurred and Balances:

SAOIB-acronym for the Statement of Allotment, Obligations Incurred and Balances.

-Monthly reports submitted to the Central Office for every fund clusters.

Office or Div Classificat Type of Trans Who may a CHECKLIST REQUIREME Request for the subr Statement of Obligations Incu Balances.	ion: action: vail: T OF ENTS:	t, the available and/ or active file of the Budg			
Request copy of the posted in the transpare references.		pr			
Request for the submission of the report though the issuance memorandum/ request copy of the SAOIB to Budget Section	1.1 Create Registries of Allotment, Obligations (RAO) Incurre and Balances and Disbursement per P/A/P and Allotment Class	t d	paid None	3 working days	Administrative Assistant /Technical Staff
	Allotment Class. 1.2 Encode the processed ORS/BURS in the google sheet – logbook of the RAO.			5 minutes per transaction	Administrative Assistant/Technical staff

			· · · · · · · · · · · · · · · · · · ·
1.3 Post in the RAO the Allotments, Obligations Incurred and adjustments from the google sheet.	None	5 minutes	Administrative Assistant/Technical staff
1.4Check completeness and correctness of transactions posted in the RAO vis-a –vis the SAOIB	None	5 hours	Technical Staff
1.5 Print and forward the SAOIB and affix initial on the report		5 minutes	
1.6Makes final review and signs the report	None	10 minutes	Head of Budget Section or OIC if the Head of Budget Section is unavailable
1.7 Submit electronic copy of the report to the Central Office	None	5 minutes	Technical staff
1.8 Reviews and affix initial on the prepared transmittal	None	5 minutes	OIC-Division Chief, FMD
1.9 Reviews and approves the report	None	1 working day	Regional Director/OIC if the RD is unavailable
1.10 Receives the approved report and route to the records section for submission to the Central Office and file	None	10 minutes	Administrative Assistant Staff

	the 2 <sup>nd</sup> copy of					
	the report					
	1.11 Log in the out-going	None	5 minutes	Administrative Assistant staff		
	logbook and provide the copy					
	of the SAOB to the requesting					
	section/division.					
	1.12Scan the SAOIB and submit to the	None	15 minutes	Technical staff		
	MAA for the transparency					
	seal					
	Feedback and con					
How to send feedbac	:k		•	eedback/ Complaint		
–			form of the Section			
How Feedbacks are	processed		Feedback or complaint whenever			
			available will be addressed and facilitated by the Head of Budget			
			Section			
How complaint is ad	dressed			nt written, through		
			•	ge, text or complaint		
				ad-media will be		
			mmediately			
			lead of Budg	et Section		
Complaint/s through 8888 Desk/ Hotline			lead of Bu	udget Section will		
				response within the		
			• •	period and send		
			•	8888 hotline and		
How complaints are	record	-	nternal Audit			
How complaints are p	5100005500		Concerned Division Chief may issue Show Cause Order for			
				mitted by permanent		
				I staff or Letter of		
				for non-permanent		
		5	staff			
Contact information of DSWD FO-CAR			, ,	y using the name of		
				or involving any of its		
				be submitted to the		
				office at No. 40		
				aguio City or through nbers: 09277176643		
			or thru	e-mail address:		
				dswd.gov.ph		

#### 51. Preparation and submission of Monitoring Report required by Central Office

Monitoring Report-this is submitted on a monthly basis to monitor status of activities reflected in the WF, MDP, Obligations, Paid Obligations and Unobligated Balances.

Office or Di	vision:	Budget Section				
Classification:		Complex				
Type of Tran		G2G- Government to Government				
Who may				Other Section,		
CHECKLIS REQUIREM			WH	ERE TO SECI	JRE:	
Memorandum from	n the Central				al staff from the	
Office/.		availa Sectio		or active file	of the Budget	
Written Request for	or the copy					
Client steps	Section's Ac	tions	Fees to be	Processing time	Persons Responsible	
			paid			
Request for the submission of	1.1 Extract da from the	ata	None	5 minutes	Technical Staff	
the report though	SAOIB, R				Stan	
the e-mailed	WFP and					
memorandum/	1.2 Prepares					
Request copy of	monitoring				Technical/	
the report	report by	9		1 working	Administrative	
	posting th	e		day	Assistant	
	WFP, MD					
	Actual					
	Obligatior	ıs,				
	Status of					
	unobligate					
	balances					
	paid oblig	ation				
	and					
	Coordinat	e				
	with the					
	program focals.					
	1.3Consolida	ate	None	1 working	Technical	
	and revie			day	staff	
	submitted					
	monitorin	g				

	report for consolidation			
	1.4 Makes final review of the monitoring report.	None	4 hours	Head of Budget Section
	1.5 Submit the electronic copy of the monitoring report to the Central Office	None	5 minutes	Technical staff
	1.6Reviews and signs the report	None	10 minutes	OIC-Division Chief, FMD
	1.7 Reviews and approves the report.	None	1 working day	Regional Director/OIC if RD is unavailable
	1.8 Receives, logs in the report, route to the record section for submission to C.O and file 2 <sup>nd</sup> copy of the report.	None	10 minutes	Administrative Assistant Staff
	1.9 Provides electronic copy to the requesting section/division	None	10 minutes	Technical staff
	Feedback and com	plaints m	echanism	
How to send feedb		Ac	complish	feedback/
How Feedbacks a	Fe wh ad	edback or con edback or con enever availal dressed and fa	nplaint ble will be acilitated by	
the Head of Budget Section				get Section

How complaint is addressed	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Head of Budget Section
Complaint/s through 8888 Desk/ Hotline	Head of Budget Section will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non- permanent staff
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cell phone numbers: 09277176643 or thru e-mail address: budget.focar@dswd.gov.ph

### 52. Preparation and submission of NDRRMC and QRF Report:

NDRRMC- acronym for the National Disaster Risk Reduction and Management Council

QRF-acronym for the Quick Response Fund

NDRRMC and QRF report- a monthly report submitted at the Central office in monitoring the status of all disaster related funds.

Office or Division: Classification: Type of Transaction: Who may avail: CHECKLIST OF REQUIREMENTS: Memorandum from the regional Director of the FMS. Written request			Budget SectionSimpleG2G- Government to GovernmentCentral office, Other Section, DivisionWHERE TO SECURE:To be secured by the technical staff from the available and/ or active file of the Budget Section.		
Client steps	Section's Acti	ions	Fees to be paid	Processin g time	Persons Responsible
Request submission of the report though issuance of memorandum/Reques t copy for reference	<ul> <li>1.1 Receives the memorandum</li> <li>1.2 Prepare the NDRRMC and QRF report and places initial under the Head of the Budget Section.</li> <li>1.3 Forwards the report for further review to the Head of the Section</li> </ul>		Non e	30 minutes	Technical Staff
			Non e	10 minutes	Head of Budget Section or OIC if the Head is on leave

	1.5 Reviews and signs the report	Non e	1 day	Regional Director/OIC of the RD, if unavailable	
	1.6 Receives approved report, route to the record section and files the approved reports.	Non e	10 minutes	Administrativ e Assistant Staff	
	1.7Provides electronic copy of the report to the requesting section/divisio n	Non e	5 minutes	Technical staff	
Fee How to send feedback	edback and complai		chanism Accomplish	feedback/	
		C	Complaint form of the Section		
How Feedbacks are processed How complaint is addressed		w at th S A th o	ne Head of the Section My compla nrough private r complaint	lable will be I facilitated by e Budget	
		a	ddressed by t	the Head of the	
Complaint/s through 8888 Desk/ Hotline			acilitate the reglement	et Section will esponse within ary period and to 8888 hotline	
How complaints are processed			Concerned E nay issue Sho or violations ermanent or c	Division Chief w Cause Order committed by contractual staff Explanation for	

Contact information of DSWD FO-CAR	Any irregularity using the
	name of DSWD-CAR or
	involving any of its official may
	be submitted to the DSWD-
	CAR's office at No. 40 North
	Drive, Baguio City or through
	cell phone numbers:
	09277176643 or thru e-mail
	address:
	budget.focar@dswd.gov.ph

# **53.** Preparation and submission of IMP Report:

IMP acronym for the Integrity Management Program.

IMP report- is a quarterly report submitted to the Regional Director through the Management Audit Analyst.

Office or	Division:	Budget Section			
Classification:		Simple			
Type of Tra			G2G- 6		o Government
Who ma			Ex	ternal/Interna	I Auditors
CHECKL			W	HERE TO S	ECURE:
REQUIRE	MENTS:				
Memorandum fro	om the regional	Tob	be subr	nitted to the M	IAA.
director					
Client steps	Section's Action	ns	Fees to be paid	Processin g time	Persons Responsible
Request for the submission of the report though the issuance of memorandum or coordinate to Budget Section	<ul> <li>1.1 Receives memorandum and forward to the Head, Budget Section or the OIC.</li> <li>1.2 Provides/Fill- the remarks/update s portion of the IMP template and print the draft IMP.</li> <li>1.3 Forwards the IMP report to the Administrative Officer V</li> </ul>	to on out ate ne e 6	Non e	5 minutes 30 minutes	Administrative Assistant/Sectio n Clerk Technical staff
	1.4 Makes f review and sig on the report	-	Non e	5 minutes	Head of Budget Section or OIC if the Head is unavailable

				1	
	1.10 Reviews and signs report	Non e	5minutes	OIC-Division chief, FMD	
	1.11 Receives the approved report and file the second copy of the report.	Non e	2minutes	Administrative Staff	
	Feedback and com	nlainte	mechanism		
How to send feed			Accomplish	feedback/	
How Feedbacks are processed			Complaint form of the Section Feedback or complaint whenever available will be addressed and facilitated by the Head of Budget Section		
How complaint is addressed			Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Head of Budget Section		
Complaint/s through 8888 Desk/ Hotline			Head of Budget Section will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit		
How complaints are processed			Concerned D issue Show violations permanent or	ivision Chief may Cause Order for committed by contractual staff or planation for non-	
Contact informat	ion of DSWD FO-CAF	2	Any irregularit of DSWD-CA of its official m the DSWD-C 40 North Driv through cell 09277176643 address:	ty using the name R or involving any ay be submitted to AR's office at No. re, Baguio City or phone numbers: or thru e-mail	

# 54. Preparation of the RBUD and the BFAR 6

BFAR 6- is the Statement of Approved Budget, Utilization, Disbursements, and Balances for Trust Receipts. This report is submitted to the Central Office in a quarterly basis.

Office or Di	Budget Section					
Classifica		Simple				
Type of Transaction:		G2G- Government to Government				
Who may			Other Section	on/Division		
CHECKLIS	ST OF		WHERE TO	SECURE:		
REQUIREM						
Memorandum from	n the Regional	To be sul	omitted to the	accounting section		
Director of FMS		Faaa				
Client steps	Section's Actions	Fees to be	Processing time	Persons		
	ACIIONS	paid	ume	Responsible		
Request for the	1.1 Create the		4 hours	Technical staff		
submission of	Registry of					
BFAR 6	Budget					
	Utilization and					
	Disbursement					
	per trust					
	account.	Nene	<b>F</b> minutes			
	1.2 Encode in budget	None	5 minutes	Administrative Assistant/Technical		
	amount,			staff		
	utilization and			otan		
	adjustments in					
	the google					
	sheet					
	1.3 Post in the	None	5 minutes	Technical staff		
	RBUD the					
	budget					
	amount, utilization and					
	adjustments					
	from the					
	google sheet					
	1.4 Post the	None	10 minutes	Technical staff		
	budget					
	amount,					
	utilization and					

	adjustments					
	in the BFAR 6					
	1.5 Check	None	20 minutes	Technical Staff		
	completeness and					
	correctness of					
	data posted in					
	RBUD vis-à-					
	vis the BFAR					
	1.6 Forward	None	2 minutes	Technical Staff		
	the report to					
	the Accounting					
	section 1.7 Reconciles	None	15 minutes	Technical Staff		
	the budget	TNOTIE		i cumulai Stati		
	Amount and					
	adjustments					
	with					
	accounting					
	data					
	1.8Requests	None	5 minutes	Technical		
	for the			/Administrative		
	approved			Assistant Staff		
	report and file the					
	photocopy					
	of the					
	report.					
	Feedback and c	omplair	nts mechanisn	1		
How to send feedb				eedback/ Complaint		
		f	form of the Section			
How Feedbacks a	re processed			omplaint whenever		
		-	available will be addressed and			
			acilitated by tr	he Head of Budget		
How complaint is	addressed			t written through		
	How complaint is addressed			Any complaint written, through private message, text or complaint		
			hrough qua			
			mmediately			
			lead of Budge			
Complaint/s throug	Complaint/s through 8888 Desk/ Hotline			udget Section will		
				response within the		
			eglementary			
			esponse to			
			nternal Audit l	Jnit		

How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of
	Explanation for non-permanent staff
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cell phone numbers: 09277176643
	or thru e-mail address: <u>budget.focar@dswd.gov.ph</u>

# 55. Posting of the Budget and Financial Accountability Reports through the Unified Reporting System of DBM

BFAR-acronym for the Budget and Financial Accountability Report and are submitted in a Quarterly basis.

BFAR 1(Appendix 17)- is the Statement of Appropriations, Allotments, Obligations, Disbursements and Balances

BFAR 1A-(Appendix 18)- is the Summary of Appropriations, Allotments, Obligations, Disbursements and Balances by Object of Expenditures

Unified Reporting System - is a facility from the Department of Budget and Management for online data entry and submission of the various reports required from National Government Agencies and its Operating Unit.

Office or Div	vision.			Budget Sectio	n
Classification:		Complex			
Type of Transaction:			G2G- G	Bovernment to G	overnment
Who may a		F		Central Office an	
		_		Section	
CHECKLIST OF REC	QUIREMENTS:		W	HERE TO SECU	JRE:
Memorandum from		To b		ed to the Centra	
Director of FMS	Ū				
Client steps	Section's Acti	ons	Fees	Processing	Persons
			to be	time	Responsible
			paid		
Request for the	1.1 Receives		None	3hours	Technical staff
submission of	memorandu	ım.			
BFARs though the	1.2 Reconciles				
URS	appropriatio	ons,			
	adjusted				
	appropriatio	ons,			
	allotments,				
	adjusted				
	allotments a	and			
	obligations	with			
	the budget-	CO			
	FARs				
	1.3 Post the			3working	
	obligations i	in		days	
	the system	and			
	click "save"			NOTE: the	
	button.			turn-around	
				time depends	
				on how the	

URS functions				
Tunctions				
1.4 Inform the budget-C.O that obligations where encoded.				
1.5 Coordinate with         the accounting       5 minutes         section for the         encoding of the         disbursement in         the system.				
1.6 Click the review       button.       1 minute				
approved reportAdmgenerated fromAssithe URS and fileAssi	chnical/ ninistrative sistant Staff			
the photocopy of				
the report.				
Feedback and complaints mechanismHow to send feedbackAccomplish feedback/	Complaint			
form of the Section	Complaint			
How Feedbacks are processed Feedback or complaint v	whenever			
available will be address				
facilitated by the Head o	of Budget			
Section				
How complaint is addressed Any complaint written				
	private message, text or complaint through quad-media will be			
immediately addressed				
Head of Budget Section	ı ı			
Complaint/s through 8888 Desk/ Hotline Head of Budget Se				
facilitate the response				
reglementary period response to 8888 he				
Internal Audit Unit				
How complaints are processed Concerned Division	Chief may			
issue Show Cause	Order for			
violations committed by				
or contractual staff or Explanation for non- staff				

Contact information of DSWD FO-CAR

Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cell phone numbers: 09277176643 or thru e-mail address: budget.focar@dswd.gov.ph

## 56. Receiving and recording of NCA/NTA to CAUMS

Office or Division:		Cash Section			
Classification:		Simple			
Type of Transaction:		G2G- Government to Government			
Who may a				sers/ Process of	
CHECKLIS				ERE TO SECU	
REQUIREM					
		1	NCA/NTA	A- DBM/CO	
NCA/NTA		To b	e submitte	d by the end	user/ process
		owne		,	
Client steps	Section's	S	Fees to	Processing	Persons
	Actions		be paid	time	Responsible
1. Submit	1.2 Receives	S	None	5minutes	Administrative
NCA/NTA	NCA/NT	A			Staff
to Cash	and logs	in			
Section	the DTS	or			
	logbook				
	1.3Checks a	and			
	reviews				
	NCA/NT	A			
	1.3Logs and	4	None	15 minutes	Administrative
	records		1 tonio		Staff
	NCA/NTA ir	the			
	CAUMS and				
	Copy furnish	-			
	NTA/NCA to				
	concerned	J IIIC			
		Ч			
	program and				
	Commission				
	Audit (COA)				
	use the file				
	as receiving				
	copy and file	e to			
	its				
	correspondi	ng			
	file folder.				
	Feedback a	and co			
How to send feed	How to send feedback				ack/ Complaint
form of t				n of the Sectior	1

	Feedbeel, er eenseleist wherever
How Feedbacks are processed	Feedback or complaint whenever
	available will be addressed and
	facilitated by the Head of
	Accounting Section
How complaint is addressed	Any complaint written, through
	private message, text or
	complaint through quad-media
	will be immediately addressed by
	the Head of Cash Section
Complaint/s through 8888 Desk/ Hotline	Head of Cash Section will
	facilitate the response within the
	reglementary period and send
	response to 8888 hotline and
	Internal Audit Unit
How complaints are processed	Concerned Division Chief may
now complaints are processed	issue Show Cause Order for
	violations committed by
	permanent or contractual staff or
	Letter of Explanation for non-
	permanent staff
Contact information of DSWD FO-CAR	Any irregularity using the name of
	DSWD-CAR or involving any of its
	official may be submitted to the
	DSWD-CAR's office at No. 40
	North Drive, Baguio City or
	through cellphone numbers:
	(6374) 661-0430/ (6302) 396
	6580/ +0917871 9893/ +63917-
	872 0256/ +63919 065 5356- 68
	or through email address:
	focar@dswd.gov.ph or through
	Facebook account: www.
	facebook.com/dswdfocar

# 57. Balancing of Cash Status and forwarding of Obligation Request Status

Office or D	vision.			Cash Sectior	
Classification:		Simple			
Type of Transaction:		G2G- Government to Government			
Who may				sers/ Process	
		Where to secure:			
Checklist of Requirements 1. ORS		<ol> <li>OBLIGATION REQUEST(ORS)/ BUDGET UTILIZATION REQUEST (BURS)- BUDGET SECTION; GOV'T ACCOUNTING MANUAL (GAM)</li> <li>SUMMARY LIST OF ISSUED LDDAP-ADA RECEIVED BY THE BANK- GAM/ Accounting Section</li> <li>ADVICE ON CHECKS ISSUED AND CANCELLED (ACIC)- e-MDS</li> <li>STATUS OF CASH ALLOCATIONS, UTILIZATIONS AND BALANCES- to be printed at CAUMS</li> <li>REPORT OF CHECKS ISSUED (RCI) - to be printed at CAUMS</li> <li>To be submitted by the end user/ process</li> </ol>			
Oliontatore	Castiers's Ast	owne	-		
Client steps	Section's Act	ions	Fees to be paid	Processing time	Persons Responsible
1. Balancing of Cash Status and forwarding ORS to Budget Section	<ul> <li>1.1 Collect the Summary of Issued LDDAP-AI and the A0 received b the bank a compute th total</li> <li>1.2 Tally if tota amount of encoded disbursem to CAUMS same and with the Statement Utilization</li> </ul>	list DA CIC yy and he al ents S is so	None	5 minutes 4hrs	Administrative Staff

P.P.A and Status of Cash Allocations, Utilizations and Balances and bank balance			
<ul> <li>1.3. If not tally: Check the unbalance amount inform the staff concerned to do the necessary adjustment (if wrong advice, inconsistent amount on DV and check/LDDAP- ADA/ wrong input to CAUMS)</li> <li>If tally: Print the Status of Cash Allocations, Utilizations and Balances, RCI and submit to Cashier</li> </ul>	None	1hour	Administrative Staff
together with the received Summary of LDDAP-ADA and ACIC			
1.4. Review and verify if balance; if with correction return for adjustments and	None	30mins	Cashier or OIC if the latter is not available

			1		
	Take effect the				
	adjustments				
	and return to			Administrative	
	cashier			Staff	
	1.5. If no	None	15mins	Administrative	
	correction:			Staff	
	Compile as				
	basis for				
	preparation of				
	monthly report.				
	After				
	balancing,				
	export RCI				
	from CAUMs				
	to excel format				
	then check if				
	the collected				
	updated				
	BURS/ORS. is				
	complete				
	before				
	forwarding to				
	Budget section				
	for their				
	reference.				
	Transmit to				
	Budget the				
	updated				
	ORS/BURS				
	Feedback and com	plaints m	echanism		
How to send feed			complish	feedback/	
		Co	Complaint form of the Section		
How Feedbacks a	re processed	Fe	Feedback or complaint		
		wh	whenever available will be		
		ad	dressed and f	acilitated by the	
			ead of Cash Se		
How complaint is		Any complaint written, through			
			vate messa	•	
			•	gh quad-media	
				tely addressed	
				of Accounting	
		ection			
Complaint/s through 8888 Desk/ Hotline			Head of Cash Section will		
			facilitate the response within the		
		reg	glementary pe	eriod and send	

	response to 8888 hotline and Internal Audit Unit
How complaints are processed	Concerned Division Chief may
	issue Show Cause Order for
	violations committed by permanent or contractual staff
	or Letter of Explanation for non-
	permanent staff
Contact information of DSWD FO-CAR	Any irregularity using the name
	of DSWD-CAR or involving any
	of its official may be submitted to
	the DSWD-CAR's office at No.
	40 North Drive, Baguio City or through cellphone numbers:
	(6374) 661-0430/ (6302) 396
	6580/ +0917871 9893/ +63917-
	872 0256/ +63919 065 5356- 68
	or through email address:
	focar@dswd.gov.ph or through
	Facebook account: www.
	facebook.com/dswdfocar

# 58. Technical assistance for pay out

Office or D	ivision:			Cash Sectio	n
Classification:		Highly Technical			
	Type of Transaction:		G2G- Government to Government		
Who may				ers/ Proces	
CHECKLIST OF RE				RE TO SEC	
Request for technica		1			(SO)/ TRAVEL
schedule of pay out					rsonnel section
conclude of pay out		2.		(S-LBP	
				-	ng Section/GAM
					ETTER form-
				O or Barang	
			(format)	•	.,
		5.	· · · ·		KS/ADA for
				- Cash Sec	
			1 2		
		To be	submitte	ed by the er	nd user/ process
		owne		5	
Client steps	Section's Actio	ns	Fees	Processin	Persons
			to be	g time	Responsible
			paid		
1. Coordinates	If staff has SO to		None		
pay out	augment pay-out	of			
schedule to	other program:				
Cash Section	1. Designate				A duce in interations
	for pay-out			5 minutes	Administrative
	2. Prepare To of staff	5/30			Staff
	assigned t	0			Administrative
	augment d			30	Staff
	pay-out	uning		minutes	Otan
	3. Gather all	the		minutes	
	available			5-7 days	
	checks/AD	A for		(includes	Administrative
	the identified			travel	Staff
	province for			day)	
	distribution.				
	<ol><li>During pay</li></ol>	/-out,			
	see to it th				
	the payee			2 hours	Cashier/
	the one wh				Administrative
	receives th				Staff
	check or if	not			

If staff will distribute       None         checks:       1. Inventory the         available/unrele       ased checks,         and identify the       province with         most and       needed to         distribute the       checks then         schedule for       pay-out or         inform the       payee/end-user         2. Make Proposal       of schedule for         of schedule for       1hour	hours Administr Staff Administr ur Staff	
available/unrele ased checks, and identify the province with most and needed to distribute the checks then schedule for pay-out or inform the payee/end-user 2. Make Proposal of schedule for	Staff	
distribute the checks then schedule for pay-out or inform the payee/end-user 2. Make Proposal of schedule for 1hour		
2. Make Proposal of schedule for 1hour		
distribution at areas		ative
3. Communicate       1 hou         with the area if       1 hou         they are       1 hou         available on       1 hou         propose       1 hou         schedule       1 hou	our Administr Staff	ative
4. If the schedule is fixed, discuss w/ the Immediate supervisor	Staff	ative
5. Designate staff for pay-out 6. Prepare TO/SO	inutes Cashier	
of staff 5 min assigned to augment during pay-out	inutes Administr Staff	ative
7. Confirm to the area the date of pay-out and request for vehicle at GSS. Prepare Travel Order/SO	utes Administr Staff	ative

8. Verify and	3 minutes		
initial the		Staff	
prepared TO			
then forward to			
cashier			
9. Sign for			
recommending	3 minutes		
approval		Cashier	
10. Forward he			
SO/TO		Administrative	
prepared for	2 minutes	Staff	
approval to			
FMD/ARD/RD			
11. During pay-out,			
see to it that	5-7 days	Cashier/	
the payee is	(includes	Administrative	
the one who	travel day	Staff	
receives the			
check or if not			
with			
authorization			
letter and with			
valid ID.			
12. Ensure that all			
requirements/d	1day	Cashier/	
ocuments is		Administrative	
complete		Staff	
before going			
back to FO for			
complete			
liquidation and			
to avoid			
unsubmitted			
DV's to COA			
Feedback and complain			
How to send feedback	Accomplish	feedback/	
		Complaint form of the Section	
How Feedbacks are processed	Feedback or complaint		
	whenever avai		
	addressed and	•	
	the Head of Ca		
How complaint is addressed	Any complaint written, through		
	private mess	•	
	•	ugh quad-media	
	will be immedi	ately addressed	

	by the Head of Accounting Section
Complaint/s through 8888 Desk/ Hotline	Head of Cash Section will
	facilitate the response within
	the reglementary period and send response to 8888 hotline
	and Internal Audit Unit
How complaints are processed	Concerned Division Chief may
	issue Show Cause Order for
	violations committed by permanent or contractual staff
	or Letter of Explanation for
	non-permanent staff
Contact information of DSWD FO-CAR	Any irregularity using the name
	of DSWD-CAR or involving any
	of its official may be submitted to the DSWD-CAR's office at
	No. 40 North Drive, Baguio City
	or through cellphone numbers:
	(6374) 661-0430/ (6302) 396
	6580/ +0917871 9893/
	+63917-872 0256/ +63919 065 5356- 68 or through email
	address: focar@dswd.gov.ph
	or through Facebook account:
	www.
	facebook.com/dswdfocar

# 59. Processing of approved Disbursement Vouchers (DV):

Office or	Division:			Cash Section		
	Classification:		Simple			
	ransaction:	G	G2G- Government to Government			
	ay avail:			ers/ Process		
	REQUIREMENTS:			RE TO SEC		
DV and complete		1.		ounting Secti		
				•	nting Section/	
			GAM		-	
		3.	CHECK	S – LBP		
					. ,	
			submitte	ed by the end	d user/ process	
		owner	<b>F</b> aaa			
Client steps	Section's Actio	ns	Fees	Processing	Persons	
			to be paid	time	Responsible	
1. Submit DV to	1. Receives D'	V and	None	30	Administrative	
Cash Section	Check if all		None	seconds	Staff	
	DVs were si			per DV	otan	
	then receive	0		(depends		
	from DC's b	y		on the bulk		
	signing the			of DV)		
	logbook.					
	Segregate if					
	check or LD					
	ADA payme					
	then sort pe	r				
	PPA.	C				
	If for LDDAP- ADA, forward th					
	sorted DV's					
	accounting					
	DV's for che					
	give to cond					
	staff for their					
	processing.					
	2. Preparation of		None	11minutes	Administrative	
	Check and			per check	Staff	
	Encoding to					
	CAUMS:					
	0 1 Oathar all [	אר.				
	2.1 Gather all [	JVS				
	for check.					
	Encode payee,					
	amount, check					

number, & object			
code to check			
template			
Review all entries if			
correct then print			
check with 2			
duplicates. Separate			
and gather the 2 <sup>nd</sup>			
copy of check then			
forward to staff in-			
charge for			
preparation of			
Advice. Write the			
check number to DV			
and separate			
Accounting file copy			
and COA copy.			
Attached the check			
and 1 duplicate copy			
to COA copy and 1			
duplicate copy to			
accounting to copy			
Separate the updated			
2.1 ORS copy of budget			
for forwarding to staff			
assigned for the day.			
Encode the processed			
payment to CAUMS with			
proper charging.			
Update the data tracking			
system. Forwards the			
 COA copy to Cashier .	None	5 minutos	Cashior or
3. Signing of Checks:	None	5 minutes	Cashier or OIC if the
Review if the details on			
check like name of			available
payee, amount in figures			
and in words, date is			
tally with the details on			
DV.			
3.1 If no correction, sign the check but if with			
correction, return to the			
staff concern for			
corrections.	1		

	<ul> <li>3.2 If with correction, concerned staff will do the necessary correction and return to cashier for signing.</li> <li>4. After signing, cashier will put the signed check to the outgoing tray. Staff in charge for routing will review if all checks were signed by the cashier before forwarding to 2<sup>nd</sup> signatory.</li> </ul>			
	5. Receiving of signed checks:	None	8 minutes	Administrative Staff
	5. 1Review all the checks received with complete signatures. Sort checks per PPA and file to its corresponding PPA code.			
	5.2 Inform the payee/end-user that their check is available			
How to send feed	Feedback and complain back	Ac	complish	feedback/
How Feedbacks a	re processed	Fe wh ad	edback or co edback or co enever availa dressed and e Head of Cas	able will be facilitated by
How complaint is	addressed	Ar pri co wi by	y complaint vate messa mplaint throu I be immedia	written, through age, text or gh quad-media ately addressed of Accounting
Complaint/s throug	gh 8888 Desk/ Hotline	He fac	ead of Casl cilitate the re	n Section will esponse within iry period and

How complaints are processedConcerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non- permanent staffContact information of DSWD FO-CARAny irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: focar@dswd.gov.ph or through Facebook account: www. facebook.com/dswdfocar		send response to 8888 hotline and Internal Audit Unit
violationscommittedbypermanent or contractual staff or Letter of Explanation for non- permanent staffContact information of DSWD FO-CARAny irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address:ddress:focar@dswd.gov.ph or through Facebook account:	How complaints are processed	Concerned Division Chief may
Contact information of DSWD FO-CARpermanent or contractual staff or Letter of Explanation for non- permanent staffContact information of DSWD FO-CARAny irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: <a href="mailto:focar@dswd.gov.ph">focar@dswd.gov.ph</a> or through Facebook account:		
Contact information of DSWD FO-CARpermanent staffAny irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: focar@dswd.gov.ph or through Facebook account:		5
Contact information of DSWD FO-CAR Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: <u>focar@dswd.gov.ph</u> or through Facebook account:		or Letter of Explanation for non-
of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: <u>focar@dswd.gov.ph</u> or through Facebook account:		permanent staff
of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: <u>focar@dswd.gov.ph</u> or through Facebook account:	Contact information of DSWD FO-CAR	Any irregularity using the name
to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: <u>focar@dswd.gov.ph</u> or through Facebook account:		of DSWD-CAR or involving any
No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: <u>focar@dswd.gov.ph</u> or through Facebook account:		of its official may be submitted
or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: <u>focar@dswd.gov.ph</u> or through Facebook account:		to the DSWD-CAR's office at
(6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: <u>focar@dswd.gov.ph</u> or through Facebook account:		No. 40 North Drive, Baguio City
6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: <u>focar@dswd.gov.ph</u> or through Facebook account:		or through cellphone numbers:
+63917-872 0256/ +63919 065 5356- 68 or through email address: <u>focar@dswd.gov.ph</u> or through Facebook account:		(6374) 661-0430/ (6302) 396
5356- 68 or through email address: <u>focar@dswd.gov.ph</u> or through Facebook account:		6580/ +0917871 9893/
address: <u>focar@dswd.gov.ph</u> or through Facebook account:		+63917-872 0256/ +63919 065
or through Facebook account:		5356- 68 or through email
e e e e e e e e e e e e e e e e e e e		address: <u>focar@dswd.gov.ph</u>
www.facebook.com/dswdfocar		or through Facebook account:
		www.facebook.com/dswdfocar

#### 60. Collection of cash

Office or	Office or Division:			Cash Section	
	Classification:		Simple		
Type of Tra	ansaction:	G2G- Government to Government			overnment
Who ma	y avail:		End-Us	ers/ Process	owners
CHECKLIST OF R	EQUIREMENTS:		WHE	RE TO SECU	JRE:
1. Cash		1. OF	FICIAL R	ECEIPT – Na	tional Printing
		Office	(NPO)		
		2. Cas	sh Receip	ots Record - (	GAM
		To be owner	submitte	d by the end	user/ process
Client steps	Section's Action	ons	Fees	Processing	Persons
·			to be	time	Responsible
1. Submits,	1.1. Receives cas	h and	paid None	10 minutes	Administrative
surrenders,	Issue official	anu	None	TO Minutes	Staff
cash to	receipts upor	h			Otan
Cash	receive of pa				
Section	cash or check				
Coolion	review the iss	,			
	OR Turn-ove				
	collection together				
	with the issued OR				
	to AA in-charge of				
	collection report.				
	Checks and				
	Counts the				
	submitted cash				
	and check	511			
	collection if ta	•			
	with the issued OR		None	1 hours °	Administrative
	1.2. Recording an		none	4 hours & 30 minutes	Staff
	deposit of turned-			so minutes	Stall
	over collection:				
	a) Encode the				
	OR#, date,				
	name of payee,				
	particulars and				
	amount in t				
	database fo				
	monitoring	Ċ.			
	reporting				
	purposes.				

ГТ		T	
b)	Prepare List of		
	Collection and		
	deposit/on-call		
	slip then forward		
	-		
	to Cashier the		
	summary list of		
	collection for		
	signing .		
c)	Check & verify		
	before signing		
d)			
( d)	Check if with		
	complete		
	signature then		
	attached the		
	collection before		
	turn over to staff		
	in charge for ban		
	transaction.		
e)	Deposit to bank		
	and before		
	leaving bank,		
	counter check		
	submitted bank		
	transactions if		
	complete then		
	-		
	turnover to AA		
f)	Check if the		
	validated deposit		
	is same with the		
	amount and		
	complete before		
	compiling for		
	reporting. Every		
	end of the		
	month, review if		
	there is no		
	correction,		
	adjustment		
	before printing.		
	After finalizing,		
	email soft copy		
	to Accounting		
	section for the		
	financial		
	reporting.		
		I	

	g) Print then countersign under the name of cashier then forward to cashier. Review and certify the give back to AA for filling.			
	Feedback and complain			
How to send feedba	ack .		complish	feedback/
				of the Section
How Feedbacks are	processed		edback or co	
			nenever availand the second seco	
			e Head of Cas	-
How complaint is a	ddressed			written, through
			vate messa	-
				gh quad-media
			•	ately addressed
		by	the Head of (	Cash Section
Complaint/s through	n 8888 Desk/ Hotline	He	ead of Cash	n Section will
				esponse within
			-	ry period and
				to 8888 hotline
How complaints are	processed		d Internal Au	sion Chief may
How complaints are	processeu			ause Order for
				ommitted by
				contractual staff
				anation for non-
		ре	rmanent staff	
Contact information	of DSWD FO-CAR			using the name
				or involving any
				ay be submitted
				ive, Baguio City
				hone numbers:
			• •	30/ (6302) 396
		•	,	9893/+63917-
				919 065 5356-
			-	email address:
				v.ph or through
				count: www.
		ta	cebook.com/d	swoiocar

## 61. Preparation of RADAI and RCI:

Office or Di	vision:			Cash Section	n
	Classification:		Simple		
	Type of Transaction:		G2G- Government to Government		
Who may		02		sers/ Proces	
CHECKLIST OF RE				ERE TO SE	
Records, data and		1 R/		CI - GAM	JONE.
the past transaction		1.10			
		To t	be acc	essed bv t	he end user/
		proce		wner throu	
				d network sh	•
Client steps	Section's Action	ons	Fees	Processin	Persons
			to be	g time	Responsible
			paid		
2. Submits	Preparation of		Non	4hours	Administrativ
request for		<u>l:</u>	е		e Staff
RADAI and	1. From				
RCI through	CAUMS,				
a	Print Rep				
memorandu	Entry the	n			
m	Check				
	Disburse	men			
	t Record				
	(CDR), convert,				
	enter the				
	account				
	number	of			
	the repor				
	then spe				
	date. Exp				
	to excel	the			
	CDR. Fil	ter			
	data nee				
	for RADA				
	(LDDAP-				
	ADA) an	d			
	RCI				
	(checking				
	and sort date and				
	number.	hei			
	2. From CD	R			
	copy the	' I X			
	details				

	needed to	
	RADAI/RCI	
	date,	
	check/LDDA	
	P-ADA	
	number, DV	
	#, ORS/BURS	
	#, payee,	
	object code,	
	nature of	
	payment and	
	amount after	
	cut-off or end	
	of the month	
	11	
3.	Review then	
	print and	
	forward to	
	cashier to	
	signing	
4.	Check and	
	review before	
	signing for	
	certification	
	then forward to AAs/AO	
5	Submit to	
	accounting	
	on or before	
	10th of the	
	following	
	month and	
	file the file	
	сору	
	ck and complair	
How to send feedback		Accomplish feedback/
		Complaint form of the
		Section Feedback or complaint
How Feedbacks are proces	How Feedbacks are processed	
		whenever available will be addressed and facilitated
		by the Head of Accounting
		Section
		Occuon

How complaint is addressedAny complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Head of Cash SectionComplaint/s through 8888 Desk/ HotlineHead of Cash SectionComplaints are processedHead of Cash Section will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit UnitHow complaints are processedConcerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non- permanent staffContact information of DSWD FO-CARAny irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the
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UnitHow complaints are processedConcerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non- permanent staffContact information of DSWD FO-CARAny irregularity using the name of DSWD-CAR or involving any of its official
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Contact information of DSWD FO-CARcommitted by permanent or contractual staff or Letter of Explanation for non- permanent staffContact information of DSWD FO-CARAny irregularity using the name of DSWD-CAR or involving any of its official
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Contact information of DSWD FO-CARpermanent staffAny irregularity using the name of DSWD-CAR or involving any of its official
Contact information of DSWD FO-CAR Any irregularity using the name of DSWD-CAR or involving any of its official
name of DSWD-CAR or involving any of its official
involving any of its official
may be submitted to the
DSWD-CAR's office at No.
40 North Drive, Baguio City
or through cellphone
numbers: (6374) 661-0430/
(6302) 396 6580/ +0917871
9893/ +63917-872 0256/
+63919 065 5356- 68 or
through email address:
<u>focar@dswd.gov.ph</u> or
through Facebook account:
www.
facebook.com/dswdfocar

# 62. Processing of bonded public employees for new entry or renewal:

Office or	Division:			Cash Sectio	n
	rication:	Simple			
Type of Transaction:		G2G- Government to Government			
	ay avail:			sers/ Process	
	REQUIREMENTS:	WHEF	RE TO S	SECURE:	
Request letter		1.	SPEC	AL ORDER -	- Personnel
			Sectio	n/ Cash Secti	on
		2.	GENE	RAL FORM 5	7(A) – Bureau
		of Treasuy			
		3.			8(A) - Bureau
		4	of Trea	asuy KS – LBP	
				KS – LBP GAM/Accoutn	ing Soction
				OF BONDED	
		0.		ER – Cash S	
		7.			ETTER - BTR
		SALN	<ul> <li>Pers</li> </ul>	onnel Section	
		0			
				est may be su	
Client steps	Section's Actions	5	Fees to be	Processing time	Persons
			paid	ume	Responsible
1. Submits	Processing of Bond:		None	2 minutes	Administrative
request for	1. Prepare an				Staff
processing	issuance of				
of bond or	Special Order				
renewal of	request for the				
processing	designated Sp				
of bond	Disbursing Off				
	from the HRM	DD.			
	2. Sign the reque	est of		2 minutes	
	Special Order			2 minutes	Cashier or
	the designated				OIC if the
	employee ther				latter is not
	forward to HRI				available
	for their action				

For New: Prepare 3 copies of General Form 57(A) & 58(A) printed in legal paper.Administrative4. Route General Form 58(A) to the designate second Level employees. fill up the given General Form 58(A) with attach 3pcs of 2x2 or passport size ID picture.5 minutesAdministrative5. For Renewal: Prepare 3 copies of General Form 57(A) only.2 minutesAdministrative Staff6. General Form 57(A) will be fill up by the designated processor of Bond for New and Renewal.10 minutesAdministrative Staff7. For New: Gather General Form 58(A) from the20 minutesAdministrative Staff	3.	If S.O. is already approved,	2 minutes	Administrative Staff
General Form 57(A) & 58(A) printed in legal paper.Administrative4. Route General 				Otan
57(A) & 58(A) printed in legal paper.Administrative4.Route General Form 58(A) to the designate second Level employees. Let the employee fill up the given General Form 58(A) with attach 3pcs of 2x2 or passport size ID picture.5 minutesAdministrative Staff5.For Renewal: Prepare 3 copies of General Form 57(A) only.2 minutesAdministrative Staff6.General Form 57(A) only.2 minutesAdministrative Staff6.General Form 57(A) only.10 minutesAdministrative Staff7.For New and Renewal.20 minutesAdministrative Staff7.For New: Gather General Form 58(A) from the20 minutesAdministrative Staff				
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<ul> <li>Paper.</li> <li>Route General Form 58(A) to the designate second Level employees. Let the employees. Let the employees. Let the employees. General Form 58(A) with attach 3pcs of 2x2 or passport size ID picture.</li> <li>For Renewal: Prepare 3 copies of General Form 57(A) only.</li> <li>General Form 57(A) only.</li> <li>General Form 57(A) will be fill up by the designated processor of Bond for New and Renewal.</li> <li>For New: Gather General Form 58(A) from the</li> <li>20 minutes</li> <li>Administrative Staff</li> </ul>				
Form 58(A) to the designate second Level employees. Let the employee fill up the given General Form 58(A) with attach 3pcs of 2x2 or passport size ID picture.5 minutesAdministrative Staff5. For Renewal: Prepare 3 copies of General Form 57(A) only.2 minutesAdministrative Staff6. General Form 57(A) only.2 minutesAdministrative Staff6. General Form 57(A) will be fill up by the designated processor of Bond for New and Renewal.10 minutesAdministrative Staff7. For New: Gather General Form 58(A) from the20 minutesAdministrative Staff				
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<ul> <li>passport size ID picture.</li> <li>5. For Renewal: Prepare 3 copies of General Form 57(A) only.</li> <li>6. General Form 57(A) will be fill up by the designated processor of Bond for New and Renewal.</li> <li>7. For New: Gather General Form 58(A) from the</li> <li>2 minutes 2 minutes 10 minutes Staff</li> <li>4 dministrative Staff</li> <li>20 minutes</li> </ul>				
picture.5. For Renewal: Prepare 3 copies of General Form 57(A) only.2 minutesAdministrative Staff6. General Form 57(A) will be fill up by the designated processor of Bond for New and Renewal.10 minutesAdministrative Staff7. For New: Gather General Form 58(A) from the20 minutesAdministrative Staff				
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<ul> <li>6. General Form 57(A) will be fill up by the designated processor of Bond for New and Renewal.</li> <li>7. For New: Gather General Form 58(A) from the</li> <li>10 minutes 10 minutes Staff</li> <li>Administrative Staff</li> <li>Administrative Staff</li> </ul>				Staff
57(A) will be fill up by the designated processor of Bond for New and Renewal.Staff7. For New: Gather General Form 58(A) from the20 minutes57(A) will be fill up by the designated processor of Bond for New and 20 minutesAdministrative Staff	6.		10 minutes	Administrative
processor of Bond for New and Renewal. 7. For New: Gather General Form 58(A) from the				
for New and Renewal. 7. For New: Gather General Form 58(A) from the				
Renewal. 7. For New: Gather General Form 58(A) from the Administrative 20 minutes Staff		•		
7. For New: Gather General Form 58(A) from the20 minutesStaff				Administrative
General Form 58(A) from the	7.		20 minutes	
second level employees. Check				
if the form is				
properly filled up				
then return if with				
corrections. Administrative	0		5 minutos	
8. For New: Route 5 minutes Staff General Form	ö.			Staff
57(A) & 58(A) for				
signature.		signature.		
9. For Renewal Administrative	9.		10	
Route General 10 minutes Staff			i u minutes	Staff
Form 57(A) only for signature.				

<ul> <li>10. Collate the latest SALN (3copies) to the Personnel Admin Section.</li> <li>11. For New: Prepare 5 copies of List of Bonded Public Officers reflecting the Amount of Accountability.</li> <li>12. Route for signature/approval.</li> <li>13. For Renewal: Compute the Bond Premium according to the corresponding Amount of bond by the Special Disbursing Officer. Then prepare 5 copies of List of Bonded Public Officers</li> <li>14. Route for signature/approval.</li> <li>15. Review and verify before signing then forward to ARDA</li> </ul>	20 min 10 min 1 min 5 min 10 min	StaffAdministrative StaffAdministrative StaffAdministrative StaffAdministrative StaffAdministrative Staff
for approval. Payment of Bond: 1. Prepare Disbursement Voucher and Obligation Request and Status and attach the List of Bonded Form (2 copies) and approved S.O then float for processing of payment.	10 min	outes Administrative Staff

_	-	 <b>A</b>	<b></b>
2.	Process obligation	3 minutes	Administrative
	and for payment		Staff
3.	OBR, process	1-3 hours	
	check for payment.		Administrative
4.	For New: If checks	10 minutes	Staff
	is already ready for		
	payment, submit		Administrative
	General Form		Staff
			Stall
	57(A) & 58(A),3		
	copies of SALN, 3		
	copies of List of		
	Bonded Officers &		
	copy of S.O. for		
	SDOs together		
	with the payment		
	to the Bureau of		
	the Treasury		
	before 10:30 am.		Administrative
Б	For Renewal: If	20 minutes	
5.		30 minutes	Staff
	checks is already		
	ready for payment,		
	submit General		
	Form 57(A) only,3		
	copies of SALN,3		
	copies of List of		
	Bonded Officers,&		
	the previous		
	confirmation letter		
	will be attached		
	instead of S.O of		
	SDO's. together		
	with the payment		
	to the Bureau of		
	the Treasury		
	before 10:30 am.		
6.	Upon reviewing		
	the completeness	Not	
	of the documents		
	by the Bureau of	applicable	
	the Treasury will		
	•		
	give instructions		
	and Authority to		
	accept payment		
	slip.	Not	
7.	Then deposit the	applicable	Not applicable
	check payment for		
	, ,		

I		Т		T1
	the Bureau of the Treasury to their depository Bank. Note that for New SDOs the effectivity date of their Bond is the date of payment done at the Bank while for the Renewal SDOs is the date when they was previously bonded.			
	<ol> <li>Upon validation of deposit slip by the bank, return to the BTr and submit a copy of validated deposit slip.</li> </ol>		Not applicable	Not applicable
	<ul> <li>9. Receive 2 copies of confirmation letter of the Bonded Officers from the BTr.</li> <li>10. Transmit a copy of</li> </ul>		Not applicable	Not applicable
	confirmation letter to COA and the receiving copy is for filing		5 minutes	Administrative Staff
	Feedback and complaints			
How to send feedba	ck		complish	feedback/ n of the Section
How Feedbacks are	processed	Fe wh ad	edback or conenever avai	omplaint lable will be I facilitated by
How complaint is addressed			iy complaint vate mess mplaint th edia will b	written, through age, text or brough quad- be immediately the Head of
Complaint/s through 8888 Desk/ Hotline			cilitate the r	h Section will esponse within ary period and

	send response to 8888 hotline
	and Internal Audit Unit
How complaints are processed	Concerned Division Chief may
	issue Show Cause Order for
	violations committed by
	permanent or contractual staff
	or Letter of Explanation for
	non-permanent staff
Contact information of DSWD FO-CAR	Any irregularity using the
	name of DSWD-CAR or
	involving any of its official may
	be submitted to the DSWD-
	CAR's office at No. 40 North
	Drive, Baguio City or through
	cellphone numbers: (6374)
	661-0430/ (6302) 396 6580/
	+0917871 9893/ +63917-872
	0256/ +63919 065 5356- 68 or
	through email address:
	focar@dswd.gov.ph or
	through Facebook account:
	www.
	facebook.com/dswdfocar

## 63. Preparation of Summary List of Checks Issued and Cancelled:

Office or	Division:			ash Sactio	n	
Office or Division: Classification:		Cash Section Simple				
Type of Tra		G2G- Government to Government				
Who ma		02	.0 0010	RPMO		
CHECKLIST OF F			WHF	RE TO SEC	CURE	
Request letter		1.	RADAI -			
		2. LDDAP-ADA – GAM				
			RCI - G	_		
			ic reques	st may be s	ubmitted	
Client steps	Section's Actio	ns	Fees	Processi	Persons	
			to be	ng time	Responsible	
2 Submite	Broparing Bopart	012	paid None	1 br	Administrativ	
2. Submits	Preparing Report		none	1hr	Administrativ e Assistant	
request for summary	Issued Checks an ADA:				e Assistant	
of list of	1. From					
checks	CAUMS					
	Extract (					
	Disburse					
	Record t					
	excel typ	e				
	and so v	/ith				
	Report c	f				
	Program	-				
	Activity a					
	Project o					
	and PAN					
	2. Prepare					
	Spreads of RCI &					
	3. From	ADA				
	extracted	4				
	CDR & F					
	copy pas					
	the data					
	needed	to				
	spreads	neet				
	like, date					
	disburse	ment,				
	payee,					
	particula					
	and amo	ount.				

	<ul> <li>4. Proofread the report before sending to the provinces and RPMO.</li> <li>5. Copy furnish thru email to be sent at RPMO, Provincial Coordinators and AA's of the respective provinces.</li> </ul>	
	Feedback and complaint	ts mechanism
How to send feedba		Accomplish feedback/
		Complaint form of the Section
How Feedbacks are	e processed	Feedback or complaint
		whenever available will be addressed and facilitated by
		the Head of Accounting
		Section
How complaint is a	addressed	Any complaint written,
		through private message, text or complaint through
		text or complaint through quad-media will be
		immediately addressed by
		the Head of Accounting
		Section
Complaint/s through 8888 Desk/ Hotline		Head of Cash Section will facilitate the response within
		the reglementary period and
		send response to 8888
		hotline and Internal Audit Unit
How complaints are processed		Concerned Division Chief may issue Show Cause
		Order for violations
		committed by permanent or
		contractual staff or Letter of
		Explanation for non-
Contact information	of DSWD FO-CAR	permanent staff Any irregularity using the
		name of DSWD-CAR or
		involving any of its official

may be submitted to the
DSWD-CAR's office at No.
40 North Drive, Baguio City
or through cellphone
numbers: (6374) 661-0430/
(6302) 396 6580/ +0917871
9893/ +63917-872 0256/
+63919 065 5356- 68 or
through email address:
<u>focar@dswd.gov.ph</u> or
through Facebook account:
www.
facebook.com/dswdfocar

# 64. Preparation of Advice on checks issued and cancelled (ACIC):

Office or Div			Cash Section	n		
Classification:			Simple			
Type of Transaction:		G2G- Government to Government				
Who may a				owners/ end		
CHECKLIS				HERE TO SEC		
REQUIREM	ENTS:					
Disbursement Vouc	her (DV) with	1. CHECKS – LBP				
complete attachmen	its	2	. DV –	GAM/ Accour	nting Section	
		Mov	ha day	uploaded fro	m the network	
			ed folde		m the network	
Client steps	Section's Acti		Fees	Processing	Persons	
			to be	time	Responsible	
			paid			
1. Submits DV	Encoding of		None	2-3 hours	Administrative	
and	ACIC to e-MD				Assistant	
attachment	1. Gather					
for summary of	arrange 2 <sup>nd</sup> cop					
list of	check	y 01				
checks	receive	d				
	per seri					
	for					
	prepara	ation				
	of Advid					
	on Che					
	Issued					
	Cancell					
	2. Encode forward					
	2 <sup>nd</sup> cop					
	checks	,				
	e-MDS					
	ACIC					
	3. After					
	encodir	•				
	review					
	check if					
	amount					
	spelling name o					
	payee a					
	total of	UIU				
	ACIC is	5				

same with total of DV. 4. If with correction, return to in charge staff for correction. 5. Retrieve the check and DV and review and effect correction, replace the spoiled check and return for ACIC.			
<ul> <li>cashier for approval &amp; print 2 hard copies of ACIC and sign then attached the encoded 2<sup>nd</sup> copy to the Bank/BTR copy.</li> <li>7. Forward to cashier the hard copy of ACIC for signature</li> </ul>			
Approving and signing of acic: 1. Review and verify if the details on check	None	10 minutes	Cashier or alternate if the latter is not available

and		
prepared		
ACIC is		
tally before		
approval		
and signing		
the ACIC.		
2. If no		
correction,		
approved		
	E minute	Cashiar
and sign	5 minute	es Cashier
the hard		
copy.		
3. If with		
correction,	10 minut	
return to		Staff
the staff in		
charge for		
correction.		
4. Make the		Administrative
necessary	10 minut	
correction		
then		
forward to		
the cashier	1 hour	Cashier or
5. Approved	THOUT	alternate if the
and sign		
the ACIC		latter is not
		available
then give to staff in		
charge for		
bank		
transaction.	10 minut	tes
6. Submit to		Administrative
bank		Staff
signed		
ACIC.		
7. Safe keep		
for daily	5 minute	Administrative
balancing		Staff
and for		Otan
filling.		

Feedback and complaints	mechanism
How to send feedback	Accomplish feedback/
	Complaint form of the Section
How Feedbacks are processed	Feedback or complaint
	whenever available will be
	addressed and facilitated by
	the Head of Cash Section
How complaint is addressed	Any complaint written, through
	private message, text or
	complaint through quad-media
	will be immediately addressed
	by the Head of Accounting
	Section
Complaint/s through 8888 Desk/ Hotline	Head of Cash Section will
	facilitate the response within
	the reglementary period and
	send response to 8888 hotline
	and Internal Audit Unit
How complaints are processed	Concerned Division Chief may
	issue Show Cause Order for
	violations committed by
	permanent or contractual staff
	or Letter of Explanation for
	non-permanent staff
Contact information of DSWD FO-CAR	Any irregularity using the
	name of DSWD-CAR or
	involving any of its official may
	be submitted to the DSWD-
	CAR's office at No. 40 North
	Drive, Baguio City or through
	cellphone numbers: (6374)
	661-0430/ (6302) 396 6580/
	+0917871 9893/ +63917-872
	0256/ +63919 065 5356- 68 or
	through email address:
	focar@dswd.gov.ph or
	through Facebook account:
	www.
	facebook.com/dswdfocar

### 65. Preparation of payroll registry:

Office				Cash Section	an an
Office or Division: Classification:					ווע
		Simple G2G- Government to Government			
	Type of Transaction: Who may avail:				uditors / FMS
		Int			
			VVF	IERE TO SE	OURE.
	REMENTS:	1	DV		unting Section
Request form					Inting Section
		2	. LDD Secti		AW/ Accounting
			Seci	OII	
		May	he dow	Inloaded from	n the network
		•			st in a form of
			norandu		
Client steps	Section's Actions		Fees	Processin	Persons
		0	to be	g time	Responsible
			paid	9	
1.	Approval of pay	/roll	Non	10 minutes	Cashier or
	registry:		е		alternate if the
	1. Check and				latter is not
	review before				available
	signing/certif	fy			
		-			
	2. Forward to 2	nd			Administrativ
	signatory for			2 minutes	e Staff
	signing/appr	ova			
	I				
	Receiving of		Non	5 minutes	Administrativ
	Signed/Approved		е		e Staff
	Payroll Registry:				
	1. Received an				
	review if pay	roll			
	registry is				
	completely				
	signed then	1-			
	attached to it				
	correspondir	•			
	LDDAP-ADA submission t	-			
	bank	.0			
		mpla	inte mo	chaniem	
How to send fee	Feedback and complaints mechanismHow to send feedbackAccomplishfeedback/				
	UDAUN			ccomplish	n of the Section
			U		I UI IIIE SECIUII

How Feedbacks are processed	Feedback or complaint
now recubacks are processed	whenever available will be
	addressed and facilitated by
	the Head of Cash Section
How complaint is addressed	Any complaint written,
	through private message, text
	or complaint through quad-
	media will be immediately
	addressed by the Head of
	Cash Section
Complaint/s through 8888 Desk/ Hotline	Head of Cash Section will
	facilitate the response within
	the reglementary period and
	send response to 8888
	hotline and Internal Audit Unit
How complaints are processed	Concerned Division Chief
	may issue Show Cause Order
	for violations committed by
	permanent or contractual
	staff or Letter of Explanation
	for non-permanent staff
Contact information of DSWD FO-CAR	Any irregularity using the
	name of DSWD-CAR or
	involving any of its official
	may be submitted to the
	DSWD-CAR's office at No. 40
	North Drive, Baguio City or
	through cellphone numbers:
	(6374) 661-0430/ (6302) 396
	6580/ +0917871 9893/
	+63917-872 0256/ +63919
	065 5356- 68 or through
	email address:
	focar@dswd.gov.ph or
	through Facebook account:
	WWW.
	facebook.com/dswdfocar

66. Preparation of Learning Administration and Management during the IDCBA:

Office or Division: Classification: Type of Transaction: Who may avail: CHECKLIST OF REQUIREMENTS: Request form		May	Sta WH BA - PPD / be dov	vnloaded from	overnment blic)
Client steps 1. Submits request for assistance during the IDCBA activity	Section's Actions 1.1 Receive request logs in Data Tracking System logbook 1.2 Checks, reviews, and ve request 1.3 Prepares program inputs the prog of IDCBA activity submit supervis	s and the or erify s or on ram the and to	norandum Fees to be paid None		Persons Responsible Technical Staff
	1.4 Reviews certifies signs program	and the	None	10mins	Head of Cash Section or OIC if the latter is not available

	1.5Logs and records form and routes to client	None		5mins	Administrative Staff
F How to send feedbac	eedback and com k		Aco	complish	feedback/
How Feedbacks are processed			Fee wh add	mplaint form c edback or con enever availat dressed and fa ad of Cash Se	nplaint ole will be acilitated by the
How complaint is addressed			Any priv cor will	y complaint v vate messa mplaint throug	vritten, through ge, text or gh quad-media tely addressed
Complaint/s through 8888 Desk/ Hotline			He Se res res reg	ad of Capa ction will ponse v Jementary pe	ability Building facilitate the within the priod and send 88 hotline and
How complaints are processed			Co iss vio per Let	ncerned Divis ue Show Ca lations co rmanent or cor	sion Chief may use Order for
Contact information	of DSWD FO-CAF	2	Any of i of i the 40 thro (63 872 or foc Fac	y irregularity u DSWD-CAR official may DSWD-CAR DSWD-CAR North Drive, ough cellpho 374) 661-043 80/ +0917871 2 0256/ +6391 through ei car@dswd.gov	0/ (6302) 396 9893/ +63917- 9 065 5356- 68 mail address: <u>.ph</u> or through count: www.

67. Processing of Referral of Endorsed Cases form Provincial Operational Office:

Office or [	Division:	Dor	towid D	amilyana Dilir	nino Program	
Office or Division: Classification:		Pantawid Pamilyang Pilipino Program Complex				
Type of Transaction:		G2G- Government to Government				
Who may		)		aff (internal pu		
CHECKL				ERE TO SEC		
REQUIRE			• • • • •			
Referral letter a		Not a	pplicabl	e (Generic re	equest may be	
documents	and oupporting			equesting staf		
Client steps	Section's Acti		Fees	0	Persons	
			to be paid	time	Responsible	
1. Submit request to	1.8 Receive request	from	None	1 day	Technical Staff	
the	the POC	).				
Regional						
Director						
for approval	1.9 a) Con technica		None	2 days	Technical Staff	
	working				Clair	
	group	for				
	further r	eview				
	and					
	docume	nts				
	proceed	ings				
	and					
	discussi					
	the end	orsed				
	cases					
	h)  { +	hnical				
	b) If tec working	mical				
	0	s not				
	group i needed,					
	proceed					
	the next					
	1.10 If	Jiop	None	1 day	Technical	
	eligible	for			Staff	
	referral	for				
	further a					
	drafts re					
	letter	and				
	counter-	signs				
		-				

	on the referral letter.			
	1.11 a) Counter signs on the referral letter within the agency	None	1 day	Regional Program Coordinator (RPC) and Division Chief
	1.12 Routes the referral letter to the Regional Director Records Section	None	1 day	Administrative Staff
	1.13 Signs the Referral letter or places additional instruction to be accomplished	None	5 hours	Administrative Staff
	1.14 Routes to the RPC	None	5 hours	Administrative Staff
	Feedback and compl			
How to send feed	oack		ccomplish	feedback/
How Foodbooke	roproceed			n of the Section
How Feedbacks a	Feedback or complaint whenever available will be			
		addressed and facilitated by		
			he Head of the	
			amilyang Pilip PMO Sectior	
How complaint is	addressed		ny compl	
	t	nrough private	e message, text through quad-	

Complaint/s through 8888 Desk/ Hotline	media will be immediately addressed by the Head of the Pantawid Pamilyang Pilipino Program RPMO Section Head of the Pantawid Pamilyang Pilipino Program RPMO Section will facilitate
How complaints are processed	the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit Concerned Division Chief may issue Show Cause Order for violations committed by
Contact information of DSWD FO-CAR	permanent or contractual staff or Letter of Explanation for non-permanent staff Any irregularity using the
	name of DSWD-CAR or involving any of its official may be submitted to the DSWD- CAR's office at No. 40 North
	Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or
	through email address: <u>focar@dswd.gov.ph</u> or through Facebook account: www. facebook.com/dswdfocar

### 68. Submission of Reports to CWC:

Office or Division: Classification: Type of Transaction: Who may avail: CHECKLIST OF REQUIREMENTS:			RSCW Highly Tech Government t RSCWC Bi VHERE TO S	nnical o Government ureau
Written reques		Not Appli		LOOKE.
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
1. Submits request form to RSCWC	1.1 Receives request with notation from RD	None	1 hour	Administrative Staff (CWC is currently hiring an admin staff for the regions)
	1.2Logs and records request	None	1 hour	Administrative Staff
	1.3Gather data and information (this includes writing the RSCWC members for submission of their report)	None	10 days	Technical staff
	1.4Conducts inventory or consolidates report	None	2 days	Technical staff
	1.5 Prepares draft inventory	None	5 hours	Technical staff
	1.6 Proof reads and signs inventory and routes to ORD	None	5 hours	Technical/ Administrative staff

	1.7 Submits CWC	to	None	1 hour	Technical/ Administrative staff
How to send fe		nd c	complaints me	Accomplish Complaint	feedback/ form of the
How Feedback	s are processed	Section Feedback or complaint whenever available will be addressed and facilitated by the Head of RSCWC Section			
How complaint is addressed				through pri	mplaint through will be addressed by
Complaint/s through 8888 Desk/ Hotline					
How complaint	s are processed			Concerned may issue Order for committed b contractual	Show Cause or violations by permanent or staff or Letter of for non-
Contact inform	ation of DSWD FC	)-C	ĀR	Any irregulari of DSWD-CA of its official in to the DSWI No. 40 North or through ce (6374) 661-0 6580/ +09178 872 0256/ +1 68 or throug focar@dswd.	ty using the name R or involving any may be submitted D-CAR's office at Drive, Baguio City ellphone numbers: 0430/ (6302) 396 871 9893/ +63917- 63919 065 5356- h email address: gov.ph or through account: www.

#### 69. Formulation of Work and Financial Plan:

Cla Type Wh	e or Division: assification: of Transaction: o may avail: OF REQUIREMENTS t Section's Actions 1.1 Receives request with notation from RD		RSCWC Bu VHERE TO S icable	ex o Government ureau
	1.2Logs and records request	None	1 hour	Administrative staff
	1.3 Gather data and information (includes requesting member agencies to provide inputs)	None	10 days	Technical staff
	1.4Drafts Work and Financial Plan (WFP)	None	1 day	Technical staff
	1.5 Proof reads and signs WFP and routes to ORD	None	5 hours	Technical/ Administrative staff
	1.6 Submits WFP to CWC	None	1 hour	Technical/ Administrative staff
Feedback and complaint How to send feedback		complaints me	echanism Accomplish Complaint Section	feedback/ form of the
How Feedbacks are processed		Feedback or whenever av	ailable will be nd facilitated by	

How complaint is addressed	Any complaint written,
	through private message,
	text or complaint through
	quad-media will be
	immediately addressed by
	the Head of Accounting
	Section
Complaint/s through 8888 Desk/ Hotline	Head of RSCWC will
	facilitate the response within
	the reglementary period and
	send response to 8888
	hotline and Internal Audit
	Unit
How complaints are processed	Concerned Division Chief
	may issue Show Cause
	Order for violations
	committed by permanent or
	contractual staff or Letter of
	Explanation for non-
	permanent staff
Contact information of DSWD FO-CAR	Any irregularity using the
	name of DSWD-CAR or
	involving any of its official
	may be submitted to the
	DSWD-CAR's office at No.
	40 North Drive, Baguio City
	or through cellphone
	numbers: (6374) 661-0430/
	(6302) 396 6580/ +0917871 9893/ +63917-872 0256/
	+63919 065 5356- 68 or
	through email address:
	focar@dswd.gov.ph or
	through Facebook account:
	www.
	facebook.com/dswdfocar

## 70. Preparation of Project Proposals for funding:

Cla Type Wh	e or Division: assification: of Transaction: o may avail: OF REQUIREMENTS t Section's Actions 1.1 Receives request with		RSCWC Bu WHERE TO S icable	ex o Government ureau		
RSCWC	notation from RD 1.2Logs and records request	None	1 hour	Administrative staff		
	1.3 Gathers data and information (includes identifying agencies with possible funding)	None	8 days	Technical staff		
	1.4Drafts Project Proposal (PP)	None	5 hours	Technical staff		
	1.5 Proof reads and signs PP and submits to ORD	None	5 hours	Technical/ Administrative staff		
	1.6 Routes signed proposal to member agencies and CWC	None	2 days	Technical/ Administrative staff		
	Feedback and complaints mechanism					
How to send feedback How Feedbacks are processed		Accomplish Complaint Section Feedback of	feedback/ form of the			
			whenever available will be			

	addressed and facilitated by the Head of RSCWC
How complaint is addressed	Any complaint written,
	through private message,
	text or complaint through
	quad-media will be
	immediately addressed by
	the Head of Accounting
Complaint/a through 8888 Dool/ Hatling	Section Head of RSCWC will
Complaint/s through 8888 Desk/ Hotline	facilitate the response within
	the reglementary period and
	send response to 8888
	hotline and Internal Audit
	Unit
How complaints are processed	Concerned Division Chief
	may issue Show Cause
	Order for violations
	committed by permanent or contractual staff or Letter of
	Explanation for non-
	permanent staff
Contact information of DSWD FO-CAR	Any irregularity using the
	name of DSWD-CAR or
	involving any of its official
	may be submitted to the
	DSWD-CAR's office at No. 40 North Drive, Baguio City
	or through cellphone
	numbers: (6374) 661-0430/
	(6302) 396 6580/ +0917871
	9893/ +63917-872 0256/
	+63919 065 5356- 68 or
	through email address:
	focar@dswd.gov.ph or
	through Facebook account: www.
	facebook.com/dswdfocar

## 71. Implementation of grievance machinery:

		: V n- Not Appli Fees to be paid	RSCWC Bu VHERE TO S icable Processing time	nnical o Government ureau ECURE: Persons Responsible
1. Submits complaints to RSCWC	1.1 Receives request1.2 Logsand records request	None	1 hour 1 hour	Administrative staff Administrative staff
	1.3 Submits to the Office of the Regional Director (RD) for action	None	5 hours	Administrative staff
2. Submits complaints with marginal note of the RD to file LOE or SCO	<ul> <li>2.1Receives complaint, and drafts Letter of Explanation (LOE) to the concerned MOA staff</li> <li>2.2 If the staff is permanent, drafts Show Cause Order (SCO) to the concerned staff</li> </ul>	None	1 day	Technical staff
	2.3 Routes to the concerned Division Chief for signature	None	1 day	Administrative staff
3. Submits responses to the LOE or SCO	Receives responses to LOE or SCO	None	1 day	Administrative staff

	Reviews responses and prepares recommendation	None	1 day	Technical staff
	Submit recommendation to the Division Chief	None	5 hours	Technical staff
	Submit recommendation to RD	None	5 hours	Concerned Division Chief
4. Submit approval, dis-	Receives approval	None	1 hour	Administrative staff
approval or order of the Regional	Convenes and deliberates with the concerned committee	None	2 days	Technical staff
Director	Documents deliberation by the committee	None	1 day	Technical staff
	Conduct consultation with the concerned staff	None	1 day	Technical staff
5. Imple- ments recommen dation by the committee	If staff is decided to undergo a progressive disciplining, refer to HRWS all related documents with transmittal for processing	None	1 day	Technical staff
	If complaint has no basis based on deliberation then draft notice of dismissal of grievance	None	1 day	Administrative staff
	Routes Notice of Dismissal of Grievance to RAMS		1 day	Administrative staff
How to send fe	Feedback and o edback	complaints me	echanism Accomplish Complaint Section	feedback/ form of the

How Feedbacks are processedFeedback or complaint whenever available will be addressed and facilitated by the Head of RSCWCHow complaint is addressedAny complaint written, through private message, text or complaint through
addressed and facilitated by the Head of RSCWCHow complaint is addressedAny complaint written, through private message,
the Head of RSCWCHow complaint is addressedAny complaint written, through private message,
How complaint is addressed Any complaint written, through private message,
through private message,
quad-media will be
immediately addressed by
the Head of Accounting Section
Complaint/s through 8888 Desk/ Hotline Head of SLP will facilitate the
response within the
reglementary period and
send response to 8888 hotline and Internal Audit
Unit
How complaints are processed Concerned Division Chief may issue Show Cause
Order for violations
committed by permanent or
contractual staff or Letter of
Explanation for non-
permanent staff
Contact information of DSWD FO-CAR Any irregularity using the
name of DSWD-CAR or
involving any of its official
may be submitted to the
DSWD-CAR's office at No.
40 North Drive, Baguio City
or through cellphone
numbers: (6374) 661-0430/
(6302) 396 6580/ +0917871
9893/ +63917-872 0256/
+63919 065 5356- 68 or
through email address:
<u>focar@dswd.gov.ph</u> or
through Facebook account:
www.
facebook.com/dswdfocar

72. Conduct of inventory of food, non-food, food supplies, office supplies, equipment, and laundry supplies:

	Division:	1/6/6	plion and Slu	dy Center for	
		Children (RSCC)			
Classification:			Simple		
Type of Tra	ansaction:	G2G- (	Government to	o Government	
Who ma			RSCC Bureau		
CHECKLIST OF R	EQUIREMENTS	: V	VHERE TO S	ECURE:	
Written request		Not Appli	cable		
Client steps Se			Processing	Persons	
		paid	time	Responsible	
	Prepare things need for the conduct of the inventory	None	5 minutes	Administrative Staff	
	Request for assistance of a co-worker verbally	None	2 minutes	Administrative Staff	
i	Conduct actual inventory of goods	None	5 hours or more or less depending on the bulk of goods for inventory	Administrative Staff	
	Prepare inventory report	None	5 hours	Administrative Staff	
i	Submit the inventory report for signature	None	2 minutes	Administrative Staff	
	Reviews and signs the inventory report	None	5 minutes	Center Head	
	File the signed inventory report	None	5 minutes	Administrative Staff	
	Feedback and c	complaints me	echanism		

How to send feedback	Accomplish feedback/
How to seria reedback	Complaint form of the Section
How Feedbacks are processed	Feedback or complaint whenever available will be
	addressed and facilitated by the Head of RSCC
How complaint is addressed	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Head of Accounting Section
Complaint/s through 8888 Desk/ Hotline	Head of RSCC will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non- permanent staff
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: focar@dswd.gov.ph or through Facebook account: www. facebook.com/dswdfocar

### 73. Learning Intervention Planning and Design

a. Learning Needs Assessment (LNA)

Capacity Building Section Simple					
G2G- Government to Government					
Staff (Internal Public)					
		WHERE TO	) SECURE:		
			om the network shared		
			Persons Responsible		
		ume			
		1-10	Administrative staff		
and		minutes			
to					
staff					
ion					
otoo I	Nono	1 hour	CBS head of technical		
	none	Thour	staff		
			Stall		
puts					
LNA					
as					
46.0					
draft					
to					
if					
Feedback and complaints mechanism How to send feedback Accomplish feedback/ Complaint form					
			edback/ Complaint form		
Feedback or complaint whenever available will be addressed and					
	facilitated by the Head of CBS				
	folder direct ins and to staff ion ates vide to ns outs _NA as the if draft to if	G2G May be do folder/CBS I directly throu ons Fees to be paid None and to staff ion None ates None vide to ns None ates None vide to ns the if d complaints A o F a	Sim G2G- Governme Staff (Inter WHERE TO May be downloaded from folder/CBS Portal. The form directly through the CBS ons Fees Processing to be time paid None 1-10 and 0 1-10 minutes to be time paid ates None 1 hour vide to 1 hour draft to 1 hour if draft to 1 hour Accomplish feoret for the Section Feedback or contailed to 1 hour Accomplish feoret for the Section Feedback or contailed to 1 hour Accomplish feoret for the Section Feedback or contailed to 1 hour Accomplish feoret for the Section Feedback or contailed to 1 hour Accomplish feoret for the Section Feedback or contailed to 1 hour Accomplish feoret for the Section Feedback or contailed to 1 hour Accomplish feoret for the Section Feedback or contailed to 1 hour Accomplish feoret for the Section Feedback or contailed to 1 hour Accomplish feoret for the Section Feedback or contailed to 1 hour Accomplish feoret for the Section Feedback or contailed to 1 hour Accomplish feoret for the Section 1 hour Accomplish		

How complaint is addressed	Any complaint written, through private message, text or complaint through
	quad-media will be immediately
	addressed by the Head of Accounting
	Section
Complaint/s through 8888 Desk/ Hotline	Head of Capability Building Section will
	facilitate the response within the
	reglementary period and send response
	to 8888 hotline and Internal Audit Unit
How complaints are processed	Concerned Division Chief may issue
	Show Cause Order for violations
	committed by permanent or contractual
	staff or Letter of Explanation for non-
	permanent staff
Contact information of DSWD FO-CAR	Any irregularity using the name of
	DSWD-CAR or involving any of its
	official may be submitted to the DSWD-
	CAR's office at No. 40 North Drive,
	Baguio City or through cellphone
	numbers: (6374) 661-0430/ (6302) 396
	6580/ +0917871 9893/ +63917-872
	0256/ +63919 065 5356- 68 or through
	email address: <u>focar@dswd.gov.ph</u> or
	through Facebook account: www.
	facebook.com/dswdfocar

# 74. Work and Financial Plan (WFP)/Institutional Development and Capability Building Activity Plan preparation

Office or Division:			Capacity Building Section			
Classification:			Simple			
Type of Transaction: Who may avail:			G2G- Government to Government Staff (Internal Public)			
CHECKLIST OF F				HERE TO SE	,	
Request form		Mav b			ne network shared	
					can also be filled	
			÷	ough the CBS		
Client steps	Section's Actior	IS	Fees	Processing	Persons	
			to be paid	time	Responsible	
1.Fills out online form/request form with corresponding document code	and accommodat concern providing inputs/insight queries/ques 1.2. If tec	by s to tions hnical arises, ill be to	None	15 minutes	Administrative staff	
2. Seeks further technical input in the preparation of WFP/IDCBA Plan	<ul> <li>2.1. Receives cor and provides add inputs/insights need</li> <li>2.2. Provides cop sample/standard</li> <li>WFP/IDCBA plan/template reference</li> <li>2.3. Assists in preparation</li> <li>WFP/IDCBA plan necessary</li> <li>2.4. Reviews</li> <li>WFP/IDCBA plan necessary</li> <li>Feedback and complexity</li> </ul>	itional ed by of for the of n if draft n if	None	30 minutes	CBS head or technical staff Admin/technical staff Admin/technical staff Admin/technical staff	

How to send feedback	Accomplish feedback/ Complaint
	form of the Section
How Feedbacks are processed	Feedback or complaint
	whenever available will be
	addressed and facilitated by the
	Head of CBS
How complaint is addressed	Any complaint written, through
	private message, text or
	complaint through quad-media
	will be immediately addressed by
	the Head of Accounting Section
Complaint/s through 8888 Desk/ Hotline	Head of Capability Building
	Section will facilitate the
	response within the reglementary
	period and send response to 8888 hotline and Internal Audit
	Unit
How complaints are processed	Concerned Division Chief may
now complaints are processed	issue Show Cause Order for
	violations committed by
	permanent or contractual staff or
	Letter of Explanation for non-
	permanent staff
Contact information of DSWD FO-CAR	Any irregularity using the name of
	DSWD-CAR or involving any of
	its official may be submitted to the
	DSWD-CAR's office at No. 40
	North Drive, Baguio City or
	through cellphone numbers:
	(6374) 661-0430/ (6302) 396
	6580/ +0917871 9893/ +63917-
	872 0256/ +63919 065 5356- 68
	or through email address:
	<u>focar@dswd.gov.ph</u> or through Facebook account: www.
	facebook account. www.
	Iacebook.com/uswu local

### 75. Institutional Development and Capability Building Proposal

Office or Division:			Cap	acity Building	Section
Classifi		Simple			
Type of Transaction:			G2G- G	overnment to	Government
	Who may avail:			taff (Internal F	ublic)
CHECKLIST OF R	EQUIREMENTS:		W	HERE TO SE	CURE:
Request form					ne network shared
					can also be filled
				rough the CBS	
Client steps	Section's Action	າຣ	Fees	Processing	Persons
			to be	time	Responsible
4 Fills sut spling		e ie el	paid	1 10	
1. Fills out online	1.1. Receives	and	None	1-10 minutos	Administrative
form/request form with corresponding	accommodat	62		minutes	staff
document code	request				
	1.2 Provides copy	of the			
		oposal			
	template	and			
	subsequently p				
	input in	the			
	preparation of	said			
	document				
2. Endorses	2.1. Receives pro			2 hours	Administrative
proposal for	and endors				staff
signatures	CBS head				
	review/inputs	<b>.</b>			
	2.2. Provides	outo			CBS head of
	comments/in to the propos	-			technical staff
	2.3. Returns pro				lechnical Stan
	(with comme				
	signed) to				
	staff				
	2.4. Admin staff r	eturns			
	proposal	with			Admin staff
	comments	to			
	proponent	office			
	for finalizatio				
	2.5. Logs and as				
	control num				
	signed propo	sai			

2.6. Endorses proposal to BAC for numbering			
Feedback and complair How to send feedback	nts mechanism Accomplish feedback/ Complaint form of the Section		
How Feedbacks are processed	Feedback or complaint whenever available will be addressed and facilitated by the Head of CBS		
How complaint is addressed	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Head of Accounting Section		
Complaint/s through 8888 Desk/ Hotline	Head of Capability Building Section will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit		
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non- permanent staff		
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD- CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: <u>focar@dswd.gov.ph</u> or through Facebook account: www. facebook.com/dswd focar		

### 76. Instructional design/module/learning session development

Office or Division:				Capa	city Building	Section
Classifica Type of Tran	· ·	Simple				
Type of Transaction: Who may avail:				G2G- Government to Government Staff (Internal Public)		
CHECKLIST OF RE		MENTS:			ERE TO SEC	
Request form			May			n the network
•						The form can
					out directly th	rough the CBS
				portal		
Client steps	S	ection's Actior	าร	Fees	Processing	Persons
				to be paid	time	Responsible
1. Fill out online form/request form with corresponding document code	1.1. 1.1.	Receives accommodat request Endorses rec to CBS hea technical sta appropriate a	quests ad or aff for	None	1-10 minutes	Administrative staff
Crafts instructional design (ID)/ module/learning session	1.2. 1.3. 1.4. 1.5.	Provides co the instruct design and m templates. Provides instructions inputs on preparation ID/module/lea session Reviews ID/module/ea session Endorses comments/in	py of ctional nodule and the of the arning draft arning puts signed to and to	None	7 days	Technical Staff

Finalizes instructional design/module/learning session	1.7.	Receives copy of the instructional design/module and endorse to CBS head/technical staff for review if		2 hours	Administrative staff CBS head of technical staff	
					Admin staff	
	Feed	back and complaints r				
How to send feedback				Accomplish	feedback/	
How Feedbacks are pro				eedback or c	n of the Section	
now reeubacks are pro-	LESSEL			vhenever avai		
					d facilitated by	
				he Head of Cl		
How complaint is addre	ssed			ny compl		
				through private message, text or complaint through quad-		
				•	e immediately	
					the Head of	
				Accounting Se		
Complaint/s through 888	38 Des	k/ Hotline			ability Building	
			Section will	facilitate the within the		
				esponse eglementary r	period and send	
				• • •	888 hotline and	
			li li	nternal Audit		
How complaints are proc	cessed				Division Chief	
				•	w Cause Order committed by	
					contractual staff	
					Explanation for	
			r	ion-permaner	nt staff	
Contact information of I	DSWD	FO-CAR		Any irregular		
					SWD-CAR or of its official may	
				• •	to the DSWD-	
				at No. 40 North		
				City or through		
					mbers: (6374)	
			6	01-0430/ (63	802) 396 6580/	

+0917871 9893/ +63917-872
0256/ +63919 065 5356- 68
or through email address:
<u>focar@dswd.gov.ph</u> or
through Facebook account:
WWW.
facebook.com/dswdfocar

### 77. Learning Intervention Administration and Management

- <b>^</b> (('			~		n a Calatian	
Office or Division:			Capacity Building Section			
Classification:			Simple			
Type of Transaction:			G2G- Government to Government			
Who may				Staff (Interna		
CHECKLIST OF R	EQUIREMENTS:	1		WHERE TO S		
Request form		May	be dow	nloaded from	n the network shared	
					rm can also be filled	
		out d	irectly th	hrough the CI	3S online portal	
Client steps	Section's Acti	ons	Fees	Processing	Persons	
			to be	time	Responsible	
			paid			
1. Fill out online form/request form with corresponding document code	resources not ava they access	y to y rough online source online s are ilable, can the rough CBS	None	1-10 minutes	Administrative or technical staff	
	Feedback an	d comr	plaints n	nechanism		
How to send feedba					eedback/ Complaint	
				orm of the Se	•	
How Feedbacks are	e processed		F	eedback or c	omplaint whenever	
					e addressed and	
				facilitated by the Head of		
				Accounting Se		
How complaint is a	ddressed			U	nt written, through	
				•	ge, text or complaint	
					ad-media will be	
				<b>U</b> 1	ddressed by the Head	
				of CBS		
			U			

Complaint/s through 8888 Desk/ Hotline	Head of Capability Building Section will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661- 0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: <u>focar@dswd.gov.ph</u> or through Facebook account: www. facebook.com/dswdfocar

### 78. Learning Intervention Delivery

Office or Division:			Capacity Building Section				
	ficatior		Simple				
Type of Transaction:			G	G2G- Government to Government			
	Who may avail:				aff (Internal P	/	
CHECKLIST OF	REQU	IREMENTS:		WF	IERE TO SEC	CURE:	
Request form						m the network	
						he form can also	
				ed out d	irectly through	n the CBS online	
			portal	_			
Client steps		Section's Actior	IS	Fees	0	Persons	
				to be	time	Responsible	
	4.4	D		paid	4.40		
1. Fill out online	1.1.	Receives	and	None	1-10	Administrative	
form/request form		accommodate	es		minutes	or technical	
with	1.2.	request	ooting			staff	
corresponding document code	1.2.	Advise request party to dow	lesting				
		necessary for					
			nrough				
		shared folde	•				
		CBS online					
		resource butto	•				
Request for	1.3.	Receives re	equest	None	30 minutes	Admin staff	
learning		and endors	•				
management		concerned staff					
team (e.g.	1.4.	Concerned staff					
facilitator or SME)		reviews the request				Technical	
	1.5.	Informs requ	•			staff/concerned	
		party if requ				staff	
		approved or n	ot				
			-				
Facilitates or	1.6.	Prepares slic		None	1-2 days	Technical	
manage the		presentation	on			staff/concerned	
activity or the		assigned				staff	
learning session		topic/learning					
	4 7	session	ofthe				
	1.7.	Provides copy of the presentation or slide					
		•	activity				
		organizer	activity				
	1.8.	Present top	ic or				
	1.0.	facilitate the s			Set		
		with confidence			schedule		
	L				Soncaule	<u> </u>	

1.9. Request feedback/evaluation from the organizer	
Feedback and complaints r How to send feedback	Accomplish feedback/
How Feedbacks are processed	Complaint form of the Section Feedback or complaint whenever available will be addressed and facilitated by the Head of CBS
How complaint is addressed	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Head of Accounting Section
Complaint/s through 8888 Desk/ Hotline	Head of Capability Building Section will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: <u>focar@dswd.gov.ph</u> or through Facebook account: www. facebook.com/dswdfocar

### 79. Measurement and Evaluation of Learning

Office o	r Division:			Capa	acity Building	Section	
	Classification:			Simple			
Type of Transaction:			G2G- Government to Government				
	Who may avail:			Sta	aff (Internal P	ublic)	
CHECKLIST OF	REQUIREMEN	TS:		WF	IERE TO SEC	CURE:	
Request form						m the network	
		-				he form can also	
				d out d	irectly throug	h the CBS online	
Client stops	Section's		ortal	Faaa	Dragoning	Doroono	
Client steps	Sections	ACTIONS		Fees to be paid	Processing time	Persons Responsible	
1. Fill out online form/request form with corresponding document code	request 1.11. Advise party t necess resourc shared CBS c	nodates	ing bad or ugh or	None	1-10 minutes	Administrative or technical staff	
Crafting of Evaluation forms	and concern 1.13. Concern accomm request 1.14. Assist party in evaluat necess	endorse ned staff ned s modates t request crafting ion form ary	to taff ing the if		30 minutes	Admin staff Technical staff/concerned staff	
How to send feedb	Feedback ack	and comp	olaints	А	ccomplish	feedback/ n of the Section	
How complaint is addressed				F w a tł	eedback or c henever ava ddressed and he Head of C	omplaint ilable will be d facilitated by	
How complaint is addressed				р	rivate mes	sage, text or bugh quad-media	

	will be immediately addressed by the Head of Accounting Section
Complaint/s through 8888 Desk/ Hotline	Head of Capability Building Section will facilitate the
	response within the reglementary period and send
	response to 8888 hotline and
	Internal Audit Unit
How complaints are processed	Concerned Division Chief may
	issue Show Cause Order for violations committed by
	permanent or contractual staff
	or Letter of Explanation for
	non-permanent staff
Contact information of DSWD FO-CAR	Any irregularity using the name
	of DSWD-CAR or involving any of its official may be submitted
	to the DSWD-CAR's office at
	No. 40 North Drive, Baguio City
	or through cellphone numbers:
	(6374) 661-0430/ (6302) 396
	6580/ +0917871 9893/ +63917-872 0256/ +63919 065
	5356- 68 or through email
	address: <u>focar@dswd.gov.ph</u>
	or through Facebook account:
	www.
	facebook.com/dswdfocar

#### 80. Knowledge Management

a. Good practice review and deliberation:

Office or D	ivision: C	apabilit	y Building S	Section (CBS)	
Classifica		Highly Technical			
Type of Tran	saction: G	G2G- Government to Government			
Who may			aff (Internal		
CHECKLIS		WH	ERE TO S	ECURE:	
REQUIREN					
Potential Goo				the network shared	
Documentation			by the CB		
Client steps	Section's Actions	Fees to be		Persons	
		paid	ng time	Responsible	
1. Submits	1.1 Receives	Non	1 day	Administrative	
complete	submitted GPD	e	1 ddy	Staff	
documen	through email or	Ū			
tation for	through hard				
deliberati	copy addressed				
on as	to the KM team				
good	chairperson				
practice	1.2 Records receipt				
	of GPD in the				
	Data Tracking				
	System or				
	logbook				
	1.3Endorsed	Non	15	Admin staff	
	potential GPD to	-	minutes	Aumin stan	
	CBS head of	е	minutes		
	technical staff for				
	review				
	1.4 Reviews	Non	1 day	CBS head	
	document and	е			
	identify whether it				
	falls under GPD				
	or success story				
	1.5 If document is a				
	success story, it			Admin staff	
	will be endorsed				
	to SMU while if				
	assessed as GP,				
	it will be				

	endorsed to KM			
	Secretariat			
	1.6 Received			
	potential GPD			
	and records on			
	logbook and			
	includes as			
	agenda for			
	deliberation			
	1.7 Prepares notice			
	of learning			KM
	conversation/me			Chairperson/Secr
	eting to all KM			etariat
	Team members			
	1.8 Notifies KM team			Secretariat
	members for the			
	scheduled			
	learning			
	conversation/me			
	eting			
	1.9Prepares			
	synopsis or			
	abstract of the			
	GPD in			
	preparation for			
	the deliberation			
	1.10 Identifies			
	among KM team			
	member a lead			
	panelist for the			
	GPD deliberation			
	1.11 Sends e-copy			
	of the GPD to all			
	KM team			
	members for			
	their reference.			
2 Proporce	2.1. Receives and	Non	1 day	Hoad of Capability
2. Prepares GPD	_	e	1 day	Head of Capability Section or OIC if
presentat	keeps GPD presentation during	е		the latter is not
ion	deliberation			available or
				technical staff
	2.2. Reproduces			
	presentation if			
	necessary			
	noocoury			

	0.4	1.1.4.0.0	NI	0.1	
3. Presents	3.1.	Listens	None	2 days	KM Team
GPD for		to the			members
deliberation		presenta			
		tion of			
		the GPD			
	3.2.	Raises			
		or asks			
		question			
		s relative			
		to the			KM
		presente			Secretariat
		d GPD			Coolotanat
	3.3.	Takes			
	5.5.	note of			
		commen			
		ts and			
		inputs			
		provided			
		by the			
		panel			
		and			
		member			
		s for			
		consolid			
		ation			
	3.4.	Delibera			
		tes			
		whether			
		presente			
		d paper			
		will be			
		consider			
		ed as			
		GPD or			
		not. If			
		consider			
		ed GP,			
		•			
		subject for			
		for			
		finalizati			
	25	on De sum s			
	3.5.	Docume			
		nts the			
		proceedi			
		ngs of			
		the			

 -	-		
	deliberat ion and the learning convers		
3.6.	ation Prepare s memo re: consolid ated		
	commen ts for signatur e		
3.7.	Endorse s memo for signatur e and wait for the signed		
3.8.	copy Furnishe s signed memo to propone nt office		
1.9.	Receive s final or draft of the GPD Proofrea ds GDP as to its complia nce to earlier	15 days	KM Secretarial TWG on good practice documentatio n
1.11.	commen ts and findings If no addition al		

	•	I	·
	commen		
	ts,		
	package		
	s the		
	GPD to		
	its final		
	form		
1.12.			
1.12.	s memo		
	of		
	submissi		
	on of the		
	GPD for		
	signatur		
	e of the		
	Regiona		
	l Director		
1.13.			
	docume		
	nts for		
	submissi		
	on to		
	SWIBD		
	prior to		
	endorse		
	ment		
1.14.	Submits		
	GPD to		
	SWIDB		
	via email		
	and		
	Records		
	Section		
Eeedback	and complaints	mechanism	
How to send feedback		Accomplish	feedback/
		Complaint	
		Section	
How Feedbacks are proces			
How recubacks are proces		Feedback or complaint whenever available will be	
			and facilitated
		by the Head	
How complaint is addresse	- d		
	ed	Any com	olaint written,
	ed	Any com through pri	olaint written, vate message,
	ed	Any com through pri	plaint written, vate message, nplaint through

	immediately addressed by the Head of Accounting Section
Complaint/s through 8888 Desk/ Hotline	Head of Capability Building Section will
	facilitate the response
	within the reglementary
	period and send response
	to 8888 hotline and
How complaints are processed	Internal Audit Unit Concerned Division Chief
	may issue Show Cause
	Order for violations
	committed by permanent
	or contractual staff or
	Letter of Explanation for non-permanent staff
Contact information of DSWD FO-CAR	Any irregularity using the
	name of DSWD-CAR or
	involving any of its official
	may be submitted to the
	DSWD-CAR's office at No.
	40 North Drive, Baguio City or through cellphone
	numbers: (6374) 661-
	0430/ (6302) 396 6580/
	+0917871 9893/ +63917-
	872 0256/ +63919 065
	5356- 68 or through email address:
	focar@dswd.gov.ph or
	through Facebook
	account: www.
	facebook.com/dswdfocar

#### 81. Conference Room Utilization

Office o	r Division:		Cap	acity Building	Section
	fication:	Simple			
Type of Transaction:		(	G2G- G		Government
Whom	ay avail:		S	taff (Internal F	Public)
CHECKLIST OF	REQUIREMENTS:		W	HERE TO SE	CURE:
Reserva	ition Form				om the network
				r. The form ca e RLRC.	n also be filled out
Client steps	Section's Action	S	Fees to be paid	Processing time	Persons Resonsponsible
1. Fills-out online or reservation form and submit to RLRC. Calls for reservation	through different (online, call, form) process request 1.2. Reviews re based on the availa of the conference ha	and quest ability II	None	30 minutes	Librarian/Admin. Staff
	1.3.Provides feedba requesting party wh request is approve disapproved	ether			
2. Register at the receiving area and proceeds to the conference hall	2.1. Assist client possible logistics r (e.g. projector etc.)		None	5 minutes	Librarian/Admin. Staff
5. Logs out and surrenders any borrowed materials from the RLRC	1.3 C user/patron/client or use of the conferenc		none	5 minutes	Librarian/Admin. Staff
	Feedback and co	omplair	nts me <u>c</u>	hanism	
How to send feedb			A	ccomplish	feedback/ n of the Section

How Feedbacks are processed	Feedback or complaint whenever available will be
	addressed and facilitated by the Librarian and the Head of Capacity Building Section
How complaint is addressed	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Capacity Building Section
Complaint/s through 8888 Desk/ Hotline	Head. Head of Capability Building Section will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non- permanent staff
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917- 872 0256/ +63919 065 5356- 68 or through email address: <u>focar@dswd.gov.ph</u> or through Facebook account: www. facebook.com/dswdfocar

### 82. Library Service Orientation

Office of	Office or Division:			acity Building	Section
Classification:			Simple		
Type of T	ransaction:	(	<u> 32G- G</u>	overnment to	Government
	ay avail:		S	taff (Internal I	Public)
	REQUIREMENTS:		W	HERE TO SE	CURE:
N	one				d directly to the
				oom for the o	
Client steps	Section's Action	S	Fees	Processing	Persons
			to be	time	Resonsponsible
			paid	4	
1. Fills out online	1.1. Receives	and	Non	1 hour	Admin staff
form or request	accommodate		е		
form and submits	request onlir	ie or			
request	personal submission	of			
	request form	01			
	-	quest			
	5	nline			
	tracking	or			
	logbook				
	1.3. Endorses req	uests			
	to CBS hea				
	approval				
	1.4. Approves	or			
	disapproves				
	request				
2. Confirms date	2.1. Informs reque				
of booking	party of the s				
	of request.	lf			
	approved,	vina			
	confirms bool	ling			
3. Attends and	3.1. Assists client/p	atron	Non	Based on	Librarian / CBS
register for the	to the conference ha		e	set time (1-	Head
orientation			-	2 hours)	
	3.2.Delivers an			,	
	discusses presentat	on			
		ssible			
	questions and querie	es			

4. Provides copy of evaluation report	<ul> <li>3.4. Exposes client to simulation and a quick tour to the library services</li> <li>3.5. Thanks client for their active participation</li> <li>3.6. provides promotional materials to clients</li> <li>4.1. Receives copy of the evaluation report</li> </ul>	none	10 minutes	Librarian/Admin staff
	Feedback and complain			
How to send feedb	ack		Accomplish Complaint forr	feedback/ n of the Section
How Feedbacks ar	e processed		eedback or c	
How complaint is addressed Complaint/s through 8888 Desk/ Hotline			whenever avail addressed and he Librarian a <u>Capacity Build</u> any complain private mes complaint thro vill be immed by the Capacit lead.	ilable will be d facilitated by and the Head of ling Section t written, through sage, text or bugh quad-media diately addressed y Building Section
How complaints are processed			esponse to 8 nternal Audit Concerned Di ssue Show ( riolations permanent or pr Letter of Ex permanent sta	within the period and send 8888 hotline and Unit vision Chief may Cause Order for committed by contractual staff planation for non-
Contact information of DSWD FO-CAR			of DSWD-CAF of its official match he DSWD-CA O North Drive	y using the name R or involving any ay be submitted to AR's office at No. e, Baguio City or phone numbers:

	6374) 661-0430/ (6302) 396
6	6580/ +0917871 9893/ +63917-
8	372 0256/ +63919 065 5356- 68
o	or through email address:
fd	ocar@dswd.gov.ph or through
F	acebook account: www.
fa	acebook.com/dswdfocar

## 83. Provision of technical assistance in case management to the center RHWG rehabilitation team/staff.

Technical assistance is a vital process in case management because it facilitates the identification of gaps, barriers, needs and solutions to address these. In the RHWG, technical assistance to the center rehabilitation team members are given in various forms such as supervisee-supervisor consultation/coaching (supervision), rehabilitation team meetings, case load inventory and learning and development sessions/activities.

Office:	Regional Haven for Women and Girls			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who May Avail:	Social workers/case managers, center			
	psychologist, center nurse, manpower			
	development officer, house parent supervisors,			
	house parents and house parent relievers			
Checklist of Requirements:	Where to Secure:			
For supervisor-supervisee				
consultation/coaching				
Social worker	Social worker in-charge of the case			
reports/documents				
(1 original copy or photocopy)				
	Center psychologist for psychological/psychiatric			
Psychologist	concerns specifically on psychosocial			
reports/documents	interventions/psychological tests			
(1 original copy or photocopy)				
	Center nurse for medical/psychiatric concerns			
	specifically on intake of medications			
Medical reports/documents				
(1 original or photocopy)				
( i englinal el prietecepy)	Social worker in-charge of the case			
Anecdotal reports/incident				
reports	Manpower development officer			
(1 original or photocopy)				
Center activity reports (1	Social worker in-charge of the case			
original or photocopy)				
	1			

Other documents related to staff concern/issue (1 original or photocopy)	
For rehabilitation team meetings	
Notice of meeting disseminated either through text messaging, social media (Messenger group chat or Facebook, etc.), or written memorandum (1 original or	Center head or social work supervisor
photocopy)	social worker in-charge of the case, center psychologist, center nurse, house parents
Progress report of each resident including issues and concerns currently being encountered by the	
rehabilitation team (1 original or photocopy)	house parent supervisors and house parents
Monthly anecdotal report of each resident (1 original or photocopy)	social worker in-charge of the case
Incident reports on resident/s, if any (1 original or photocopy)	social worker in-charge of the case
Updated multi-disciplinary team intervention plan of each resident including information	
on the status of accomplishment (1 original or	
photocopy) For case load inventory (CRI)	
(For this purpose, it is assumed that the CRI activities has been	
previously proposed and approved and has undergone the procurement process before its implementation.)	

Approved Regional Special	Records Sect	ion		
Order specific to staff				
attendance to the CRI				
(1 original or photocopy)				
	Social worker	e in charge	of the cases	
Case summary reports of		s in-charge	of the cases	
residents including issues and				
concerns currently being				
encountered				
(1 original or photocopy)				
For in-house learning and				
, , , , , , , , , , , , , , , , , , ,				
development intervention (LDI)				
sessions/activities.				
(For this purpose, it is assumed that all LDI activities have been				
previously proposed and approved				
and have undergone the				
procurement process before their				
implementation.)				
Approved Regional Special	Records Sect	ion		
Order specific to staff				
attendance to the LDI				
activity/session				
(1 original or photocopy)	center rehabil	litation team	staff participa	nts to the
	LDI activity		i stan participa	
Copies of documents with	Ler dourty			
inputs/corrections of the				
supervisor/center head which				
are related to the LDI				
sessions/topics/activities (1				
original or photocopy) -				
Optional or when required by				
the LDI subject matter expert				
	n Actions	Fees to	Processing	Person
onent oteps occurs		be paid	Time	/s
				Respo
				nsible
1. Staff raise 1.1. Cente	er head and			Center
	visors identify			head
	opropriate form			and .
	hnical			supervi
encountered assis	ance to be			sors

in case	provided to the staff			1
management	to address raised issues/concerns/ gaps/barriers impinging goal achievement in case management through any of the following mechanisms:			
	<ul> <li>For one-on-one supervision/ consultation proceed to client step no. 2</li> </ul>	None	2 hours	Supervi sor and/or Center
	<ul> <li>For rehabilitation team meetings, proceed to client step nos. 3-6.</li> </ul>	None	1 day	Head
	<ul> <li>For case load inventory, proceed to client step nos. 7-11.</li> </ul>	None	4 days	Center Head
	<ul> <li>For in-house LDI activities/ sessions, proceed to client step nos. 12-15.</li> </ul>	None	3 days	Center Head & the Region al Center Coordin ator (RCC)
				Center Head & the RCC
	Provision of technical assista center RHWG rehabilitation t processing.			

2. Staff brings to the center head or supervisor's attention a particular difficulty being encountered in a certain	2.1 The supervisor concerned (social work supervisor or house parent supervisor) provides the necessary technical assistance to address the issue/concern/gap/barrier encountered by the staff under her direct supervision.	None	1 hour	Supervi sor and/or Center Head
case	2.2The center head is informed about the issue/concern/gap/barrier encountered by the staff and the concrete action taken to address the matter and provides further technical assistance as necessary. If resolving a certain issue/concern/gap/ barrier requires technical assistance from either the Division Chief, ARDO, RD, or any member of the Regional Management Team (whichever supervisory level may apply), proceed to section action no. 1.4.	None	1 hour	Center Head
	2.3 The center head prepares an inter-office memorandum addressed to the RMT official concerned.	None	1 hour	Center Head
<ol> <li>Center Rehabilitatio n Team members of the center raises all</li> </ol>	3.1 The center head through the administration staff disseminates information on the conduct of a rehabilitation team meeting	None	1 day	Center Head and the adminis tration staff in- charge

	issues/conce rns/ gaps/barriers encountered during the given time period (usually on a monthly basis)	3.2 The center head as the chairperson of the meeting or her/his duly-designated representative includes the issue/concern/gaps/ barrier in the agenda for discussion and assigns the documenter for the meeting.	None	1 hour	Center Head or his/her duly- designa ted represe ntative
4.	The staff concerned discusses in detail the matter at- hand.	4.1 The center head or his/her duly-designated representative elicits concrete and specific recommendations/ suggestions from the multi-disciplinary team members (which also may lead to peer coaching among the rehabilitation team members) then provides further supervisory inputs as necessary to address the matter at-hand.	None	4 hours	Center Head or his/her duly- designa ted represe ntative, social workers , psychol ogist, nurse, manpo wer develop ment officer, house parent sors and house parents and house parent reliever s
5.	The multi- disciplinary	5. 1The center head or his/her duly-designated	None	2 hours	Center Head
	rehabilitation team	representative elicits the			or his/her

members provide recommentions/ suggestion to address the matter at-hand	and provides further supervisory	t		duly- designa ted represe ntative, social workers , psychol ogist, nurse, manpo wer develop ment officer, house parent supervi sors, house parents and house parent reliever s
6. The multi- disciplinar team members arrive to a common consensus on which interventio to implem	representative assigns the staff in-charge of implementation, timeline for accomplishment of the task, resources n needed, and the	None	1 hour	Center Head, supervi sor, and the staff in- charge
7. All center staff identified t attend the CRI throug an approv	1.3The center heads with the regional center coordinator lay out the CRI program flow gh giving emphasis on	None	1 day	Center Heads and the RCC

	Regional	discussion of			
	Special Order	issues/concerns/gaps/ barriers encountered by the centers in case management.			
8. The social workers in- charge of the cases discuss the case summary reports of the residents served. The reports include specific information on issues/conce rns/ gaps/barriers encountered in case management	8.1 Each center head reports how the issues/concerns/gaps/ barriers encountered were addressed in his/her respective center.	None	6 hours	Center Heads and social workers in- charge of cases	
	<ul> <li>8.2 The RCC analyzes the center reports and summarizes the presentations as to:</li> <li>good practices/ innovations employed to address the issues at-hand</li> <li>areas still needing further action</li> </ul>	None	4 hours	RCC	
9.	The multi- disciplinary inter-center staff provides suggestions/ recommenda tions on how to address prevailing issues in case management	9. 1The RCC elicits suggestions/ recommendations of the multi-disciplinary inter-center staff in addressing prevailing issues/concerns/gaps/ barriers to case management	None	4 hours	RCC, center heads, social workers , psychol ogists, nurses, manpo wer develop ment officer, house parents

10. The multi- disciplinary inter-center staff arrives at a consensus to standardize	10.1 The RCC facilitates a session for the body to arrive at a consensus on which suggested interventions are to be adopted in particular situations.	None	3 hours	RCC and the center heads
intervention/ s to be provided or actions to be taken	10.2 The RCC further provides supervisory inputs/management direction to address prevailing issues/concerns/gaps in case management	None	2 hours	RCC
11. The multi- disciplinary inter-center staff plans on how to carry out the agreed-upon interventions / actions to be taken	11.1 The center heads assign staff in-charge, identifies duration of the intervention/action to be taken, resources needed, desired output and outcome resulting from the intervention provided/action taken.	None	3 hours	RCC, center heads, social workers , psychol ogist, nurse, manpo wer develop ment officer, house parent supervi sors, house parents and house parent reliever s
	11.2 The RCC provides further inputs/corrections as needed then concurs the plan.	None	2 hours	RCC

12. All center staff identified to attend the CRI through an approved Regional Special Order participates in and completes the whole duration of the LDI activity.	12.1 The center heads identify the center staff who will be attending the LDI activity	None	30 minutes	Center heads
13. The LDI center staff participants prepare all sample documents required by the SME which will be used during the LDI sessions.	13.1 The RCC with the center heads ensure full participation of the staff identified in the RSO.	None	30 minutes	RCC and center heads
14. The LDI center staff participants have accomplishe d all expected	14.1 The RCC with the center heads and LDI Section staff ensure that stipulated activities in the LDI program have been conducted.	None	2 days and 4 hours	RCC, center heads, and LDI Section staff
expected workshop outputs especially their re-entry action plans	14.2 The RCC with the center heads and the LDI Section staff ensure that all participants have submitted their individual or group re-entry action plans	None	2 hours	RCC, center head, and LDI Section staff

15. All participants comply to post-activity feedback mechanism/r eports	15. 1The RCC with the center heads and the Section staff ensure th attending staff individu submit his/her comple filled-up after-activity evaluation form	LDI hat all hally tely	None	1 hour	RCC, center head and LDI Section staff
	Feedback and con				
How to gather fee	ddack	activi Evalu Each	ties is given ation Form participant o	of the CRI and an After-Activi to accomplish. of the LDI is re entry action pla	ty quired to
				e knowledge le	earned
How feedbacks a	re processed	Each revie The c	accomplish wed, summa consolidated	<u>ELDI activity.</u> ed form is colle arized, and rece results form p tation report.	orded.
		acco	er heads mo mplishment n plans.	nitor the of the staff's re	e-entry
Complaints coursed through the 8888 Citizen's Complaint Hotline		comp upon preso series Citize Estat	plaints in writ receipt of th cribed by Exe s of 2016 Ins ens' Compla	responds to ing within 72 h complaint as ecutive Order N stitutionalizing int Hotline and 8888 Citizens'	s No. 6,
How complaints are processed		The Division Chief may issue a Show Cause Order for violations committed by permanent or contractual staff or demand a Letter of Explanation from the cost-of-service staff.		mitted by or	
How complaint is	addressed	Any o writin (SMS DSW other addre broug	complaint re g, through s )/text messa D website, s communica essed by the	ceived whether hort message ages, electronic social media, o tion channels Center Head ention of the st	service c email, r through will be and

Contact information of DSWD FO CAR	Any irregularity using the name of
	DSWD-CAR or involving any of its
	official may be submitted to the DSWD-
	CAR's office at No. 40 North Drive,
	Baguio City or through cellphone
	numbers: (6374) 661-0430/ (6302) 396
	6580/ +0917871 9893/ +63917-872
	0256/ +63919 065 5356- 68 or through
	email address: <u>focar@dswd.gov.ph</u> or
	through Facebook account: www.
	facebook.com/dswdfocar

# 84. Assessment of Eligibility for Admission of a Walk-in Women in Extremely Difficult Circumstances (WEDCs) and Her Dependents

All walk-in WEDCs (and their dependents) are interviewed and assessed by the attending social worker to ensure that their immediate needs are provided and that the programs and services of the RHWG are suited for the client's presented problems or circumstances.

circumstances.					
Office:		Regional Haven	for Wome	n and Girls	
Classification:		Simple			
Type of Transact	on:	G2C – Governm			
Who May Avail:		Walk-in WEDCs		dependents (if	fany)
Checklist of Requ		Where to Secu	re:		
Personal identifica	tion	Client			
document, if any.					
(1 photocopy)					
Intake sheet (1 orig	ainal copy)				
	9	RHWG administration staff			
Client Steps	Soction	n's Actions	Fees to	Processin	Person/s
Chefit Steps	Section	II S ACTIONS	be paid	g Time	Responsible
1. Submit self for	1.1 Review p	personal	None	1 hour or	Social worker
interview and		ation document	None	more	on-duty
		presented by the		depending	on daty
initial	client			on the	
assessment				needs of	Social worker
and present	1.2 Assess t	he client's	None	the client	on-duty,
any	immedia	te needs and			nurse, house
identification	provide t	hem as prompt			parent/s on-
documents (if		ble. Refer the			duty
any)	client to	other service			_
	providers	s as necessary			
	(ex. eme	ergency medical			
	services				
		ady, interview	None	1 hour	Social worker
		t using the			on-duty
	intake sh				
2. Provide		non-offending	None	1 day	Social worker
contact details		family			on-duty
of non-		s/relatives/			
offending	•	nt others to			
family		Iformation given			
members/	by the cl 1.5Assess t		None	20 minutos	Social worker
relatives/		and presented	none	30 minutes	on-duty
1010111063/		vis-à-vis the			on-auty
		v13-a-v13 1110			

aignaificeant				[]
significant	programs and services			
others	of the RHWG.			
	If the client is			
	ineligible for			
	admission, <i>proceed</i>			
	to no. 3.			
	<ul> <li>If the client is eligible</li> </ul>			
	for admission,			
	proceed to no. 4.			
3. Client agrees	1.6 If the client's need or	None	1 hour	Social worker
to avail of	presented problem does			on-duty
services from	not match the programs			
other service	and services of the			
	RHWG, explain to the			
providers	client about the need to			
which may	refer her case to other			
better address	service providers			
her presented	concerned (ex. LSWDO,			
problem or	psychiatric services,			
•	etc.).			
needs	1.7 Refer the client to the	None	1 day	Social worker
	LSWDO or other service			on-duty
	providers concerned			on daty
	through letter writing or			
	through other means of			
	communication			
	depending on the			
	urgency. Referral			
	procedures will apply			
	(See page)			
	1.8 Provide temporary	None	1 day or	Social worker
	shelter especially with		depending	and house
	clients who are with their		on the	parent on-
				duty
	dependents if needed		response time of the	ully
	while referral process is			
	underway. Admission		agency to whom the	
	procedures will apply.		referral is	
	(Refer to the Admission			
	Procedures on page		being	
1 Oliont correct	)	None	made	Cooled worker
4. Client agrees	1.9 Admit client and her	None	30 minutes	Social worker
to undergo	dependent/s, if any.			and house
admission	(See page)			parent on-
procedures				duty
· ·				

5. If a client refuses to be admitted in the center, she shall write a waiver stating her reason for refusing the services of the center and that she understands the possible consequence s thereof.	<ul> <li>2.0 Explain to the client the possible consequences for refusing to avail of the center services.</li> <li>2.1 Assist the client in writing the waiver</li> <li>2.2 Ensure that the waiver has been duly signed by the client.</li> </ul>	None	1 hour	Social worker on-duty
	TOTAL	N/A	2 days and 5 hours	
	Feedback and complain	ts mechar		
How to gather feed			sh feedback f	orm/Client
			on Questionn	
How feedbacks are	e processed	All feedba	acks are rec	orded/filed and
			•	er Head with the
				assessment of
			rvice delivery	
	ed through the 8888 Citizen's			sponds to the
Complaint Hotline			•	vithin 72 hours
				complaint as ve Order No. 6,
				itionalizing the
		8888 Citizens' Complaint Hotline and		
		Establishi	•	888 Citizens'
		Complain	0	
How complaints ar	The Division Chief may issue a Show			
				ions committed
				ractual staff or
				planation from
How complaint is	addrossod		of-service staf	
How complaint is a	How complaint is addressed			ed whether in
		writing, service	through sh (SMS)/text	•
				SWD website,
		electronic social n	•	through other
				an sagn said

	communication channels will be
	addressed by the Center Head and
	brought to the attention of the staff for
	concrete and specific action.
Contact information of DSWD FO CAR	Any irregularity using the name of
	DSWD-CAR or involving any of its
	official may be submitted to the
	DSWD-CAR's office at No. 40 North
	Drive, Baguio City or through
	cellphone numbers: (6374) 661-0430/
	(6302) 396 6580/ +0917871 9893/
	+63917-872 0256/ +63919 065 5356-
	68 or through email address:
	focar@dswd.gov.ph or through
	Facebook account: www.
	facebook.com/dswdfocar

# 85. Assessment of Eligibility for Admission of a Walk-in Child Needing Special Protection (CNSP) and Her Dependent/s

All walk-in minor girls (and their dependents) who are in distress are interviewed and assessed by the attending social worker to ensure their overall safety and well-being.

		ending Social	worker to ensure			en-beilig.
	Office:		Regional Haven for Women and Girls			
	Classification:		Simple G2C – Government to Citizens			
	/pe of Transacti	on:				(: • • • • • • • • • • • • • • • • • • •
	ho May Avail:	•	Walk-in minor g		ir dependents	(if any)
	hecklist of Requ		Where to Secu	re:		
	ersonal identificat	lion	Client			
	ocument (if any)					
(1	photocopy)					
In	take sheet (1 orig	ginal copy)	RHWG adminis	tration staff		
	Client Steps	Section	n's Actions	Fees to	Processing	Person/s
				be paid	Time	Responsible
1.	Submit self for interview and initial assessment and present any identification documents (if any)	(if any) p client 1.2 Assess t immedia provide t as possil client to providers (ex. eme services) 1.3 Once rea	tion document presented by the he client's te needs and hem as prompt ole. Refer the other service s as necessary rgency medical dy, interview t using the	None None None	1 hour or more depending on the needs of the client 2 hours	Social worker on- duty Social worker on- duty, nurse, house parent/s on- duty Social worker on- duty
2.	Provide contact details of non- offending family members/ relatives/	family members significal verify inf by the cl 1.5Contact concerne		None	2 hours 2 Hours	Social worker on- duty Social worker on- duty

3. Cli he de	ependent/s, if	1.6 Request for Capability As Report (PCA letter writing LSWDO con 1.7 Provide temp shelter while process is up admit for pro	ssessment R) through to the cerned oorary referral nderway or	None None	1 day 1 hour	Social worker on- duty Social worker and house parent on-duty	
un ad	ny) agrees to ndergo dmission rocedures	custody whic deemed nec based on the worker's ass Admission p	chever is essary e social essment. rocedure or both. (See				
			TOTAL				
			and complain	ts mechan	ism		
How	to gather feed	back			sh feedback fo		
					Satisfaction Questionnaire		
How	feedbacks are	processed		All feedbacks are recorded/filed and			
				discussed by the Center Head with the			
				staff as basis for the assessment of			
				quality service delivery.			
Com	plaints course	d through the 88	388 Citizen's			ponds to the	
	plaint Hotline					thin 72 hours	
				•	complaint as		
						order No. 6,	
						ionalizing the	
						0	
						nt Hotline and	
				Establishing the 8888 Citizens' Complaint Center			
HOW	complaints are	eprocessed			•	issue a Show	
						ons committed	
				by permanent or contractual staff or			
						planation from	
					f-service staff.		
How	complaint is a	ddressed				d whether in	
				•	through sho	0	
				service	(SMS)/text	messages,	
				electronic	email, DS	WD website,	
				social m	nedia, or th	rough other	
				communic	•	0	
				addressed	d by the Cen	ter Head and	
						of the staff for	
				-	and specific ac		
				5511510101			

Contact information of DSWD FO CAR	Any irregularity using the name of
	DSWD-CAR or involving any of its
	official may be submitted to the
	DSWD-CAR's office at No. 40 North
	Drive, Baguio City or through
	cellphone numbers: (6374) 661-0430/
	(6302) 396 6580/ +0917871 9893/
	+63917-872 0256/ +63919 065 5356-
	68 or through email address:
	focar@dswd.gov.ph or through
	Facebook account: www.
	facebook.com/dswdfocar

#### 86. Assessment of Eligibility for Admission of WEDCs and Their Dependents Referred by the Women and Children Protection Desk (WCPD) of the Philippine National Police (PNP)

Office: Classification: Type of Transaction: Who May Avail: Checklist of Requirements: Referral letter (1 original copy) Personal identification documents of the client and her dependent, if any (1 photocopy)		Regional Haven for Women and Girls         Simple         G2G – Government to Government         All referred WEDCs or CNSPs         Where to Secure:         Referring WCPD         Referring WCPD officer			
Medical certificate the client fit for she (1 original copy)	•	certificate from	Referring WCPD officer who secured the medical certificate from a medical officer of any accredited government medical facility		
Client Steps	Sectior	n's Actions	Fees to be paid	Processing Time	Person/s Responsible
1. Submit self for interview and pre-admission case	1.1 Review referral letter, personal identification presented (if any), and medical certificate		None	10 minutes	Social worker on-duty
conference	<ul> <li>1.2 Conduct pre-admission case conference with the referring WCPD officer to further explore client's circumstances and to determine the client's eligibility for admission.</li> <li>If the client (and her dependent) is ineligible for admission, <i>proceed to no. 2.</i></li> <li>If the client (and her dependent is eligible for admission, <i>proceed to no. 3.</i></li> </ul>		None	1 hour	Social worker on-duty, nurse, house parent/s on- duty, referring WCPD officer

2.	Client agrees to avail of services from other service providers which may better address her presented problem or needs	1.3 If the client's need or presented problem does not match the programs and services of the RHWG, explain to the client about the need to refer her case to other service providers concerned (ex. LSWDO, psychiatric services, etc.).	None	1 hour	Social worker on-duty
		1.4 Refer the client to the LSWDO or other service providers concerned through letter writing or through other means of communication depending on the urgency. Referral procedures will apply. (See page)	None	1 day	Social worker on-duty
		1.5 Provide temporary shelter especially for clients with their dependents if necessary while the referral process in underway. Admission procedures will apply. (See page).	None	30 minutes	Social worker and house parent on- duty
3.	Client submits self for admission procedures	1.6 Admit the client (and her dependent) for temporary shelter or protective custody whichever is deemed necessary as assessed by the attending social worker. Proceed to admission procedures. (See page)	None	1 hour	Social worker and house parent on- duty
4.	If a client refuses to be admitted in the center, she shall write	1.7 Explain to the client the possible consequences for refusing to avail of the center services.	None	1 hour	Social worker on-duty

a waiver stating her reason for refusing the services of the center and that she understands the possible consequences thereof	<ul><li>1.8Assist the client in writing the waiver</li><li>1.9Ensure that the waiver has been duly signed by the client</li></ul>			
	TOTAL	N/A		
	Feedback and complain			
How to gather feed	back		sh feedback fo	
			on Questionna	
How feedbacks are	processed			orded/filed and
				r Head with the assessment of
			rvice delivery.	assessment of
Complaints course	d through the 8888 Citizen's			sponds to the
Complaint Hotline				ithin 72 hours
			•	complaint as
				e Order No. 6,
		series of	f 2016 Institu	itionalizing the
			•	int Hotline and
		Establish		888 Citizens'
		Complain		
How complaints are			v issue a Show	
			ons committed	
				ractual staff or planation from
			of-service staff.	
How complaint is a			ed whether in	
				essage service
		• •	-	lectronic email,
			website, soci	,
		0		cation channels
				e Center Head
			-	tion of the staff
Contact information	n of DSWD FO CAR		ete and specific	the name of
				ng any of its
				d to the DSWD-
			•	0 North Drive,

Baguio City or through cellphone
numbers: (6374) 661-0430/ (6302) 396
6580/ +0917871 9893/ +63917-872
0256/ +63919 065 5356- 68 or through
email address: <u>focar@dswd.gov.ph</u> or
through Facebook account: www.
facebook.com/dswdfocar

### 87. Admission of Residents

During admission, initial steps are taken by the center staff, the resident, her family (if accompanying the resident on admission), and the referring party in identifying areas of collaboration/coordination at the onset of the case management/helping process.

Office:	Regional Haven for Women and Girls
Classification:	Complex
Type of Transaction:	
Who May Avail:	Pre-assessed and eligible individuals
	who are:
	1. CNSP girls who are 9 to below 18 years old who are survivors of abuse or a child strandee who may fall under any of the circumstances as follows:
	1.1 Child survivor of cruelty (Sec.2 (c) of the IRR of RA 7610)
	1.2 Child survivor of physical injury (Sec.2 (d) of the IRR of RA 7610)
	1.3Child survivor of psychological
	injury (Sec.2 (e) of the IRR of RA
	7610)
	1.4 Child survivor of neglect (Sec.2
	(f) of the IRR of RA 7610)
	1.5 Child survivor of sexual abuse
	(Sec.2 (g) of the IRR of RA 7610)
	1.6 Child survivor of lascivious
	conduct (Sec.2 (h) of the IRR of
	RA 7610) 1.7Child survivor of prostitution
	(Sec.5, Article III, RA 7610)
	1.8 Child survivor of trafficking
	(Article IV, RA 7610 and Sec. III
	of the DSWD MC No. 20, 2015)
	1.9 Child survivor of obscene
	publications and indecent shows
	(Article V, RA 7610) or
	pornography (RA 9775
	1.10 Child survivor of child
	labor or illegal recruitment
	(Article VII, RA 7610, RA 9231)

2. WEDCs who are 18 years old to 59 years old     2.1 Woman victim-survivor of violence against women and their children (VAW/C)     a. Woman survivor of physical violence (Sec.3 (A) of RA 9262)     b. Woman survivor of sexual violence (Sec.3 (B) of RA 9262)     c. Woman survivor of psychological violence (Sec.3 (C) of RA 9262)     d. Woman survivor of psychological violence (Sec.3 (C) of RA 9262)     2.2 Woman victim-survivor of rape (RA 8353)     2.3 Woman victim-survivor of rape (RA 8353)     2.5 Woman survivors of armed- conflict (RA 9851)     Checklist of Requirements     Where to Secure:     For walk-in clients: Any valid ID of the client being referred, if any For clients referred by the PNP-WCPD, non- government organizations (NGOs), other national government agencies (NGAs), and others:     Referral letter     PNP – WCPD		1.11 Child survivor of armed conflict
years old         2.1 Woman victim-survivor of violence against women and their children (VAWC)         a. Woman survivor of physical violence (Sec.3 (A) of RA 9262)         b. Woman survivor of sexual violence (Sec.3 (B) of RA 9262)         c. Woman survivor of psychological violence (Sec.3 (C) of RA 9262)         d. Woman survivor of psychological violence (Sec.3 (D) of RA 9262)         d. Woman survivor of psychological violence (Sec.3 (D) of RA 9262)         d. Woman survivor of economic abuse (Sec.3 (D) of RA 9262)         2.2Woman victim-survivor of rape (RA 8353)         2.3Woman victim-survivor of rape (RA 8353)         2.3Woman victim-survivor of illegal recruitment (RA 10364)         2.4Woman survivors of armed-conflict (RA 9851)         Checklist of Requirements         My valid ID of the client being referred, if any         For clients:         Any valid ID of the client being referred, if any         For clients referred by the PNP-WCPD, non-government organizations (NGOs), other national government agencies (NGAs), and others:		
violence against women and their children (VAW/C)         a. Woman survivor of physical violence (Sec.3 (A) of RA 9262)         b. Woman survivor of sexual violence (Sec.3 (B) of RA 9262)         c. Woman survivor of psychological violence (Sec.3 (C) of RA 9262)         d. Woman survivor of economic abuse (Sec.3 (D) of RA 9262)         d. Woman survivor of aconomic abuse (Sec.3 (D) of RA 9262)         d. Woman survivor of economic abuse (Sec.3 (D) of RA 9262)         d. Woman survivor of rape (RA 8353)         2.2.2Woman victim-survivor of rape (RA 8353)         2.3Woman victim-survivor of itegal recruitment (RA 10364)         2.4Woman survivors of armed-conflict (RA 9851)         Checklist of Requirements         For walk-in clients:         Any valid ID of the client being referred, if any For clients referred by the PNP-WCPD, non-government agencies (NGAs), and others:		-
For walk-in clients:Any valid ID of the client being referred, if anyFor clients referred by the PNP-WCPD, non- government organizations (NGOs), other national government agencies (NGAs), and others:		<ul> <li>violence against women and their children (VAW/C)</li> <li>a. Woman survivor of physical violence (Sec.3 (A) of RA 9262)</li> <li>b. Woman survivor of sexual violence (Sec.3 (B) of RA 9262)</li> <li>c. Woman survivor of psychological violence (Sec.3 (C) of RA 9262)</li> <li>d. Woman survivor of economic abuse (Sec.3 (D) of RA 9262)</li> <li>2.2Woman victim-survivor of rape (RA 8353)</li> <li>2.3Woman victim-survivor of illegal recruitment (RA 10022)</li> <li>2.5Woman survivors of armed-</li> </ul>
For walk-in clients:Any valid ID of the client being referred, if anyFor clients referred by the PNP-WCPD, non- government organizations (NGOs), other national government agencies (NGAs), and others:	Checklist of Requirements	Where to Secure:
Any valid ID of the client being referred, if anyFor clients referred by the PNP-WCPD, non- government organizations (NGOs), other national government agencies (NGAs), and others:		
For clients referred by the PNP-WCPD, non- government organizations (NGOs), other national government agencies (NGAs), and others:		+
government organizations (NGOs), other national government agencies (NGAs), and others:		
national government agencies (NGAs), and others:		
others:		
		PNP – WCPD

Madiaal aartifiaata	indication that the alignst being		romant haanita	Lor
referred is fit for s	e indicating that the client being helter	Any government hospital or city/municipal/provincial health office		
	e client being referred, if any			
For clients referre	e Study Report (SCSR)	Referring		
	Study Report (SCSR)	Releffing	LSWDO	
•	ort of the WCPD/sworn affidavit tim (as applicable);	PNP-WCI	PD	
Medico-legal repo	ort (as applicable);		ent hospital or cipal/provincial	health office
Psychological rep	ort (as applicable)	Accredite psycholog	d/registered pu gists	blic or private
indicating that the	e/psychiatric diagnosis client is fit for shelter	city/munic	ent hospital or cipal/provincial	health office
Client Steps	Section's Actions	Fees to be paid	Processing Time	Person/s Responsible
1.The client, her accompanying family member/relative /significant others, and the referring social worker attends the admission case conference.	1. The center rehabilitation team members conduct an admission case conference with the resident, her accompanying family member/relative/signi ficant others, and the referring social worker.	None	2 hours	Admitting social worker
2.The client her accompanying family member/relative /significant others, and the referring social worker provides the information needed.	2. Fill up the <i>Admission</i> <i>Slip</i>	None	30 minutes	Admitting social worker
	3. Provide information to the resident, her accompanying family member/relatives/	None	30 minutes	Admitting social worker

	significant others and the referring parties about the programs and services of the RHGW and how these may assist the resident in addressing her presented problems.			
3. The client expresses understanding of the center rules and regulations and agrees to comply with these.	<ul> <li>4. Orient the resident, her accompanying family member/relatives/sig nificant others and the referring parties on the following:</li> <li>a. responsibilities and obligations of the resident, the case worker and the rest of the center staff;</li> <li>b. daily schedule from waking up to sleeping time;</li> <li>c. home management activities or house hold chores (ex. cleaning rooms, cooking, washing dishes, laundry, etc.);</li> <li>d. attendance to center activities</li> </ul>	None	1 hour	Admitting social worker and house parent supervisor
4.The client agrees to surrender all	5. Ask the resident to surrender all valuable items in her	None	10 minutes	Admitting social worker

valuable items in her possession including her mobile phone.		possession including her mobile phone. She should be informed that there are secure storage facilities where her personal belongings may be kept secure.			
5.The client submits all her belongings for checking and inventory and agrees that inappropriate clothing be kept for safekeeping by the center.	6.	Check and do an inventory of the resident's belongings in the Inventory Logbook of Residents' Belongings. Ensure that items (bladed or pointed items) which may pose danger to the resident and to others are not brought into the center.	None	1 hour	House parents supervisor and house parent on-duty
	7.	Provide toiletries and other basic items needed by the resident.	None	20 minutes	House parent on-duty
6.The resident's accompanying relative/ significant others and the referring party provides information needed.	8.	Intake interviewing utilizing the <i>Intake</i> <i>Sheet</i> of the resident's accompanying relative/significant others, and the referring party.	None	1 hour	Admitting social worker
7.The resident provides needed information.	9.	Whenever the resident is ready, conduct the intake interview using the same intake sheet used in step 7. 8.1 Explain to the resident that she will need to provide personal information	None	3 days	Admitting social worker

8.The resident signs the intake sheet	10.	needed to assess her problem or situation. 8.2 Assure her that any information she provides will be kept confidential. The center head or her duly-designated officer-in-charge reviews and approves the admission by signing the admission documents.	None	10 minutes	Center head or her duly- designated OIC
	I	TOTAL	N/A	3 days, 6 hours & 40 minutes	

# 88. Facilitate intervention planning with the resident, and members of the helping team.

		<b>.</b>				
Office:		Regional Haven for Women and Girls				
Classification:		Complex				
Type of Transacti	on:	G2C – Governm		ens		
Who May Avail:		Admitted resider	nts			
Checklist of Requ	irements:	Where to Secur	re:			
Accomplished Intal	ke Sheet					
Social Case Study	Report					
Intervention Plan/	Contract					
Referral Letter						
	Santia	n's Actions	Fees to	Processin	Person/s	
Client Steps	Section	I S ACLIONS	be paid	g Time	Responsible	
1. State problem areas and needs to be addressed according to priority.	with the identify p activities problem services client (in external) 5.2 Accomp referral le offices n avail nec outside t 5.3 Lay-out plan stat problem objective be under frame, po responsi impleme expected client.	lishment of etter to other ecessary to cessary services he center. an intervention ing the goals, areas, es, activities to rtaken, with time ersons ble in ntation, and d output of the	None	2 hours	Social worker in-charge of the case/ Client	
3. Agree/not agree or suggest other solutions/activ ities that can address			None	30 minutes	Social worker in charge of the case/ Client	

problem					
areas.					
			00	0	
4. Sign the intervention	5.4 Print out the said contract and have the	None	30 minutes	Social worker in charge of	
plan/contract	client sign.			the case/	
P	5.5 Submit the intervention			Client	
	plan together with the Social Case Study				
	Report of the client for				
	Center Head's Approval				
	TOTAL Foodback and complain	N/A	4 Hours		
How to gather feed	Feedback and complain	Accomplish feedback form/Client			
Them to gather root		Satisfaction Questionnaire			
How feedbacks are	processed	All feedbacks are recorded/filed and			
		discussed by the Center Head with the staff as basis for the assessment of			
		quality service delivery.			
	d through the 8888 Citizen's	The Center Head responds to the			
Complaint Hotline	complaint in writing within 72 hours upon receipt of the complaint as				
				e Order No. 6,	
				itionalizing the	
		8888 Citiz	zens' Compla	int Hotline and	
		Establishi	•	888 Citizens'	

# 89. Referral of clients to the different programs and services of the Center

Residents may avail of the SHEPERDS services of the center.

- \*Social Services
- \*Health Services
- \*Educational Services
- \*Psychological Services
- \*Economic Services
- \*Recreational Services
- \*Developmental Services
- \*Spiritual Services

Office: Classification: Type of Transact Who May Avail: Checklist of Req Court Order/Subp Travel Order	uirements:	Regional Haven for Women and GirlsSimpleG2C – Government to CitizensWalk-in WEDCs and their dependents (if any)Where to Secure:Court assigned to the casePAS			
Client Steps <ol> <li>Avail of the Social Services of the Center; Escorting of Client in attending Court Cases</li> </ol>	<ul> <li>1.1 Escortin attending</li> <li>1.2 Coordin referring case abo attendan hearing.</li> <li>1.3 Request</li> </ul>	Section's Actions 1.1 Escorting of Client in attending Court Hearing 1.2 Coordinate with the referring party of the case about the attendance of the hearing. 1.3 Request vehicle to be used during the travel		Processin g Time 1 hour 15 minutes	Person/s Responsible Social worker assigned to the case
2. Prepare self for travel and check essentials		arent to assist preparation for	None	1 day	Social in charge of the case Houseparent

travel 3. Subri briefin activi the Prose charg	nit self for	<ul> <li>1.7 Assist client during briefing with the prosecutor in charge.</li> <li>1.8 After hearing, facilitate debriefing of the client</li> </ul>	None	1 hour 1 hour	Social in charge of the case Houseparent
		TOTAL	N/A	1 Day 2 hours	

#### 90. Health Services

Office:		Degional Havan	for Momor	and Cirla	
Classification:		Regional Haven for Women and Girls			
		Simple G2G – Government to Government			
Type of Transacti	on:	All referred WED			
Who May Avail:				DPS	
Checklist of Requ		Where to Secur			
Social Case Study		Social Worker as	ssigned		
PhilHealth Registra Client Steps		n's Actions	Fees to	Processin	Person/s
Client Steps	Section	I S ACIIONS	be paid	g Time	Responsible
<ol> <li>Fill out Philhealth form for enrolment.</li> </ol>	forms to Ph 1.2. Secu Certif client 1.3. Subn Form Office of the admit 1.4. Secu Acco PhilH 1.5. Facili the P	hit Registration s to PhilHealth e for enrolment e clients	None	8 Hours	Social Worker Assigned
2. Submits self for physical/h ealth assessme nt of client	client differ proce checl batte tests HIV s other Ultras other 2.2. Addre medie probl	vly admitted, let undergo ent medical edure/general k-up and other ries of laboratory (CBC,X-ray, creening and STD Screening, sound and s.) ess different cal/dental ems/medication nents.	None	8 Hours	Center Nurse

	0.0		1		
	2.3.	Subject client for			
		follow-up check-up			
	0.4	whenever necessary.			
	2.4.	Conducts monthly			
		physical/dental			
		assessment of all			
		clients admitted.			
	2.5.	Accomplish medical			
		feedback report to be			
		submitted to social			
		worker assigned of			
		the case evert			
		medical/dental check-			
	2.0	up attended.			
	2.6.	Accomplish monthly			
		progress report of the			
		client with regards to their health and			
	2.7.	physical condition.			
	2.7.	Attend monthly rehabilitation team			
		meeting so as to			
		update the helping			
		team with regards to			
		the physical condition			
		of the clients.			
		or the orients.			
		TOTAL	N/A	16 Hours	
		Feedback and complain			
How to gather feed	back		•	h feedback fo	
				on Questionna	-
How feedbacks are	proce	SSEO			orded/filed and
			discussed by the Center Head with the staff as basis for the assessment of		
				vice delivery.	assessinent of
Complaints course	d thre	ugh the 8888 Citizen's			sponds to the
Complaints Course Complaint Hotline	Complaints coursed through the 8888 Citizen's				
Complaint Houne			complaint in writing within 72 hours upon receipt of the complaint as		
					e Order No. 6,
					itionalizing the
					int Hotline and
			Establishi	•	
			Complaint	0	
How complaints are	e proce	essed			issue a Show
					ons committed

	by permanent or contractual staff or demand a Letter of Explanation from the cost-of-service staff.
How complaint is addressed	Any complaint received whether in writing, through short message service (SMS)/text messages, electronic email, DSWD website, social media, or through other communication channels will be addressed by the Center Head and brought to the attention of the staff for concrete and specific action.
Contact information of DSWD FO CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: focar@dswd.gov.ph or through Facebook account: www.facebook.com/dswdfocar

### 91. Educational Service

0(()		Deviewellieuwe	f = \ \ / = =		
Office:		Regional Haven	for womer	n and Giris	
Classification:		Simple			
Type of Transacti	on:	G2G – Governm			
Who May Avail:		All referred WE	DCs or CNS	SPs	
Checklist of Requ	irements:	Where to Secu	re:		
Social Case Study	Report	From former sch	nool enrolle	d at.	
Former School Cre	dential				
Client Steps	Section	n's Actions	Fees to	Processin	Person/s
	Section 1. Assessing 1. Assessing 1.1. er if 1.2. assist 1.3. m 1.4. re 2. If ALS with A (DEP comp 2.1. re do (b ar 3. If SPI	ss educational s of the resident. Referral and nrolment to ALS out-of-school. Referral for ssessment at PED if with arning disability. LGU for odular Enrolment to gular school. S; coordinate ALS teacher ED) for liance Completion of quired ocument for ALS irth certificate nd ID picture) ED; coordination	Fees to be paid None	Processin g Time 8 Hours 8 Hours	Person/s Responsible Social Worker Assigned / Manpower Development Officer II
	with S from for ap appro	SPED teacher SPED School ppropriate pach.			
	ensur the ac confe was a that th MSW	J modular, re that during dmission rence, there an agreement he referring DO will be the responsible in			

progress report.		
progress report.		
necessary. 6. Accomplish monthly		
teacher meetings whenever		
5.4. Attends parent		
the teacher.		
conference with		
and case		
regular monitoring		
5.3. Conduct		
resident to school.		
5.2. Enrolls		
necessary for enrolment.		
document		
SW completes		
a regular school,		
eligible to enroll to		
5.1. If assessed as		
near the center.		
government school		
to the nearest		
she can be enrolled		
assess the resident if		
school: Social worker		
5. Enrolment to regular		
resident is enrolled.		
school where the		
submission to the		
LGU for		
modules back to		
the completed		
4.1. RHWG sends		
accomplish.		
resident to		
sending the modules to RHWG for the		
enrolled. They will be		
where the resident is		
from the school		

l lou to gother foodbook	Assemblish foodbook form/Oliopt
How to gather feedback	Accomplish feedback form/Client Satisfaction Questionnaire
How feedbacks are processed	All feedbacks are recorded/filed and
	discussed by the Center Head with the
	staff as basis for the assessment of
	quality service delivery.
Complaints coursed through the 8888 Citizen's	The Center Head responds to the
Complaint Hotline	complaint in writing within 72 hours
	upon receipt of the complaint as
	prescribed by Executive Order No. 6,
	series of 2016 Institutionalizing the
	8888 Citizens' Complaint Hotline and
	Establishing the 8888 Citizens'
	Complaint Center
How complaints are processed	The Division Chief may issue a Show
	Cause Order for violations committed
	by permanent or contractual staff or
	demand a Letter of Explanation from
	the cost-of-service staff.
How complaint is addressed	Any complaint received whether in
	writing, through short message service
	(SMS)/text messages, electronic email,
	DSWD website, social media, or
	through other communication channels
	will be addressed by the Center Head
	and brought to the attention of the staff
	for concrete and specific action.
Contact information of DSWD FO CAR	Any irregularity using the name of
	DSWD-CAR or involving any of its
	official may be submitted to the DSWD-
	CAR's office at No. 40 North Drive,
	Baguio City or through cellphone
	numbers: (6374) 661-0430/ (6302) 396
	6580/ +0917871 9893/ +63917-872
	0256/ +63919 065 5356- 68 or through
	email address: <u>focar@dswd.gov.ph</u> or
	through Facebook account: www.
	facebook.com/dswdfocar

## 92. Psychological Service

Office:	Regional Haver	n for Womer	n and Girls			
Classification:		Simple				
Type of Transaction	on:		2G – Government to Government			
Who May Avail:				SPS		
Checklist of Requ		Where to Secu	ire:			
Social Case Study	Report					
Client Steps	Sectior	n's Actions	Fees to be paid	Processin g Time	Person/s Responsible	
1. Submits self for psychologi cal evaluation/ assessme nt/counseli ng	Evalu the re 8. Refer agend Psych Sessi 9. Cond sessid 10. Refer Psych evalu 11. Facilit sessid reside 12. Attend rehab meeti 13. Accor progra	nological lation tests to esident. ral to partner cies for further notherapy ons. ucts counseling ons with the ent. ral to PMHA for nological ation. tate group work ons to the ents. ds monthly bilitation team ngs. mplish monthly ess report of ent to be itted to social	None	8 Hours 8 Hours	Psychologist	
		TOTAL	N/A	16 Hours		
		ick and complai				
How to gather feedback			sh feedback fo on Questionna			
How feedbacks are	processed					
	processed			All feedbacks are recorded/filed and		
			discussed by the Center Head with the staff as basis for the assessment of			
				rvice delivery.	assessment of	
			quality se	i vice delivery.		

Complaints coursed through the 8888 Citizen's Complaint Hotline	The Center Head responds to the complaint in writing within 72 hours upon receipt of the complaint as prescribed by Executive Order No. 6, series of 2016 Institutionalizing the 8888 Citizens' Complaint Hotline and Establishing the 8888 Citizens' Complaint Center
How complaints are processed	The Division Chief may issue a Show Cause Order for violations committed by permanent or contractual staff or demand a Letter of Explanation from the cost-of-service staff.
How complaint is addressed	Any complaint received whether in writing, through short message service (SMS)/text messages, electronic email, DSWD website, social media, or through other communication channels will be addressed by the Center Head and brought to the attention of the staff for concrete and specific action.
Contact information of DSWD FO CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD- CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: <u>focar@dswd.gov.ph</u> or through Facebook account: www. facebook.com/dswdfocar

### 93. Provision of Homelife Services

Office: Classification: Type of Transaction Who May Avail: Checklist of Requision Social Case Study	i <b>rements:</b> Report	Regional Haven for Women and Girls         Simple         G2G – Government to Government         All referred WEDCs or CNSPs         Where to Secure:			
Client Steps		n's Actions	Fees to be paid	Processin g Time	Person/s Responsible
2. After admission, client must submit self to orientation at the housepare nts.	<ul> <li>clothi and li admit</li> <li>2. Acco Week tasks reside</li> <li>3. Monit of tas reside</li> <li>4. Monit clean arran bedd reside</li> <li>5. Overs reside</li> <li>6. Repo incide occur shift.</li> <li>7. Reco reside shift.</li> <li>8. Reco things reside</li> <li>9. Cond</li> </ul>	tor performance sks of the ent. tor and record of ing and ging lockers, ings and ent's hygiene. see activities of ents 24/7 ort any untoward ent that may r during their ord behavior of ent during their ord and request s needed by the ent like, clothes, s, under ents and others. lucts monthly ing with the	None	8 Hours 8 Hours	Houseparent

	<ul> <li>10. Attends monthly rehabilitation team meeting.</li> <li>11. Accomplish behavioral observation document every after shift.</li> <li>12. Ensure that the endorsement logbook is properly filled out at least 15 minutes before the shift ends so that highlighted incidents during the shift is properly endorsed to the</li> </ul>			
	incoming houseparent. 13. Accomplish monthly			
	progress report of the			
	resident to be submitted to social			
	worker for			
	consolidation.			
	TOTAL	N/A	16 Hours	
How to gather feed	Feedback and complain back	Accomplis	h feedback fo	
How feedbacks are	processed		n Questionna	orded/filed and
TIOW RECUBACKS are	processed			r Head with the
		staff as basis for the assessment of		
		quality service delivery.		
	d through the 8888 Citizen's	The Center Head responds to the		
Complaint Hotline		complaint in writing within 72 hours upon receipt of the complaint as		
				e Order No. 6,
				tionalizing the
				nt Hotline and
	Establishi	•	388 Citizens'	
How complaints are	Complaint		issue a Show	
	The Division Chief may issue a Show Cause Order for violations committed			
				actual staff or
		demand a	a Letter of Ex	planation from
		the cost-or	f-service staff.	

How complaint is addressed	Any complaint received whether in writing, through short message service (SMS)/text messages, electronic email, DSWD website, social media, or through other communication channels will be addressed by the Center Head
	and brought to the attention of the staff for concrete and specific action.
Contact information of DSWD FO CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD- CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: <u>focar@dswd.gov.ph</u> or through Facebook account: www. facebook.com/dswdfocar

## 94. Provision of Economic/Developmental Service

		Desta sel la se	(			
Office:		Regional Haven for Women and Girls				
Classification:		Simple				
Type of Transaction	on:	G2G – Governm	nent to Gove	ernment		
Who May Avail:		All referred WEDCs or CNSPs				
Checklist of Requirements: Where to Sec						
				•		
Updated Social Ca	se Study	From the assign	ed social w	orker.		
Report						
Client Steps	Sectio	n's Actions	Fees to	Processin	Person/s	
			be paid	g Time	Responsible	
1. Submit	PRE-DISCHA	RGE OF THE	None	0	Social	
	RESIDENT		None	1 hour	Worker	
herself for	For Reintegra	tion :		1 nour		
assessme	1. If with	favorable PCAR,			Assigned to	
nt.	The	Center Head			The Case	
		ves the discharge of				
		resident to the				
		ied family member		1		
		tive. SW schedules		1 hour		
	a pre-discharge case					
	confer					
	concern LGU. 2. If with non favorable					
				10 minutes		
	PCAR, SW forward a letter			TO minutes		
	to concern LGU to locate possible relatives for the					
	•					
		nt's reintegration. picture of the				
		nt for discharge.		30 minutes		
		ssigned SW informs		50 minutes		
	the	houseparent to				
	condu					
		gings of the resident		10 minutes		
		entify needed things				
		purchased that are				
		before the actual		45		
	discha	irge.		15 minutes		
		o other institution:		10 minutes		
		Worker to submit				
		al letter/request for				
	approval of transfer of			20 minutes		
	resident.			20 minutes		
		e that all necessary				
		nents for transfer are				
		plished.				
	3. Takes					
		nt for discharge				
	4. The as the	ssigned SW informs houseparent to				
	condu	-				
	condu	ct inventory of	I			

		1	1	1
	belongings of the resident			
	and identify needed things			
	to be purchased that are ready before the actual			
	discharge			
		N1/A	4 1 101 100	
	TOTAL		4 Hours	
	Feedback and complain			
How to gather feed	DACK		sh feedback fo	
			on Questionna	
How feedbacks are	e processed			orded/filed and
		discussed	by the Cente	r Head with the
		staff as b	basis for the	assessment of
		quality se	rvice delivery.	
Complaints course	d through the 8888 Citizen's			sponds to the
Complaint Hotline				ithin 72 hours
			•	complaint as
				e Order No. 6,
			•	itionalizing the
				int Hotline and
		Establishi		888 Citizens'
		Complaint Center		
Llour compleinte or		The Division Chief may issue a Show		
How complaints are	e processed	Cause Order for violations committed		
		by permanent or contractual staff or demand a Letter of Explanation from		
				cplanation from
			f-service staff.	
How complaint is a	ddressed		•	ed whether in
		-	-	essage service
		(SMS)/tex		electronic email,
		DSWD \	website, soci	al media, or
		through o	ther communio	cation channels
		will be ad	dressed by th	e Center Head
		and broug	ht to the atter	tion of the staff
			te and specific	
Contact information	n of DSWD FO CAR			the name of
				ng any of its
				d to the DSWD-
				0 North Drive,
				ugh cellphone
				130/ (6302) 396
			· /	3/ +63917-872
				68 or through
				dswd.gov.ph or
			Facebook a	
		0	com/dswdfoca	
		TACEDUUK.	com/uswuloca	11

## 95. Pre-Discharge of the Resident

Office:		Regional Haven	for Womer	and Girls	]	
Classification:		Simple				
Type of Transaction	on:	G2G – Government to Government				
Who May Avail:		All referred WEI	DCs or CNS	SPs		
Checklist of Requ	irements:	Where to Secu	re:			
Social Case Study	Report					
Client Steps	Section	n's Actions	Fees to be paid	Processin g Time	Person/s Responsible	
<ol> <li>Submit herself for assessme nt.</li> </ol>	intere 2. Refer reside involv differe	to MDO for the ent to get ve in the ent activities at	None	8 Hours	Social Worker /MDO II	
	3. Obse recor reside partic	<ul> <li>the center.</li> <li>3. Observes and records behavior of resident while participating in an activity.</li> <li>4. Conducts different skills training appropriate to the assessed needs of the resident.</li> </ul>				
	<ol> <li>Cond skills appro asses</li> </ol>					
	mater speal for th acqui skills produ garde other 6. Enrol to voo (For H Gradu	rices, training rials, resource kers necessary e resident to re additional like mushroom uction, urban ening, and many		8 Hours		
		ssed needs and				

	<ol> <li>Attends monthly rehabilitation team meeting.</li> <li>Submits monthly progress report of the resident for the social worker to consolidate.</li> <li>TOTAL</li> </ol>	N/A	16 Hours	
	Feedback and complai			
How to gather feed How feedbacks are	back	Accomplis Satisfactio All feedba discussed staff as b	h feedback fo on Questionna acks are reco by the Cente	
Complaints course Complaint Hotline	d through the 8888 Citizen's	The Cent complaint upon rec prescribed series of	ter Head res in writing w eipt of the by Executive 2016 Institu zens' Complai ng the 88	sponds to the ithin 72 hours complaint as e Order No. 6, itionalizing the int Hotline and 388 Citizens'
How complaints are	e processed	The Divisi Cause Or by perma demand a	ion Chief may der for violati nent or contr	r issue a Show ons committed ractual staff or planation from
How complaint is a	Any com writing, the (SMS)/tex DSWD w through of will be ad and broug	plaint receive rough short m t messages, e vebsite, soci ther communic dressed by th	ed whether in essage service electronic email, al media, or cation channels e Center Head tion of the staff	
Contact information	of DSWD FO CAR	Any irreg DSWD-CA official ma CAR's off Baguio ( numbers: 6580/ +0	ularity using AR or involvi y be submitted fice at No. 4 City or throu (6374) 661-04 917871 9893	the name of ng any of its d to the DSWD- 0 North Drive, ugh cellphone 130/ (6302) 396 3/ +63917-872 5- 68 or through

email address: <u>focar@dswd.gov.ph</u> or through Facebook account: www. facebook.com/dswdfocar

## 96. Discharge of client from the center

		<b>.</b>	<			
Office:		Regional Haven for Women and Girls				
Classification:		Simple				
Type of Transaction	า:	G2G – Government to Government				
Who May Avail:		All referred WE		SPs		
Checklist of Requir	ements:	Where to Secu	re:			
Social Case Study R	eport					
Client Steps	Sectior	ı's Actions	Fees to	Processin	Person/s	
			be paid	g Time	Responsible	
2. Submit	1. <u>Mino</u>	r Resident	None	8 Hours	Social	
herself for	10. <u>For R</u>	eintegration:			Worker /MDO	
assessme	11.1. Es	cort resident for			11	
nt.		gration.				
	12.2. Co	nduct/facilitate				
		arge case				
		rence together				
		he LGU				
		erned, the				
		its/family and				
	BCPC.					
		icially endorse				
		ent to her family				
		gh a discharge				
	•	gned by the				
		ent, the				
	and th	/ing persons				
		DO/CSWDO				
		sentative.				
	•	bmit a copy of		8 Hours		
		al for after care				
		SWDO/CSWDO				
		erned.				
		thin the month				
		charge, SW				
		ned to submit a				
		summary with				
		ned after care				
	plan o	of the resident.				
		concerned is				
	expec	cted to submit a				
		ess report within				
	three	months of				

 -	
discharge from the	
center.	
16.6. Within three	
months after	
discharge, Haven SW	
to follow-up progress	
report of the resident	
from the LGU.	
17.	
18. *If no Progress	
0	
Report from	
concerned LGU, SW	
to travel to concerned	
LGU to monitor	
progress of the	
former resident with	
the help of the LGU	
concerned.	
19Haven Social	
Worker to accomplish	
report of progress	
report of former	
resident reviewed by	
MSWDO/CSWDO	
and close the case.	
20.	
21.*If with Progress	
Report from	
MŚWDO/CSWDO	
concerned, Haven	
SW to accomplish	
closing summary of	
former resident and	
close the case.	
22. For transfer to other	
institution:	
23.1. Escort resident for	
transfer.	
24.2. Conduct/facilitate	
discharge case	
conference together	
with the Institution	
representative and/or	
the family of the	
resident.	

<ul> <li>25.3. Officially endorse resident to the institution representative through a discharge slip signed by the resident, the receiving institution.</li> <li>26.4. Submit a copy of transfer case summary.</li> <li>27.</li> <li>28. WEDC RESIDENT:</li> <li>29. Independent Living/Reintegration <ol> <li>Conduct inventory of belongings.</li> </ol> </li> <li>31.2. Conduct discharge case conference</li> <li>32.3. Resident signs a discharge slip.</li> <li>33.4. Refer resident for after care services.</li> <li>34. For transfer to other institution:</li> <li>35.1. Escort resident for transfer.</li> <li>36.2. Conduct/facilitate discharge case conference</li> </ul>
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discharge case conference together with the Institution representative and/or
conference together with the Institution representative and/or
with the Institution representative and/or
with the Institution representative and/or
representative and/or
the family of the
resident.
37.3. Officially endorse
resident to the
institution
representative
through a discharge
slip signed by the
resident, the
receiving institution.
1. 4. Submit a Case
Summary Report
Feedback and complaints mechanism

How to gather feedback	Accomplish feedback form/Client Satisfaction Questionnaire
How feedbacks are processed	All feedbacks are recorded/filed and
	discussed by the Center Head with the
	staff as basis for the assessment of
	quality service delivery.
Complaints coursed through the 8888 Citizen's	The Center Head responds to the
Complaint Hotline	complaint in writing within 72 hours
	upon receipt of the complaint as
	prescribed by Executive Order No. 6,
	series of 2016 Institutionalizing the
	8888 Citizens' Complaint Hotline and
	Establishing the 8888 Citizens'
	Complaint Center
How complaints are processed	The Division Chief may issue a Show
	Cause Order for violations committed
	by permanent or contractual staff or
	demand a Letter of Explanation from
	the cost-of-service staff.
How complaint is addressed	Any complaint received whether in
	writing, through short message service
	(SMS)/text messages, electronic email,
	DSWD website, social media, or
	through other communication channels
	will be addressed by the Center Head
	and brought to the attention of the staff for concrete and specific action.
Contact information of DSWD FO CAR	Any irregularity using the name of
Contact Information of DSWD10 CAN	DSWD-CAR or involving any of its
	official may be submitted to the DSWD-
	CAR's office at No. 40 North Drive,
	Baguio City or through cellphone
	numbers: (6374) 661-0430/ (6302) 396
	6580/ +0917871 9893/ +63917-872
	0256/ +63919 065 5356- 68 or through
	email address: focar@dswd.gov.ph or
	through Facebook account: www.
	facebook.com/dswdfocar

### 97. Processing of PRAISE Character Award

Office or Division:		Human Resource and Welfare Section (HRWS)				
Classification:		Highly Technical				
Туре	of Transaction:	G2G- (	Government t	o Government		
W	ho may avail:	A	All Staff (Internal Public)			
CHECKLIST	OF REQUIREMENTS	S: V	VHERE TO S	ECURE:		
Nomination F		Network	shared folder			
Client steps	Section's Actions	Fees to be	•	Persons		
		paid	time	Responsible		
	1. Prepares CBP memorandum and poster	None	15 minutes	ΑΑΙ		
	2. Reviews CBP memorandum and poster	None	10 minutes	AO IV		
	3. Distributes signed memo to staff	None	10 minutes	AA II (JO)		
4. Submits signed nomination form (1	4.1 Receives nomination forms	None	5 minutes	ΑΑΙ		
month)	4.2 Consolidates and validates nominations	None	3 days	ΑΑΙ		
	4.3 Prepares Notice of Deliberation	None	15 minutes	ΑΑΙ		
	4.4 Reviews Notice of Deliberation	None	10 minutes	AO IV		
	4.5 Signs Notice of Deliberation	None	10 minutes	PRAISE Committee Chairperson		
	4.6 Routes Notice of Deliberation to PRAISE Committee Members	None	10 minutes	AA II (JO)		

		NIARA	4		
	4.7 Deliberates on	None	1 hour	PRAISE	
	the validated			Committee	
	nominations			Members	
	4.8 Prepare	None	2 hours	AA I and AA II	
	resolution and			(JO)	
	certificates and			()	
	routes to members				
	for concurrence				
	4.9 Reviews	None	15 minutes	AO IV	
	resolution and	None		//O IV	
	certificates				
	4.10 Concurs and	None	1 day	PRAISE	
	recommends for			Committee	
	the approval of the			Members	
	resolution			<b></b>	
	4.11 Approves	None	10 minutes	Regional	
	resolution and			Director	
	signs documents				
	4.12 Prepares cash	None	1 day	AAT	
	prize . and		5		
	Certificates, and				
	Invite awardees				
	4.13 Awards	None	15 minutes	Regional	
				Director	
	Feedback and o	complaints me	echanism		
How to send fe			Accomplish	feedback/	
			Complaint	form of the	
			Section		
How Feedback	s are processed		Feedback or	· complaint	
				ailable will be	
			addressed and facilitated by		
				HRW Section	
How complaint is addressed			Any com	plaint written,	
			through pri		
			• •	mplaint through	
			quad-media	' will be	
			immediately	addressed by	
			the Head		
			Section	5	
Complaint/s through 8888 Desk/ Hotline			Head of	HRPPMS will	
			facilitate the	response within	
				ntary period and	
			send respo		

	hotline and Internal Audit Unit
How complaints are processed	Concerned Division Chief
	may issue Show Cause
	Order for violations
	committed by permanent or
	contractual staff or Letter of
	Explanation for non-
Contact information of DSWD FO-CAR	permanent staff
Contact Information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or
	involving any of its official
	may be submitted to the
	DSWD-CAR's office at No.
	40 North Drive, Baguio City
	or through cellphone
	numbers: (6374) 661-0430/
	(6302) 396 6580/ +0917871
	9893/ +63917-872 0256/
	+63919 065 5356- 68 or
	through email address:
	focar@dswd.gov.ph or through Facebook account:
	www.
	facebook.com/dswdfocar

### 98. Processing of PRAISE Client Satisfaction Award

Office or Division:			Human Resource and Welfare Section (HRWS)		
Classification:		Highly Technical			
	Type of Transaction:		G2G- (	<u> </u>	o Government
	o may avail:		A	I Staff (Interna	al Public)
CHECKLIST	OF REQUIREMENTS	:		VHERE TO S	,
Top Priority Ac	tion Form		Public As	sistance and	Complaint Desk
Other means:	Feedback from th	ne	N/A – Cli	ent Initiated	
PACD Online	, , ,	xt			
messages, e-n					
Client steps	Section's Actions		ees to be paid	Processing time	Persons Responsible
1. Submits commenda tions (1 month)	1.1 Receives commendatio ns	No	one	5 minutes	ΑΑΙ
monary	1.2 Consolidates and validates commendations	No	one	3 days	ΑΑΙ
	1.3PreparesNoticeofDeliberation			15 minutes	ΑΑΙ
	1.4 Reviews Notice of Deliberation	No	one	10 minutes	AO IV
	5.5 Signs Notice of Deliberation	No	one	10 minutes	PRAISE Committee Chairperson
	1.6 Routes Notice of Deliberation to PRAISE Committee Members	None		10 minutes	AA II (JO)
	1.7 Deliberates on the validated nominations	No	one	1 hour	PRAISE Committee Members
	1.8Prepareresolutionandcertificatesandroutes to membersfor concurrence	No	one	2 hours	AA I and AA II (JO)

	1.9 Reviews resolution and certificates	None	15 minutes	AO IV		
	1.10 Concurs and recommends for the approval of the resolution	None	1 day	PRAISE Committee Members		
	1.11Approvesresolutionandsigns documents	None	10 minutes	Regional Director		
	1.12 Prepares cash prize and Certificates, and Invite awardees	None	1 day	AAI		
	1.13 Awards	None	15 minutes	Regional Director		
	Feedback and o	complaints me	echanism			
How to send fe			Accomplish	feedback/		
			Complaint	form of the		
			Section			
How Feedback	s are processed		Feedback or	Feedback or complaint		
	I		whenever available will be			
			addressed and facilitated by			
			HRW Section			
How complaint is addressed		Any com	plaint written,			
			U 1	vate message,		
				mplaint through		
			quad-media will be			
			immediately addressed by			
			the Head of Accounting Section			
Complaint/s th	rough 8888 Desk/ Ho			HRPPMS will		
	Besk 10		facilitate the response within			
		the reglementary period and				
			send response to 8888			
			hotline and Unit	Internal Audit		
How complaints are processed			Concerned Division Chief			
			may issue Show Cause Order for violations			
			committed by permanent or			
			contractual staff or Letter of			
			Explanation permanent s	for non-		
			permanent s	nall		

Contact information of DSWD FO-CAR	Any irregularity using the
	name of DSWD-CAR or
	involving any of its official
	may be submitted to the
	DSWD-CAR's office at No.
	40 North Drive, Baguio City
	or through cellphone
	numbers: (6374) 661-0430/
	(6302) 396 6580/ +0917871
	9893/ +63917-872 0256/
	+63919 065 5356- 68 or
	through email address:
	focar@dswd.gov.ph or
	through Facebook account:
	www.
	facebook.com/dswdfocar

## 99. Processing of PRAISE Eligibility Award or Completing a Course Award:

Office or Division:		Human Resource and Welfare Section (HRWS)			
Classification:		Complex			
Type of Transaction:			G2G- (		o Government
	o may avail:			Il Staff (Interna	
				VHERE TO S	/
CHECKLIST OF REQUIREMENTS: Proof of Passing an Eligibility Examination		Institution where one took the eligibility exam (i.e. CSC, PRC, etc.), newspaper clippings, etc.			
Diploma)	pleting A Course (i.		Education finished a	a course	
Client steps	Section's Actions	Fe	ees to be paid	Processing time	Persons Responsible
1. Submits Proof of	1.1 Receives document	Nc	one	5 minutes	AAI
Passing an Eligibility Examination / Proof of	1.2Consolidatesandvalidatesdocuments	None		1 day	ΑΑΙ
Completing A Course	1.3PreparesNoticeofDeliberation	Nc	one	15 minutes	AAI
	1.4 Reviews Notice of Deliberation		one	10 minutes	AO IV
	1.5 Signs Notice of Deliberation	Nc	one	10 minutes	PRAISE Committee Chairperson
	1.6 Routes Notice of Deliberation to PRAISE Committee Members	Nc	one	10 minutes	AA II (JO)
	1.7 Deliberates on the validated nominations	Nc	one	1 hour	PRAISE Committee Members
	1.8Prepareresolutionandcertificatesandroutes to membersfor concurrence	Nc	one	2 hours	AA I and AA II (JO)

	1.9 Reviews resolution and certificates	None	15 minutes	AO IV		
	1.10 Concurs and recommends for the approval of the resolution	None	1 day	PRAISE Committee Members		
	1.11Approvesresolutionandsigns documents	None	10 minutes	Regional Director		
	1.12 Prepares cash prize and Certificates, and Invite awardees	None	1 day	AAI		
	1.13 Awards	None	15 minutes	Regional Director		
	Feedback and o	complaints me	echanism			
How to send fe			Accomplish	feedback/		
			Complaint	form of the		
			Section			
How Feedback	s are processed		Feedback or	Feedback or complaint		
	I		whenever available will be			
			addressed and facilitated by			
			HRW Section			
How complaint is addressed		Any com	plaint written,			
			U 1	vate message,		
				mplaint through		
			quad-media will be			
			immediately addressed by			
				of Accounting		
Complaint/c th	rough 8888 Desk/ Ho	tlino	Section Head of	HRPPMS will		
complaint/s lin	Desk HO		facilitate the response within			
		the reglementary period and				
				send response to 8888		
			hotline and			
			Unit			
How complaints are processed			Concerned Division Chief			
			may issue Show Cause Order for violations			
			committed by permanent or			
			contractual staff or Letter of			
			Explanation	for non-		
			permanent s	staff		

Contact information of DSWD FO-CAR	Any irregularity using the
	name of DSWD-CAR or
	involving any of its official
	may be submitted to the
	DSWD-CAR's office at No.
	40 North Drive, Baguio City
	or through cellphone
	numbers: (6374) 661-0430/
	(6302) 396 6580/ +0917871
	9893/ +63917-872 0256/
	+63919 065 5356- 68 or
	through email address:
	focar@dswd.gov.ph or
	through Facebook account:
	www.
	facebook.com/dswdfocar

# 100. Facilitation of Progressive Disciplining (PD)

Office or Division:		Human F	Human Resource and Welfare Section (HRWS)	
Classification:			Highly Technical	
Type	of Transaction:	G2G- (		o Government
	o may avail:		Staff (Internal	Public)
	OF REQUIREMENTS	S: V	VHERE TO S	ECURÉ:
Incident Repor		Concerne	ed Office	
Client steps	Section's Actions	Fees to be	Processing	Persons
		paid	time	Responsible
1. Transmits Incident	1.1 Receives Incident Report	None	2 minutes	AO IV
Report	1.2 Prepares memorandum requiring staff to explain	None	20 minutes	AO IV
	1.3 Reviews and initials on the memorandum	None	10 minutes	HRMDD Chief
	1.4 Reviews and initials on the memorandum	None	10 minutes	ARDA
	1.5 Signs the memorandum	None	10 minutes	RD
	1.6 Routes the memorandum to concerned staff	None	5 minutes	AA II (JO)
	1.7 Receives letter of explanation of concerned staff	None	2 minutes	AO IV
	1.8 Prepares memo to staff to undergo Progressive Disciplining	None	20 minutes	AO IV

1.9 Reviews and initials on the memorandum	None	10 minutes	HRMDD Chief
1.10 Reviews and initials on the memorandum	None	10 minutes	ARDA
1.11 Signs the memorandum	None	10 minutes	RD
1.12 Routes the memorandum to the concerned staff and all those who are copy furnished	None	5 minutes	AA II (JO)
1.13Conductsorientation with theconcernedstaffandhis/herimmediatesupervisorregardingtheprocess and comeupwiththeAgreement	None	30 minutes	AO IV, together with the concerned staff and his/her immediate supervisor
1.14 Receives monthly feedback report relative to the signed Agreement Form (duration: at least three months)	None	2 minutes	AO IV
1.15Evaluatesprogressofconcernedstaffbasedonsubmittedfeedback reports	None	10 minutes	AO IV
1.16Preparesmemorandumtoconcernedstaffre:SuccessfulImplementationofthePD(ifcomplied)/	None	20 minutes	AO IV

	Warning (if did not comply)			
	1.17 Reviews and initials on the memorandum	None	10 minutes	HRMDD Chief
	1.18 Reviews and initials on the memorandum	None	10 minutes	ARDA
	1.19 Signs the memorandum	None	10 minutes	RD
	1.20 Routes the memorandum to the concerned staff and all those who are copy furnished	None	5 minutes	AA II (JO)
	1.21 Forward PD documents to PAS for filing at the staff's Per 16	None	5 minutes	AA II (JO)
Llow to cond fo	Feedback and o	complaints me		feedback/
How to send fe	eddack		Accomplish Complaint Section	form of the
How Feedbacks are processed			Feedback or complaint whenever available will be addressed and facilitated by the Head of HRW Section	
How complaint is addressed		through pri text or con quad-media immediately	plaint written, wate message, mplaint through will be addressed by of Accounting	
Complaint/s through 8888 Desk/ Hotline			y period and onse to 8888	
How complaint	s are processed		Concerned may issue	Division Chief Show Cause

	Order for violations
	committed by permanent or
	contractual staff or Letter of
	Explanation for non-
	permanent staff
Contact information of DSWD FO-CAR	Any irregularity using the
	name of DSWD-CAR or
	involving any of its official
	may be submitted to the
	DSWD-CAR's office at No.
	40 North Drive, Baguio City
	or through cellphone
	numbers: (6374) 661-0430/
	(6302) 396 6580/ +0917871
	9893/ +63917-872 0256/
	+63919 065 5356- 68 or
	through email address:
	focar@dswd.gov.ph or
	through Facebook account:
	www.
	facebook.com/dswdfocar

# 101. Implementation of Grievance Machinery

Office or Division:		Human F	Human Resource and Welfare Section (HRWS)		
Classification:			Highly Technical		
Type	of Transaction:	G2G- (		o Government	
	o may avail:		Staff (Internal	Public)	
	OF REQUIREMENTS		VHERE TO S	1	
Grievance Pres	sentation Form	Network	shared folder		
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible	
1. Submits accomplis hed Grievance	1.1 Receives the accomplished form	None	2 minutes	AO IV	
Presentati on Form to the immediate supervisor, cc: the HRWS	1.2 Conducts dialogue / other means to resolved the grievance (if the party being complained is the immediate supervisor, the next higher supervisor shall resolve the grievance)	None	3 days	Immediate Supervisor	
	1.3 Accomplishes and signs the Grievance Agreement Form (if the aggrieved party is satisfied with the resolution)	None	30 minutes	Parties involved, Grievance Committee Chairperson	
	1.4 File grievance documents	None	10 minutes	Immediate supervisor	
	1.5 Conducts dialogue / other means to resolve the grievance (if the	None	5 days	Next Higher Supervisor	

aggrieved party is not satisfied with the resolution)			
1.6 Accomplishes and signs the Grievance Agreement Form (if the aggrieved party is satisfied with the resolution)	None	30 minutes	Parties involved, Grievance Committee Chairperson
1.7 File grievance documents	None	10 minutes	Next Higher Supervisor
1.8 Conducts dialogue / other means to resolve the grievance (if the aggrieved party is not satisfied with the resolution)	None	15 days	Grievance Committee
1.9 Accomplishes and signs the Grievance Agreement Form (if the aggrieved party is satisfied with the resolution)	None	30 minutes	Parties involved, Grievance Committee Chairperson
1.10 File grievance documents	None	10 minutes	Grievance Committee
1.11 Conducts dialogue / other means to resolve the grievance (if the aggrieved party	None	10 days	RMANCOM

	is not satisfied with the resolution)			
	1.12 Accomplish es and signs the Grievance Agreement Form (if the aggrieved party is satisfied with the resolution)	None	30 minutes	Parties involved, Grievance Committee Chairperson
	1.13 File grievance documents	None		RMANCOM
	Feedback and o	complaints me	echanism	
How to send fe	eedback		Accomplish Complaint Section	feedback/ form of the
How Feedbacks are processed			Feedback or complaint whenever available will be addressed and facilitated by the Head of HRW Section	
How complaint is addressed			Any com through pri text or cor quad-media	plaint written, vate message, mplaint through will be addressed by
Complaint/s through 8888 Desk/ Hotline			y period and onse to 8888	
How complaints are processed		committed b	Show Cause or violations by permanent or staff or Letter of for non-	

Contact information of DSWD FO-CAR	Any irregularity using the
	name of DSWD-CAR or
	involving any of its official
	may be submitted to the
	DSWD-CAR's office at No.
	40 North Drive, Baguio City
	or through cellphone
	numbers: (6374) 661-0430/
	(6302) 396 6580/ +0917871
	9893/ +63917-872 0256/
	+63919 065 5356- 68 or
	through email address:
	focar@dswd.gov.ph or
	through Facebook account:
	www.
	facebook.com/dswdfocar

#### **102. Facilitation of exit interview**

Office or Division:		Human Resource and Welfare Section		
Classification		(HRWS)		
	assification:	<u> </u>	Simple	e o Government
	of Transaction:			
VVN	o may avail:		oing Staff (Inte	
			Resigned/ Tra	
			VHERE TO S	
Exit Interview F			shared folder	
Client steps	Section's Actions	Fees to be	Processing time	Persons
1. Submits	1.1 Receives forms	paid None	1 minute	Responsible
accomplis				AA I / AA II (JO)
hed Exit Interview and Clearance	1.2 Screens/ Evaluates Exit Interview Form	None	5 minutes	AA I / AA II (JO)
Forms to HRWS	1.3Conducts exit interview and affix initial to the Clearance Form	None	30 minutes (maximum)	AA I / AA II (JO)
	1.4 Signs Clearance Form	None	5 minutes	AO IV
	Feedback and o	complaints me	echanism	
How to send fe			Accomplish	feedback/
			Complaint Section	form of the
How Feedbacks are processed			addressed a	r complaint vailable will be ind facilitated by HRW Section
How complaint is addressed			through pri text or con quad-media	addressed by

Complaint/s through 8888 Desk/ Hotline	Head of HRWS will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non- permanent staff
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: focar@dswd.gov.ph or through Facebook account: www. facebook.com/dswdfocar

# 103. Implementation of Grievance Redress System

Office or Division: Classification: Type of Transaction: Who may avail: CHECKLIST OF REQUIREMENTS: Grievance Redress System Intake Form		Com Delivery Comn G2G-0	prehensive ar of Social Ser nunity-Driven Program (KC Comple	vices – National Development -NCDP) ex o Government Public)
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
2. Submits complaint to KC-	1.14 Intakes complaint/s	None	5 hours	Technical staff
NCDDP	1.15 Verifies and inspects complaint/s	None	1 day	Technical staff
	1.16 Transmit to Regional Director (RD) for decision	None	1 day	Administrative staff
3. Receives complaint with marginal note from the RD	2.1 If the RD decides to issue letter of explanation for MOA staff, prepares letter of explanation	None	2 days	Head of Section
	2.2 If the RD decides to issue Show Cause Order for permanent staff, prepares Show Cause Order	None	2 days	Head of Section

	2.3Transmit Show Cause Order or Letter of Explanation to the concerned supervisor for signature	None	1 day hours	Administrative staff
	2.4 If the RD decides for the conduct of validation, submit request for preparation of Regional Special Order for Fact-Finding Team	None	1 day	Head of Section/ Administrative staff
3 Conducts validation	3.1 Gathers data through the conduct of FGDs, KIIs, and documents review to	None	3 days	Technical Staff
	3.2 Prepares reports for the results of validation and recommendations	None	5 days	Technical Staff
	3.3 Routes report to RD	None	1 day	Administrative Staff
4 Transmit complaints to be dismissed as decided by the RD	4.1 Files the complaint to the database or logbook	None	5 hours	Administrative staff
	Feedback and o	complaints me	echanism	
How to send feedback			Accomplish Complaint Section	feedback/ form of the
How Feedbacks are processed				ailable will be nd facilitated by

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### 104. Formulation of Work and Financial Plan

Office or Division: Classification: Type of Transaction: Who may avail: CHECKLIST OF REQUIREMENTS:		Com Delivery Comn G2G- (	prehensive ar of Social Ser nunity-Driven Program (KC- Simple Government to VHERE TO S	vices – National Development -NCDP) e o Government
Written reques		Not Appli		Dereene
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
2. Submits request	1.7 Receives request	None	1 hour	Technical staff
	1.8Logs and records request	None	1 hour	Technical staff
	1.9Gather data and information	None	5 hours	Technical staff
	1.10 Drafts Work and Financial Plan (WFP)	None	5 hours	Technical staff
	1.11 Proof reads and signs WFP and routes to for approval of RD	None	5 hours	Regional Program Coordinator/ Administrative staff
	Feedback and o	complaints me	echanism	
How to send fe	edback		Accomplish Complaint Section	feedback/ form of the
How Feedback	s are processed			vailable will be nd facilitated by I Program ⁄Regional
How complaint is addressed			Any com	plaint written, vate message,

text or complaint through quad-mediaquad-mediawillbe immediatelyaddressedby the Regional Program Coordinator (RPC)/Regional Program Manager (RPM) or regional staff who received the complaintComplaint/s through 8388 Desk/ HotlineRPC/RPM of KC-NCDDP will facilitate the response to a send send response to 8888 hotline and Internal Audit UnitHow complaints are processedConcerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non- permanent staffContact information of DSWD FO-CARAny irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: focar@dswd.gov.ph or through Facebook account; www. facebook.com/dswdfocar		tout on completet through
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<ul> <li>within the reglementary period and send response to 8888 hotline and Internal Audit Unit</li> <li>How complaints are processed</li> <li>Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff</li> <li>Contact information of DSWD FO-CAR</li> <li>Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: focar@dswd.gov.ph or through Facebook account: www.</li> </ul>	••••••	
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Contact information of DSWD FO-CARExplanation for non- permanent staffAny irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: focar@dswd.gov.ph or through Facebook account: www.		
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name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: <u>focar@dswd.gov.ph</u> or through Facebook account: www.		permanent staff
involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: focar@dswd.gov.ph or through Facebook account: www.	Contact information of DSWD FO-CAR	Any irregularity using the
may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: <u>focar@dswd.gov.ph</u> or through Facebook account: www.		name of DSWD-CAR or
DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: <u>focar@dswd.gov.ph</u> or through Facebook account: www.		involving any of its official
40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: <u>focar@dswd.gov.ph</u> or through Facebook account: www.		may be submitted to the
or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: <u>focar@dswd.gov.ph</u> or through Facebook account: www.		DSWD-CAR's office at No.
or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: <u>focar@dswd.gov.ph</u> or through Facebook account: www.		40 North Drive. Baguio City
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(6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: <u>focar@dswd.gov.ph</u> or through Facebook account: www.		
9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: <u>focar@dswd.gov.ph</u> or through Facebook account: www.		
+63919 065 5356- 68 or through email address: <u>focar@dswd.gov.ph</u> or through Facebook account: www.		
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		facebook.com/dswdfocar

# 105. Facilitation of Request for Fund Release

Office or Division: Classification: Type of Transaction: Who may avail: CHECKLIST OF REQUIREMENTS:		Com Delivery Comn G2G- 0	prehensive ar of Social Ser nunity-Driven <u>Program (KC</u> Comple	vices – National Development -NCDP) ex o Government
Client steps	and attachments Section's Actions	Fees to be	Processing	Persons
		paid	time	Responsible
2. Receives Request	1.7 Receives RFR	None	1 hour	Administrative staff
for Fund Release (RFR)	1.8Logs and records RFR	None	1 hour	Administrative staff
	1.9Routes RFR	None	1 hour	Administrative staff
3. Reviews Request for Fund Release	1.10 Receives RFR for review	None	4 hours	Technical Staff of M&E Unit, Social Development Unit, Finance Unit, and Engineering Unit
	1.11 Routes for approval of RD	None	2 days	Administrative Staff
	1.12 Once approved by RD, routes to Accounting Section	None	1 day	Administrative Staff
	Feedback and o	complaints me	echanism	
How to send feedback How Feedbacks are processed			Accomplish Complaint Section Feedback of	feedback/ form of the r complaint vailable will be

	addressed and fasilitated by
	addressed and facilitated by
	the Regional Program
	Coordinator/Regional
	Program Manager
How complaint is addressed	Any complaint written,
	through private message,
	text or complaint through
	quad-media will be
	immediately addressed by
	the Regional Program
	Coordinator (RPC)/Regional
	Program Manager (RPM) or
	regional staff who received
	the complaint
Complaint/s through 8888 Desk/ Hotline	RPC/RPM of KC-NCDDP
	will facilitate the response
	within the reglementary
	period and send response to
	8888 hotline and Internal
	Audit Unit
How complaints are processed	Concerned Division Chief
new complaints are processed	may issue Show Cause
	Order for violations
	committed by permanent or
	contractual staff or Letter of
	Explanation for non-
	permanent staff
Contact information of DSWD FO-CAR	Any irregularity using the
Contact million allon of DSWD FO-CAR	
	involving any of its official
	may be submitted to the
	DSWD-CAR's office at No.
	40 North Drive, Baguio City
	or through cellphone
	numbers: (6374) 661-0430/
	(6302) 396 6580/ +0917871
	9893/ +63917-872 0256/
	+63919 065 5356- 68 or
	through email address:
	focar@dswd.gov.ph or
	through Facebook account:
	WWW.
	facebook.com/dswdfocar

# 106. Processing of Referral of Endorsed Cases form Provincial Operational Office:

	Division:	Pan	tawid F		pino Program
Classification:			Complex G2G- Government to Government		
	Type of Transaction: Who may avail:				
				aff (internal p	
	LIST OF EMENTS:		VVH	ERE TO SEC	JURE:
	and supporting	Not a	pplicab	le (Generic r	equest may be
documents			• •	requesting st	
Client steps	Section's Actio	ns	Fees	Processin	Persons
			to be paid	g time	Responsible
2. Submit	1.15 Rec	eive	None	1 day	Technical
request	s request	from		-	Staff
to the	the POO.				
Regional					
Director					
for	1.16 a)		None	2 days	Technical
approval	Convenes			-	Staff
	technical				
	working g				
		rther			
	review	and			
	document				
	proceeding	•			
	and discus				
	of the				
	endorsed				
	cases				
	b) If tech	nical			
	working g				
	is not nee				
	proceed to				
	next step				
		gible	None	1 day	Technical
	for referra	•	_	,	Staff
	further ad				
		ferral			
	letter	and			
	counter-si	•			
	on the re	ferral			
	letter.				

	1.18 a) Counter signs on the referral letter within the agency		None	1 day	Regional Program Coordinator (RPC) and Division Chief
	1.19 the lette Reg Dire Reco Sect	ional ctor ords	None	1 day	Administrativ e Staff
	addi instr be	Signs Referral r or places tional uction to omplished	None	5 hours	Administrativ e Staff
	1.21 to th	Routes e RPC	None	5 hours	Administrativ e Staff
How to send feed		and compla		Accomplish	feedback/ form of the
How Feedbacks are processed				Feedback or o whenever ava addressed an the Head of th	ailable will be d facilitated by ne Pantawid ipino Program
How complaint is addressed				Any comp through priv text or com quad-media immediately the Head of	laint written, ate message, plaint through will be addressed by the Pantawid ilipino Program
Complaint/s through 8888 Desk/ Hotline				Pamilyang Pi	the Pantawid ilipino Program on will facilitate

	the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non- permanent staff
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: <u>focar@dswd.gov.ph</u> or through Facebook account: www. facebook.com/dswdfocar

## 107. Regional Clearance Certificate:

Accountabilities, Regional Clearance Certificate		Empl docu	G2G- Go ployees/ WH oyees/wo ments an available		overnment ess Handlers JRE:
Client steps	Section's Act	ions	Fees to be paid	Processing time	Persons Responsible
2. Regional Clearance Certificate	1.1 PAS ch turn-over documents 1.2 PAS prep Clearance	6	None	1-4 hours	PAS Process Handler
	1.3 Reviews, ensure ID: surrendere Payroll administer and sign	ed, are	None	1-4 hours	PAS Head
	1.4 Reviews, ensures Interview conducted sign	Exit is and	None	1-4 hours	HRWS Head
	1.5 Reviews, ensures Li Services settled sign	brary are and	None	1-4 hours	CBS Head
	1.6 Reviews, ensures financial services	no are	None	1-4 hours	Accounting Section Head

		r	1	1	
	unprocessed				
	and sign				
	1.7 Reviews,	None	1-4 hours	Cash Head	
	ensures no				
	financial				
	services are				
	unprocessed				
	and sign				
	1.8 Reviews,	None	1-4 hours	LDS Head	
	ensures				
	scholarships/				
	educational				
	programs are				
	settled and				
	sign				
	1.9Reviews,	None	1-4 hours	IAU Head	
	ensures no				
	admin/criminal				
	case and sign				
	1.10 Reviews	None	1-4 hours	Regional	
	and sign			Director / OIC	
	Feedback and com	plaints m	echanism		
How to send feed		-	complish	feedback/	
			omplaint form c		
How Feedbacks a	re processed		Feedback or complaint		
		wł	nenever availat	ole will be	
		ad	dressed and fa	acilitated by the	
		He	ead of Personn	el	
	Administration Section				
How complaint is	Any complaint written, through				
		pri	ivate messa	ge, text or	
				gh quad-media	
				tely addressed	
	by		of Personnel		
			Administration Section		
Complaint/s throu			ing Section will		
		•	onse within the		
		re	glementary pe	riod and send	

	response to 8888 hotline and Internal Audit Unit
How complaints are processed	Concerned Division Chief may issue Show Cause Order for
	violations committed by
	permanent or contractual staff or Letter of Explanation for non-
	permanent staff
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any
	of its official may be submitted to
	the DSWD-CAR's office at No.
	40 North Drive, Baguio City or through cellphone numbers:
	(6374) 661-0430/ (6302) 396
	6580/ +0917871 9893/ +63917- 872 0256/ +63919 065 5356- 68
	or through email address:
	focar@dswd.gov.ph or through Facebook account: www.
	facebook account. www.

Office	Address
Personnel Administrative Section	DSWD-Field Office CAR No. 40
	North Drive, Baguio City
1. Julie A. Gascon : 0999-789-02	16; jagascon@dswd.gov.ph
2. James Docog : 0916-485-7619	)/0939-499-1833;
james.docog22@gmail.com / jo	<u>gdocog@dswd.gov.ph</u>
3. Daisy A. Aglasi : 0998-219-427	2 / <u>daglasi@yahoo.com</u>
	-2138 / <u>anie_gines13@yahoo.com</u>
5. Jamaica O. Valdez : 0917-487-	-1171 / jam.valdez24@gmail.com
6. Noela D. Tiwaken : 0995-013-2	2099 / dulawannoela@gmail.com

# 108. Certificate of Employment and Other Certification:

Office or Division: Classification: Type of Transaction:		Personnel Administration Section Simple G2G- Government to Government Employees/Workers/Process Handlers				
Who may CHECKL REQUIRE	IST OF MENTS:		V	VHEF	RE TO SEC	URE:
Request for Docur		empl in the	oyees e File	s/worl Shar	e Folder)	s are available
Client steps	Section's Action	ons	Fee to b paid	е	Processing time	Persons Responsible
3. Certificate of Employments and other Certification	request	and les	Non	e 1-	-3 days	PAS Process Handlers
	1.13 Reviews sign	s and	Non	e 1·	-4 hours	PAS Head
	1.14 Reviews Sign		Non		-4 hours	HRMDD Chief
How to send feed	Feedback and back	compl	aints		anism omplish	feedback/
How Feedbacks are processed				Feed wher addr the H	dback or con never availa	able will be facilitated by sonnel
How complaint is addressed				Any priva com will b by	complaint v ate messa plaint throug be immedia	vritten, through age, text or gh quad-media tely addressed of Personnel
Complaint/s throug	gh 8888 Desk/ H	otline		will	facilitate	unting Section the response mentary period

	and send response to 8888 hotline and Internal Audit Unit
How complaints are processed	Concerned Division Chief may
	issue Show Cause Order for
	violations committed by
	permanent or contractual staff
	or Letter of Explanation for
	non-permanent staff
Contact information of DSWD FO-CAR	Any irregularity using the name
	of DSWD-CAR or involving any
	of its official may be submitted
	to the DSWD-CAR's office at
	No. 40 North Drive, Baguio
	City or through cellphone
	numbers: (6374) 661-0430/
	(6302) 396 6580/ +0917871
	9893/ +63917-872 0256/ +63919 065 5356- 68 or
	through email address: <u>focar@dswd.gov.ph</u> or through
	Facebook account: www.
	facebook.com/dswdfocar
	Iacebook.com/uswulocal

Office	
Office	Address
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james.docog22@gmail.com / jc	docog@dswd.gov.ph
9. Daisy A. Aglasi : 0998-219-427	2 / <u>daglasi@yahoo.com</u>
10. Annie Flor S. Gines : 0949-430	
11. Jamaica O. Valdez : 0917-487-	1171 / jam.valdez24@gmail.com
12. Noela D. Tiwaken : 0995-013-2	099 / dulawannoela@gmail.com

# 109. Preparation of DTR Monitoring:

Office or	r Division:	Pe	ersonne	Administrati	on Section
Classification:		Simple			
Type of Transaction:		G2	G2G- Government to Government		
	ay avail:	Emp	oyees/\	Workers/Proc	ess Handlers
	LIST OF		WH	ERE TO SEC	URE:
	EMENTS:				
	ime Record and				ines provides
Biometric Scanne	er Machines				is maintained
Client stops	Section's Actio		Server	/	Doroono
Client steps	Section's Actio	ns	Fees to be	Processing time	Persons Responsible
			paid	une	Responsible
4. DTR Monitoring	<ul> <li>1.15 Activation Biometric Macl</li> <li>1.16 Downloadir Biometric Entri</li> <li>1.17 Transfer Biometric Entr the HRMIS</li> <li>1.18 Synchroniz e-populating entries</li> <li>1.19 Generation DTR</li> <li>1.20 Printing Distribution of I</li> </ul>	nines ng of es of ies to ing/R DTR of and	Non e	1-2 days	PAS Process Handlers
How to send feed	Feedback and co lback	omplair	A C	ccomplish	feedback/ orm of the
How Feedbacks are processed			F w a th	eedback or c henever avai	lable will be facilitated by ersonnel
How complaint is	s addressed		A th te q ir th	ny compla nrough priva ext or comp uad-media nmediately a	aint written, te message, plaint through will be addressed by of Personnel

Complaint/s through 8888 Desk/ Hotline	Head of Accounting Section will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non- permanent staff
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: <u>focar@dswd.gov.ph</u> or through Facebook account: www. facebook.com/dswdfocar

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Personnel Administrative Section	DSWD-Field Office CAR No. 40			
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14.James Docog : 0916-485-7619/0939-499-1833;				
james.docog22@gmail.com / jgdocog@dswd.gov.ph				
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16. Annie Flor S. Gines : 0949-430-2138 / anie_gines13@yahoo.com				
17. Jamaica O. Valdez : 0917-487-1171 / jam.valdez24@gmail.com				
18. Noela D. Tiwaken : 0995-013-20	099 / dulawannoela@gmail.com			

# **110. Preparation of Conduct of Flag Ceremonies:**

Ceremony, Schedule of Hosts th			G2G- nploye elines PAS (F hared	Gov ees/ WH an orn fold	ns are availabl der)	overnment ess Handlers JRE: re prepared by e at the DSWD
Client steps	Section's Act	lions	Fee to b	)e	Processing time	Persons Responsible
5. Conduct of Flag Ceremonies	<ul> <li>1.21 Prepar Schedule Hosts Offic</li> <li>1.22 Overse the condu- the Ceremony</li> </ul>	of ce ee ict of Flag	pai Non		1 day	PAS Process Handler
	1.23 Docum the Condu Flag Ceremonio	ucted	Non	e	1 day	PAS Head
How to send feed	Feedback an	d com	plaint			feedback/
How to send reed				Co Fe wh	complish mplaint form c edback or con enever availat	of the Section oplaint ole will be
How complaint is addressed				He Ad An pri co	ad of Personn ministration S y complaint v vate messa mplaint throug I be immedia	Section vritten, through
Complaint/s through 8888 Desk/ Hotline		е	Ad He fac	ministration S ad of Account cilitate the resp		

	response to 8888 hotline and Internal Audit Unit
How complaints are processed	Concerned Division Chief may
	issue Show Cause Order for
	violations committed by permanent or contractual staff or
	Letter of Explanation for non-
	permanent staff
Contact information of DSWD FO-CAR	Any irregularity using the name
	of DSWD-CAR or involving any
	of its official may be submitted to
	the DSWD-CAR's office at No.
	40 North Drive, Baguio City or through cellphone numbers:
	(6374) 661-0430/ (6302) 396
	6580/ +0917871 9893/ +63917-
	872 0256/ +63919 065 5356- 68
	or through email address:
	focar@dswd.gov.ph or through
	Facebook account: www.
	facebook.com/dswdfocar

Office	Address			
Personnel Administrative Section	DSWD-Field Office CAR No. 40			
	North Drive, Baguio City			
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james.docog22@gmail.com / jgdocog@dswd.gov.ph				
21. Daisy A. Aglasi : 0998-219-4272 / <u>daglasi@yahoo.com</u>				
22. Annie Flor S. Gines : 0949-430-2138 / anie_gines13@yahoo.com				
23. Jamaica O. Valdez : 0917-487-1171 / jam.valdez24@gmail.com				
24. Noela D. Tiwaken : 0995-013-20	099 / dulawannoela@gmail.com			

# 111. Preparation of GPAI Enrollment/Renewal:

Office or D Classifica Type of Tran Who may CHECKLI	ation: nsaction: avail: ST OF	Personnel Administration Section Simple G2G- Government to Government Employees/Workers/Process owners WHERE TO SECURE:		
REQUIREN Transmittal, Lis				
	Section's Actions		Processing time	Persons
6. GPAI Enrollment/ Renewal	<ul> <li>1.24 Prepares <ul> <li>List of</li> <li>Enrollees</li> </ul> </li> <li>1.25 Prepares <ul> <li>Transmittal</li> <li>and</li> <li>Accountability</li> <li>form for</li> <li>MOA/JO</li> <li>workers</li> </ul> </li> <li>1.26 Prepares <ul> <li>ORD and DV</li> <li>for</li> <li>Permanent/</li> <li>Casual/</li> <li>Contractual</li> <li>Employees</li> </ul> </li> </ul>		1-2 days	Responsible PAS Process Handler
	1.27 Reviews and sign	None	1-4 hours	PAS Head
	1.28 Reviews and Sign	None	1-4 hours	HRMDD Chief
	1.29 Obligation	None	1-4 Hours	Budget Section
	1.30 Pre-audit 1.31 Issues JEV and ADA	None	1-4 Hours	Accounting Section
	1.32 Approved for Payment	None	1-4 hours	ARD for Administration

	1.33 Endorses ADA to Bank	None		1-4 hours	Cash Section
	1.34 Endorses Signed Documents to Central Office (MOA/JO workers)	None		5 minutes	PAS Process Handler
	Feedback and	compla	aints n	nechanism	
How to send fee	edback		Accomplish feedback/ Complaint form of the Section		
How Feedbacks	s are processed		avai facili	dback or compl lable will be add tated by the He connel Administ	dressed and ead of
How complaint is addressed		Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Head of Personnel Administration Section			
Complaint/s through 8888 Desk/ Hotline		Head of Accounting Section will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit			
How complaints are processed		issue viola or c	tions committe contractual stat anation for	on Chief may use Order for d by permanent ff or Letter of non-permanent	
Contact information of DSWD FO-CAR		Any DSW offici DSW Nort cellp 0430 9893 065 addr throu	irregularity usin VD-CAR or invo ial may be su VD-CAR's offic h Drive, Baguio hone numbers 0/ (6302) 396 6 3/ +63917-872 5356- 68 or ress: <u>focar@d</u>	account: www.	

Office	Address	
Personnel Administrative Section	DSWD-Field Office CAR No. 40	
	North Drive, Baguio City	
25. Julie A. Gascon : 0999-789-021	6; jagascon@dswd.gov.ph	
26. James Docog : 0916-485-7619/0939-499-1833;		
james.docog22@gmail.com / jgdocog@dswd.gov.ph		
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29. Jamaica O. Valdez : 0917-487-1171 / jam.valdez24@gmail.com		
30. Noela D. Tiwaken : 0995-013-2099 / dulawannoela@gmail.com		

# 112. Preparation of Leave Administration:

Office or D Classifica Type of Tran Who may CHECKLIS REQUIREM Application For Leave Ledgers, Forced Leaves Leave Privileges Client steps	ation: nsaction: avail: ST OF MENTS: Leave Form, Schedule of	Em Leave subm availa	G2G- Go ployees/ WH e Applic itted by ble at the Fees to be	the employe	overnment ess Handlers URE: s are to be es (Forms are
7. Leave Administration	based on 1.37 Update leave l every 1 <sup>st</sup> of each r for ded	ns for es edger leave edger week month uction arned res n the	paid None	1-4 hours	PAS Process Handler
	1.39 Review and Certification	sign	None	1-4 hours	PAS Head
	1.40 Review and Sigr Recomme Approval	n as	None	1-4 hours	Division Chief Concerned / ARD for Concerned

	1.41 Reviews and Sign for Approval	Non	9	1-4 hours	ARD for Administration / Regional Director
	<ul> <li>1.42 Endorses approved leave application to employees</li> <li>1.43 Prepare smemorandum for disapproved leave applications</li> </ul>	Non	0	1-4 hours	PAS Process Handler
	1.44 Reviews and sign	Non	e	1-4 hours	PAS Head
	1.45 Reviews and Sign	Non	9	1-4 hours	HRMDD Division Chief
	Feedback and comp	olaints	s m	echanism	
How to send feed				complish	feedback/
				omplaint form o	of the Section
How Feedbacks a	re processed		Fe wh ad the	edback or cor nenever availa ldressed and f e Head of Pers dministration	nplaint ble will be acilitated by sonnel
How complaint is addressed			pri co wi by	ivate messa mplaint through Il be immedia	gh quad-media tely addressed of Personnel
Complaint/s through 8888 Desk/ Hotline			Head of Accounting Section will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit		oonse within the priod and send 88 hotline and
How complaints are processed			Co iss vio pe or	oncerned Divis sue Show Ca plations co ermanent or c	sion Chief may ause Order for mmitted by ontractual staff anation for non-

Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at
	No. 40 North Drive, Baguio City
	or through cellphone numbers:
	(6374) 661-0430/ (6302) 396
	6580/ +0917871 9893/ +63917-
	872 0256/ +63919 065 5356- 68
	or through email address:
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	facebook.com/dswdfocar

Office	Address	
Personnel Administrative Section	DSWD-Field Office CAR No. 40	
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35. Jamaica O. Valdez : 0917-487-1171 / jam.valdez24@gmail.com		
36. Noela D. Tiwaken : 0995-013-2099 / dulawannoela@gmail.com		

### 113. Preparation of Leave Monetization:

Office or Division: Classification: Type of Transaction: Who may avail: CHECKLIST OF REQUIREMENTS: Leave Application Form, Resolution from the Committee, Payroll, ORS and DV Client steps Section's Act		employees (Forms are available at the DSWD FO shared folder)			
			to be paid	time	Responsible
1. Leave Monetization	<ol> <li>1.1 Consolidate Leave Appl Forms</li> <li>1.2 Prepares M</li> <li>1.3 Request Convening Monetizatio Committee</li> </ol>	atrix the of the	None	1-7 days	PAS Process Handler
	1.4 Deliberation of Requests		None	1-4 hours	Monetization Committee
	1.5 Prepares regret/acceptance letters		None	1-4 hours	PAS Process Handler
	1.6Prepares payroll, ORS and DV		None	1-4 hours	PAS Process Handler
	1.7 Reviews and sign		None	1-4 hours	PAS Head
	1.8 Reviews and Sign		None	1-4 hours	HRMDD Chief
	1.9Obligation		None	1-4 Hours	Budget Section
	1.46 Pre-auc 1.10 Issues and ADA	lit JEV	None	1-4 Hours	Accounting Section

	1.11 Approved for Payment	None	e	1-4 hours	ARD for Administration
	1.12 Endorses ADA to Bank	None	e	1-4 hours	Cash Section
How to send fee	Feedback and com	plaint		echanism complish	feedback/
How Feedbacks			Сс	omplaint form of edback or cor	
How recubacks	ale plocessed		wh ad the	dressed and f Head of Pers Iministration	ble will be acilitated by sonnel
How complaint is addressed			An pri co wil by	iy complaint v vate messa mplaint throug Il be immedia	written, through ige, text or gh quad-media itely addressed of Personnel
Complaint/s thro	ough 8888 Desk/ Hotlin	9	He fac rec res	ead of Account cilitate the resp glementary pe	ting Section will ponse within the priod and send 88 hotline and
How complaints are processed			Cc iss vic pe or	oncerned Divis sue Show Ca plations co rmanent or c	sion Chief may ause Order for ommitted by ontractual staff anation for non-
Contact information of DSWD FO-CAR			An of to No or (63 87 or <u>foc</u> Fa	y irregularity of DSWD-CAR of its official ma the DSWD-Co of 40 North Dri through cellp 374) 661-043 80/ +0917871 2 0256/ +6391 through e car@dswd.gov	using the name or involving any by be submitted CAR's office at ive, Baguio City hone numbers: 0/ (6302) 396 9893/ +63917- 19 065 5356- 68 mail address: <u>/.ph</u> or through count: www. swdfocar

Office	Address		
Personnel Administrative Section	DSWD-Field Office CAR No. 40		
	North Drive, Baguio City		
37. Julie A. Gascon : 0999-789-0216; jagascon@dswd.gov.ph			
38. James Docog : 0916-485-7619/0939-499-1833;			
james.docog22@gmail.com / jgdocog@dswd.gov.ph			
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41.Jamaica O. Valdez : 0917-487-1171 / <u>jam.valdez24@gmail.com</u>			
42. Noela D. Tiwaken : 0995-013-20	099 / dulawannoela@gmail.com		

114. Preparation of Issuance of NOSI/NOSA:

Office or Division: Pers			Perso	onnel Administration Section			
Classification:				Simple			
Type of Transaction:		G2G- Government to Government					
Who may	Who may avail:		Employees/Workers/Process Handlers				
CHECKLI	ST OF			WHE	RE TO SEC	URE:	
REQUIREN	MENTS:						
DBM Issuance		DBM (	Office/	Webs	site		
Client steps	Section' Actions	;	Fees be p		Processing time	Responsible	
1. Issuance of NOSI/NOSA	<ul><li>1.1 Prepares NOSI/NO</li><li>1.2 Updates Service Record</li></ul>		None		1 day	PAS Process Handler	
	1.3 Reviews sign	and	None		1-4 hours	PAS Head	
	1.4 Reviews Sign	and	None		1-4 hours	HRMDD Chief	
	1.5 Reviews Sign	and	None		1-4 hours	ARD for Administration	
	1.6 Endorses copy to GSIS, CO	CSC,	None		1 day	PAS Process Handler	
	Feedbacl	k and c	compla	ints n	nechanism		
How to send fee				Acco		dback/ Complaint	
How Feedbacks are processed				Feedback or complaint whenever available will be addressed and facilitated by the Head of Personnel Administration Section			
How complaint is addressed			priva throu imm	ite message ugh quad- ediately ad d of Person	written, through , text or complaint media will be dressed by the nel Administration		
Complaint/s through 8888 Desk/ Hotline		otline	facili	tate the res	nting Section will ponse within the eriod and send		

	response to 8888 hotline and Internal Audit Unit
How complaints are processed	Concerned Division Chief may
	issue Show Cause Order for
	violations committed by permanent
	or contractual staff or Letter of
	Explanation for non-permanent staff
Contact information of DSWD FO-CAR	Any irregularity using the name of
	DSWD-CAR or involving any of its
	official may be submitted to the
	DSWD-CAR's office at No. 40
	North Drive, Baguio City or through
	cellphone numbers: (6374) 661-
	0430/ (6302) 396 6580/ +0917871
	9893/ +63917-872 0256/ +63919
	065 5356- 68 or through email
	address: <u>focar@dswd.gov.ph</u> or
	through Facebook account: www.
	facebook.com/dswdfocar

Office	Address			
Personnel Administrative Section	DSWD-Field Office CAR No. 40			
	North Drive, Baguio City			
43. Julie A. Gascon : 0999-789-021	43. Julie A. Gascon : 0999-789-0216; jagascon@dswd.gov.ph			
44. James Docog : 0916-485-7619/0939-499-1833;				
james.docog22@gmail.com / jgdocog@dswd.gov.ph				
45. Daisy A. Aglasi : 0998-219-4272 / <u>daglasi@yahoo.com</u>				
46. Annie Flor S. Gines : 0949-430-2138 / anie_gines13@yahoo.com				
47.Jamaica O. Valdez : 0917-487-1171 / <u>jam.valdez24@gmail.com</u>				
48. Noela D. Tiwaken : 0995-013-20	099 / dulawannoela@gmail.com			

115. Preparation of Payroll Administration (All compensations and benefits):

Office or Division: Classification:			Personnel Administration Section Simple			
Type of Transaction:		G2G- Government to Government				
Who may a		Er		Workers/Proce		
CHECKLIS			WH	ERE TO SECL	JRE:	
REQUIREM						
Payroll, ORS an					omitted by the	
					are available at	
	Daily Time	the Da	SVUFUS	shared folder)		
Report, etc.)	mplishment					
Client steps	Section's A	ctions	Fees to	Processing	Persons	
		otionic	be paid	time	Responsible	
8. Payroll Administration	1.47 Revie DTR and 1.48 Prep Payroll, and DV	d AR ares	None	1-2 days	PAS Process Handler	
	1.49 Reviews and sign		None	1-4 hours	PAS Head	
	1.50 Reviews and Sign		None	1-4 hours	HRMDD Chief	
	1.51 Oblig	gation	None	1-4 Hours	Budget Section	
	1.52 Pre-a 1.53 Issue JEV and	es	None	1-4 Hours	Accounting Section	
	1.54 Approved for Payment		None	1-4 hours	ARD for Administration	
	1.55 Endorses ADA to Bank		None	1-4 hours	Cash Section	
	1.56 Prep Payslips		None	1-4 hours	PAS Process Handler	
	1.57 Revie and sigr		None	1-4 hours	PAS Head	

	1.58 Distributes Payslips	None	1-4 hours	PAS Process Handler	
	Feedback and co				
How to send feed	back			back/ Complaint	
How Foodbacks a	raprocessed		m of the Section edback or com		
How Feedbacks a	re processed		enever availab		
			dressed and fa		
			ad of Personne		
		Ac	Administration Section		
How complaint is	addressed	Ar	y complaint v	vritten, through	
			vate messa	-	
				gh quad-media	
		the		ly addressed by of Personnel	
			ministration Sector		
Complaint/s throu	gh 8888 Desk/ Hotli		Head of Accounting Section will		
			facilitate the response within the		
			reglementary period and send		
			•	38 hotline and	
Llow compleinte o			ernal Audit Uni		
How complaints a	re processed		sue Show Ca	ion Chief may use Order for	
				mmitted by	
				ntractual staff or	
				nation for non-	
		1	rmanent staff		
Contact informatic	on of DSWD FO-CA			sing the name of	
				nvolving any of be submitted to	
			•	s office at No. 40	
				aguio City or	
			ough cellpho		
			,	0/ (6302) 396	
				9893/ +63917-	
				9 065 5356- 68 mail address:	
		or	0	mail address: ph or through	
				count: www.	
			cebook.com/ds	wdfocar	

Office	Address		
Personnel Administrative Section	DSWD-Field Office CAR No. 40		
	North Drive, Baguio City		
49. Julie A. Gascon : 0999-789-0216; jagascon@dswd.gov.ph			
50. James Docog : 0916-485-7619/0939-499-1833;			
james.docog22@gmail.com / jgdocog@dswd.gov.ph			
51. Daisy A. Aglasi : 0998-219-4272 / <u>daglasi@yahoo.com</u>			
52. Annie Flor S. Gines : 0949-430-2138 / anie_gines13@yahoo.com			
53. Jamaica O. Valdez : 0917-487-1171 / jam.valdez24@gmail.com			
54. Noela D. Tiwaken : 0995-013-20	099 / dulawannoela@gmail.com		

116. Preparation of PDS Compliance:

Office or Division:		Personnel Administration Section				
Classification:		Simple				
Type of Transaction:		G2G- Government to Government				
Who ma	ıy avail:	Emp	oloyees/\	Workers/Proce	ss Handlers	
CHECKL	IST OF	WHERE TO SECURE:				
REQUIRE	MENTS:					
Personal Data S	Sheet F	PDS	are to	be submi	itted by the	
					are available at	
				shared folder)		
Client steps	Section's Actior		ees to	0	Persons	
		11	be paid	time	Responsible	
9. PDS	1.59 Consolida		lone	1-7 days	PAS Process	
Compliance	submitted PD				Handler	
	1.60 Enters	in				
		the				
		the				
	database					
	1.61 Prepares	l				
	Certification a	and				
	Report					
	1.62 Reviews		lone	1-4 hours	PAS Head	
	and sign		NOTIC	1 4 110013	17.0 Head	
	and orgin					
	1.63 Reviews a	and N	lone	1-4 hours	HRMDD Chief	
	Sign					
	1.64 Reviews a	and N	lone	1-4 hours	ARD for	
	Sign				Administration	
	1.65 Reviews a	and N	lone	1-4 hours	Regional	
	Sign				Director / OIC	
	1.66 Endorses		lone	1-4 hours	PAS Process	
	signed				Handler	
	Certification a					
	Report to CS					
	Foodback and		lainte m	ochaniem		
How to send fee	Feedback and	rcomp			ack/ Complaint	
				n of the Sectio		
			1011		11	

	Feedbeek on exampleint
How Feedbacks are processed	Feedback or complaint
	whenever available will be
	addressed and facilitated by the
	Head of Personnel
	Administration Section
How complaint is addressed	Any complaint written, through
	private message, text or
	complaint through quad-media
	will be immediately addressed by
	the Head of Personnel
	Administration Section
Complaint/s through 8888 Desk/ Hotline	Head of Accounting Section will
	facilitate the response within the
	reglementary period and send
	response to 8888 hotline and
	Internal Audit Unit
How complainte are pressed	
How complaints are processed	Concerned Division Chief may issue Show Cause Order for
	permanent or contractual staff or
	Letter of Explanation for non-
	permanent staff
Contact information of DSWD FO-CAR	Any irregularity using the name
	of DSWD-CAR or involving any
	of its official may be submitted to
	the DSWD-CAR's office at No.
	40 North Drive, Baguio City or
	through cellphone numbers:
	(6374) 661-0430/ (6302) 396
	6580/ +0917871 9893/ +63917-
	872 0256/ +63919 065 5356- 68
	or through email address:
	focar@dswd.gov.ph or through
	Facebook account: www.
	facebook.com/dswdfocar

Office	Address		
Personnel Administrative Section	DSWD-Field Office CAR No. 40		
	North Drive, Baguio City		
55. Julie A. Gascon : 0999-789-0216; jagascon@dswd.gov.ph			
56.James Docog : 0916-485-7619/0939-499-1833;			
james.docog22@gmail.com / jgdocog@dswd.gov.ph			
57.Daisy A. Aglasi : 0998-219-4272 / <u>daglasi@yahoo.com</u>			
58. Annie Flor S. Gines : 0949-430-2138 / <u>anie_gines13@yahoo.com</u>			
59. Jamaica O. Valdez : 0917-487-1171 / j <u>am.valdez24@gmail.com</u>			
60. Noela D. Tiwaken : 0995-013-20	099 / dulawannoela@gmail.com		

117. Preparation of Personnel Locator Slip Monitoring:

Office or D	ivision:		Person	nel Administrati	on Section	
Classification:		Simple				
Type of Trar		G2G- Government to Government				
Who may		En		s/Workers/Proc		
CHECKLIS			W	HERE TO SEC	URE:	
REQUIREM						
Personnel Locator	r Slip				the employees	
			ed folde		the DSWD FO	
Client steps	Section's Act		Fees	/	Persons	
Chern etope			to be		Responsible	
			paid			
10. Personnel	1.67 Prepar	es	None	1-4 hours	PAS Process	
Locator Slip	and end	odes			Handler	
Monitoring	time infrac					
	due to PL	-				
	1.68 Update					
	leave ledg					
	employee: the	eave				
	infractions					
		,				
	1.69 Revie	WS	None	1-4 hours	PAS Section	
	and sign				Head	
	1.70 Review	VS	None	1-4 hours	Division Chief	
	and Sign				Concerned /	
					ARD for	
			n la inte		Concerned	
How to send feed	Feedback an	a com			feedback/	
How to send reed			Accomplish feedbac Complaint form of the Section			
How Feedbacks are processed			Feedback or complaint			
			whenever available will be			
					acilitated by the	
				lead of Personr		
				Administration S		
How complaint is addressed			Any complaint written, through			
				private message, text o		
			C	complaint throu	gh quad-media	

	will be immediately addressed by the Head of Personnel Administration Section
Complaint/s through 8888 Desk/ Hotline	Head of Accounting Section will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non- permanent staff
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917- 872 0256/ +63919 065 5356- 68 or through email address: <u>focar@dswd.gov.ph</u> or through Facebook account: www. facebook.com/dswdfocar

Office	Address	
Personnel Administrative Section	DSWD-Field Office CAR No. 40	
	North Drive, Baguio City	
61. Julie A. Gascon : 0999-789-021	6; jagascon@dswd.gov.ph	
62. James Docog : 0916-485-7619/0939-499-1833;		
james.docog22@gmail.com / jgdocog@dswd.gov.ph		
63. Daisy A. Aglasi : 0998-219-4272 / <u>daglasi@yahoo.com</u>		
64. Annie Flor S. Gines : 0949-430-2138 / anie_gines13@yahoo.com		
65. Jamaica O. Valdez : 0917-487-1171 / j <u>am.valdez24@gmail.com</u>		
66. Noela D. Tiwaken : 0995-013-2099 / dulawannoela@gmail.com		

## 118. Preparation of Remittance Administration:

Office or Division: Classification:		Personnel Administration Section Simple			
Type of Transaction:		G2G- Government to Government			
Who may avail:		Employees/Workers/Process owners			
CHECKLIS				TO SECL	
REQUIREME					
ORS, DV, Remit		AS. GSIS	6. PHIC.	Pag-IBIG	Office
Authority to Pay	,	,	, ,	0	
Client steps	Section's Actio	ons Fe	es Pr	ocessing	Persons
		to pa		time	Responsible
11. Remittance	1.71 Prepare			2 days	PAS Process
Administration	remittance			-	Handlers
	list, ORS a				
	DV based	on			
	disbursed				
	payroll				
	1.72 Review	/s Non	e 1-4	hours	PAS Head
	and sign			rilouis	17.0 Head
	1.73 Reviews	s Non	e 1-4	hours	HRMDD Chief
	and Sign				
	1.74 Obligati	on Non	e 1-4	Hours	Budget
	1.75 Pre-auc	lit Non	<u> </u>		Section
	1.75 Pre-auc 1.76 Issues	iit inon	e 1-4	Hours	Accounting Section
	JEV and Al				Section
	1.77 Approve	ed Non	e 1-4	hours	ARD for
	for Paymer				Administration
	1.78 Endorse		e 1-4	hours	Cash Section
	ADA to Ba	_			
	or Check	tO			
	Lined				
	Agencies				
	Feedback and complaints mechanism				
How to send feedb			Accom		feedback/
			Complaint form of the Section		
How Feedbacks ar	How Feedbacks are processed		Feedback or complaint		
			whene	ver availat	ole will be

	addressed and facilitated by the Head of Personnel Administration Section
How complaint is addressed	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Head of Personnel
Complaint/s through 8888 Desk/ Hotline	Administration Section Head of Accounting Section will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non- permanent staff
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917- 872 0256/ +63919 065 5356- 68 or through email address: <u>focar@dswd.gov.ph</u> or through Facebook account: www. facebook.com/dswdfocar

Office	Address	
Personnel Administrative Section	DSWD-Field Office CAR No. 40	
	North Drive, Baguio City	
67. Julie A. Gascon : 0999-789-021	6; jagascon@dswd.gov.ph	
68.James Docog : 0916-485-7619/0939-499-1833;		
james.docog22@gmail.com / jgdocog@dswd.gov.ph		
69. Daisy A. Aglasi : 0998-219-4272 / <u>daglasi@yahoo.com</u>		
70. Annie Flor S. Gines : 0949-430-2138 / <u>anie_gines13@yahoo.com</u>		
71. Jamaica O. Valdez : 0917-487-1171 / jam.valdez24@gmail.com		
72.Noela D. Tiwaken : 0995-013-2099 / dulawannoela@gmail.com		

## 119. Preparation of SALN Compliance:

Office or Division: Classification:		Personnel Administration Section Simple				
Who ma CHECKI	Type of Transaction: Who may avail: CHECKLIST OF REQUIREMENTS:		G2G- Government to Government Employees/Workers/Process Handlers WHERE TO SECURE:			
Statement of As and Net Worth		(Forn folde	ns are ava r)	ilable at the DS	the employees SWD FO shared	
Client steps	Section's Acti	ons	Fees to be paid	Processing time	Persons Responsible	
12. SALN Compliance	<ul> <li>1.79 Consolid submitted SALNs</li> <li>1.80 Enters data from SALNs to database</li> <li>1.81 Prepare Certification Report</li> </ul>	in the the s	None	1-7 days	PAS Process Handler	
	1.82 Review and sign	S	None	1-4 hours	PAS Section Head	
	1.83 Reviews Sign	and	None	1-4 hours	HRMDD Division Chief	
	1.84 Reviews Sign	and	None	1-4 hours	ARD for Administration	
	1.85 Reviews Sign	and	None	1-4 hours	Regional Director / OIC	
	1.86 Endorse signed Certification Report Ombudsma	and to	None	1-4 hours	PAS Process Handler	
How to send fee	Feedback a edback	nd cor	Ace		back/ Complaint on	

How Feedbacks are processed	Feedback or complaint
	whenever available will be
	addressed and facilitated by the
	Head of Personnel
	Administration Section
How complaint is addressed	Any complaint written, through
	private message, text or
	complaint through quad-media
	will be immediately addressed by
	the Head of Personnel
	Administration Section
Complaint/s through 8888 Desk/ Hotline	Head of Accounting Section will
	facilitate the response within the
	reglementary period and send
	response to 8888 hotline and
	Internal Audit Unit
How complaints are processed	Concerned Division Chief may
	issue Show Cause Order for
	violations committed by
	permanent or contractual staff or
	Letter of Explanation for non-
	permanent staff
Contact information of DSWD FO-CAR	Any irregularity using the name
Contact mormation of DSWD10-CAR	of DSWD-CAR or involving any
	0,
	of its official may be submitted to the DSWD-CAR's office at No.
	40 North Drive, Baguio City or
	through cellphone numbers:
	(6374) 661-0430/ (6302) 396
	6580/ +0917871 9893/ +63917-
	872 0256/ +63919 065 5356- 68
	or through email address:
	focar@dswd.gov.ph or through
	Facebook account: www.
	facebook.com/dswdfocar

Office	Address	
Personnel Administrative Section	DSWD-Field Office CAR No. 40	
	North Drive, Baguio City	
73. Julie A. Gascon : 0999-789-021	6; jagascon@dswd.gov.ph	
74.James Docog : 0916-485-7619/0939-499-1833;		
james.docog22@gmail.com / jgdocog@dswd.gov.ph		
75.Daisy A. Aglasi : 0998-219-4272 / <u>daglasi@yahoo.com</u>		
76. Annie Flor S. Gines : 0949-430-2138 / anie_gines13@yahoo.com		
77. Jamaica O. Valdez : 0917-487-1171 / jam.valdez24@gmail.com		
78. Noela D. Tiwaken : 0995-013-2099 / dulawannoela@gmail.com		

# 119. Preparation of Harmonized Planning, Monitoring and Evaluation System (HPMES) Accomplishment Report (Monthly, Quarterly and Semestral)/ Annual Accomplishment Report

Office or Division:		Policy	Policy Development and Planning Section (PDPS)		
Cla	assification:		Complex		
Туре	of Transaction:	G2G- (		o Government	
	o may avail:		PDPB		
CHECKLIST	OF REQUIREMENTS	5: V	VHERE TO S	ECURE:	
	omplishment Repor		cable		
	e/Division/Section/Uni	its			
(ODSU's)			D	D	
Client steps	Section's Actions	Fees to be	Processing time	Persons	
1. Submits report to PDPS	1.1 Receives and acknowledge reports	paid None	10 minutes	Responsible Administrative Assistant II/Ms. Alexa Angela	
(hardcop				P. Lindawan	
y or electronic copy)	1.2 Review the completeness of the submitted report	None	1 hour	Statistician I/Ms. Shamah S. Ponasen	
	1.3Prepare the scorecard	None	10 minutes	Statistician I/Ms. Shamah S. Ponasen	
	1.4Consolidate the Regional HPMES accomplishmen t report	None	2 days	Statistician I/Ms. Shamah S. Ponasen	
	1.5 Review the consolidated HPMES accomplishmen t report	None	2 hours	Section Head/Ms. Liezyl T. Astoddilo	
	1.6Endorse to the PPD Division Chief for signature	None	30 minutes	OIC PPD Chief/ Ms. Marifil C. Jugal	

	1.7Endorse to the Regional Director for approval	None	1 day	Administrative Assistant II/Ms. Alexa Angela P. Lindawan
	1.8 Route the approved HPMES Accomplishme nt Report to Records and Archives Management Section	None	10 minutes	Administrative Assistant II/Ms. Alexa Angela P. Lindawan
	1.9 Email the approved HPMES Accomplishme nt Report to Central Office- Policy Development and Planning Bureau	None	10 minutes	Statistician I/Ms. Shamah S. Ponasen
	Feedback and o	complaints me	echanism	
How to send fe			Accomplish Complaint Section	feedback/ form of the
How Feedbacks are processed			Feedback or whenever av addressed a the Head of	ailable will be nd facilitated by
How complaint is addressed		Any com through pri text or con quad-media immediately the Heac	vate message, mplaint through will be addressed by	
Complaint/s through 8888 Desk/ Hotline				PS will facilitate se within the

	reglementary period and send response to 8888 hotline and Internal Audit Unit
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non- permanent staff
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: <u>focar@dswd.gov.ph</u> or through Facebook account: www. facebook.com/dswdfocar

# 120. Gender and Development (GAD) Plan and Budget/Annual Gender and Development (GAD) Accomplishment Report

Office or Division:		Policy	Policy Development and Planning Section (PDPS)	
Cla	Classification:		Complex	
	of Transaction:	G2G- (		o Government
	o may avail:		PDPB	
	OF REQUIREMENTS	S: V	VHERE TO S	ECURE:
GAD	Plan ai	nd Not appli	cable	
0	plishment Reports fro	m		
	GAD focal persons			
Client steps	Section's Actions	Fees to be	Processing	Persons
		paid	time	Responsible
1. Submits	1.1 Receives and	None	10 minutes	Administrative
GAD Plan	acknowledge			Assistant II/Ms.
and	reports			Alexa Angela
Budget/Ac complishm	1.2Review the	None	1 hour	P. Lindawan
ent Report	completeness	None	Thour	Planning Officer
to PDPS	of the submitted			III/Ms.Liezyl T.
(hardcopy	report			Astodillo
or	lopon			
electronic	1.3Prepare the	None	10 minutes	Planning
copy)	scorecard			Officer
				III/Ms.Liezyl T.
				Astodillo
	1.4 Consolidate the	None	2 days	Planning
	Regional GAD			Officer
	Plan and			III/Ms.Liezyl T.
	Budget/GAD			Astodillo
	Accomplishme			
	nt Report			
	1.5Review the	None	1 day	GAD-TWG
	consolidated	NONE	Tuay	Chairperson/
	Regional GAD			OIC ARDO Ms.
	Plan and			Amelyn P.
	Budget/GAD			Cabrera
	Accomplishme			
	nt Report			
	1.6Endorse to the	None	1 day	Administrative
	Regional			Assistant II/Ms.
	, J			Alexa Angela
				P. Lindawan

	Director for approval			
	1.7 Route the approved Regional GAD Plan and Budget/GAD Accomplishme nt Report to Records and Archives Management Section	None	10 minutes	Administrative Assistant II/Ms. Alexa Angela P. Lindawan
	1.8 Email the approved Regional GAD Plan and Budget/GAD Accomplishme nt Report to Central Office- Policy Development and Planning Bureau	None	10 minutes	Planning Officer III/Ms.Liezyl T. Astodillo
How to send fe	Feedback and o edback	complaints me	echanism Accomplish Complaint Section	feedback/ form of the
How Feedbacks are processed			Feedback or whenever av addressed a the Head of	ailable will be nd facilitated by
How complaint is addressed			Any comp through pri text or comp quad-media immediately the Head	addressed by

Complaint/s through 8888 Desk/ Hotline	Head of PDPS will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non- permanent staff
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: focar@dswd.gov.ph or through Facebook account: www. facebook.com/dswdfocar

### 121. Sectors Plans and Accomplishments

Office or Division:		Policy	Policy Development and Planning Section (PDPS)	
Classification:			Complex	
Туре	of Transaction:	G2G- (	Government to	o Government
	o may avail:		PDPB	
	OF REQUIREMENTS		VHERE TO S	ECURE:
	s and Accomplishme	nt Not appli	cable	
from Sectors F				
Client steps	Section's Actions	Fees to be	Processing	Persons
1. Submits Sectors Plan and Accomplis	1.1 Receives and acknowledge reports	paid None	time 10 minutes	Responsible Administrative Assistant II/Ms. Alexa Angela P. Lindawan
hments to PDPS (hardcopy or electronic	1.2 Review the completeness of the submitted report	None	1 hour	Planning Officer III/Ms.Liezyl T. Astodillo
сору)	1.3Prepare the scorecard	None	10 minutes	Planning Officer III/Ms.Liezyl T. Astodillo
	1.4 Consolidate the Regional Sectors Plans and Accomplishme nts	None	2 days	Planning Officer III/Ms.Liezyl T. Astodillo
	1.5 Review the consolidated Regional Sectors Plans and Accomplishme nts	None	1 day	OIC PPD Chief/ Ms. Marifil C. Jugal
	1.6Endorse to the Regional Director for approval	None	1 day	Administrative Assistant II/Ms. Alexa Angela P. Lindawan

	1.7 Route the approved Regional Sectors Plans and Accomplishme nts to Records and Archives Management Section	None	10 minutes	Administrative Assistant II/Ms. Alexa Angela P. Lindawan
	1.8 Email the approved Regional Sectors Plans and Accomplishme nts to Central Office- Policy Development and Planning Bureau	None	10 minutes	Planning Officer III/Ms.Liezyl T. Astodillo
	Feedback and o	complaints me	echanism	
How to send fe	edback		Accomplish	feedback/
			Complaint Section	form of the
How Feedbacks are processed		Feedback or whenever av addressed a the Head of	ailable will be nd facilitated by	
How complaint is addressed		through pri text or cor quad-media immediately the Head	addressed by	
Complaint/s through 8888 Desk/ Hotline				

	hotline and Internal Audit Unit
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non- permanent staff
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: <u>focar@dswd.gov.ph</u> or through Facebook account: www. facebook.com/dswdfocar

122. Submission of consolidated comments on CO-initiated draft guidelines/policies

Office or Division: Classification: Type of Transaction: Who may avail: CHECKLIST OF REQUIREMENTS Inputs and comments to dra		G2G- (	Section (PI Comple Government to PDPB VHERE TO S	o Government
guidelines and Client steps		Fees to be	Processing	Persons
1. Submits GAD Plan inputs or comments on the draft guidelines and policies to	1.1 Receives and acknowledge comments/inpu ts	paid None	time 10 minutes	Responsible Administrative Assistant II/Ms. Alexa Angela P. Lindawan
PDPS (hardcopy or electronic copy)	1.2Consolidate the inputs or comments submitted by concerned ODSU's	None	1 day	Planning Officer III/Ms.Liezyl T. Astodillo
	1.3 Review the consolidated inputs or comments	None	1 day	OIC PPD Chief/Ms. Marifil C. Jugal
	1.4Endorse to the Regional Director for approval	None	1 day	Administrative Assistant II/Ms. Alexa Angela P. Lindawan

	1.5 Route the approved inputs and comments to a certain draft guidelines or policies to Records and Archives Management Section	None	10 minutes	Administrative Assistant II/Ms. Alexa Angela P. Lindawan
	1.6 Email the approved inputs and comments to a certain draft guidelines or policies to Central Office	None	10 minutes	Planning Officer III/Ms.Liezyl T. Astodillo
How to send fe	Feedback and o edback	complaints me	echanism Accomplish	feedback/
			Complaint Section	form of the
How Feedbacks are processed		addressed a the Head of	ailable will be nd facilitated by	
How complaint is addressed		through pri text or con quad-media immediately the Heac	addressed by	
Complaint/s through 8888 Desk/ Hotline		Section	PS will facilitate se within the y period and onse to 8888	
How complaints are processed		Concerned may issue		

	committed by permanent or contractual staff or Letter of Explanation for non- permanent staff
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: focar@dswd.gov.ph or through Facebook account: www. facebook.com/dswdfocar

123. Preparation of Office Performance Contract Review (OPCR)

Office or Division:		Policy	Policy Development and Planning Section (PDPS)	
Classification:			Complex	
	of Transaction:	G2G- (		o Government
	o may avail:	020-	PDPB	
		· · ·		
	OF REQUIREMENTS		VHERE TO S	ECURE:
	Accomplishments a	nd Not appli	cable	
	ications (MOV's)			
Client steps	Section's Actions	Fees to be	Processing	Persons
		paid	time	Responsible
1. Submits	1.1 Receives and	None	10 minutes	Administrative
OPC	acknowledge			Assistant II/Ms.
Actual	report/MOV's			Alexa Angela
Accomplis				P. Lindawan
hments	1.2 Review the	None	1 hour	Planning
and Means	completeness			Officer
of	of the submitted			III/Ms.Liezyl T.
Verification	report/MOV's			Astodillo
to PDPS				
(hardcopy	1.3 Prepare the	None	10 minutes	Planning
or	scorecard			Officer
electronic				III/Ms.Liezyl T.
copy)				Astodillo
	1.4Consolidate the	None	1 day	Planning
	Office			Officer
	Performance			III/Ms.Liezyl T.
	Contract			Astodillo
	Review (OPCR)			
	based on the			
	submitted			
	MOV's			
	1.5 Review the	None	2 hours	PPD Chief/Ms.
		NULLE		
	Office			Marifil C. Jugal
	Performance			
	Contract			
	Review (OPCR)			
	1.6 Endorse to the	None	1 day	Administrative
	Regional			Assistant II/Ms.
	Director for			Alexa Angela
	approval			P. Lindawan

	1.7 Route the approved Office Performance Contract Review (OPCR) to Records and Archives Management Section	None	10 minutes	Administrative Assistant II/Ms. Alexa Angela P. Lindawan
	1.8 Email the approved Office Performance Contract Review (OPCR) to Central Office- Policy Development and Planning Bureau	None	10 minutes	Planning Officer III/Ms.Liezyl T. Astodillo
	Feedback and o	complaints me	echanism	
How to send fe	edback		Accomplish	feedback/
			Complaint Section	form of the
How Feedbacks are processed			Feedback of whenever av addressed a the Head of	vailable will be and facilitated by
How complaint is addressed		Any com through pri text or con quad-media immediately the Head	addressed by	
Complaint/s through 8888 Desk/ Hotline		Head of PD	onse to 8888	

How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of
	Explanation for non- permanent staff
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: focar@dswd.gov.ph or through Facebook account: www.
	facebook.com/dswdfocar

124. Preparation of Regional Annual Work and Financial Plan / Agency Performance Measure (APM)

Office or Division:		Policy	Policy Development and Planning Section (PDPS)		
Classification:			Complex		
Type of Transaction:		G2G- (	G2G- Government to Government		
Who may avail:		020	PDPB		
CHECKLIST OF REQUIREMENTS:		· //	WHERE TO SECURE:		
	ancial Plan and Annu			LOOKE.	
Performance M			Cabic		
Client steps	Section's Actions	Fees to be	Processing	Persons	
Chern Stope		paid	time	Responsible	
1. Submits Work and Financial Plan /Annual Performan ce Measure to PDPS (hardcopy or electronic copy)	1.1 Receives and acknowledge reports	None	10 minutes	Administrative Assistant II/Ms. Alexa Angela P. Lindawan	
	1.2 Review the completeness of the submitted report	None	1 hour	Planning Officer III/Ms.Liezyl T. Astodillo	
	1.3Prepare the scorecard	None	10 minutes	Planning Officer III/Ms.Liezyl T. Astodillo	
	1.4Consolidate the Regional Work and Financial Plan /Annual Performance Measure	None	3 days	Planning Officer III/Ms.Liezyl T. Astodillo	
	1.5 Review the consolidated Work and Financial Plan /Annual Performance Measure	None	1 day	PPD Division Chief/Ms. Marifil C. Jugal	
	1.6Endorse to the Budget Section for final review and inputs	None	1 day	Budget Section Head/Ms. Norie C. Castaneda	

	1.7Endorse to the Regional Director for approval	None	1 day	Administrative Assistant II/Ms. Alexa Angela P. Lindawan
	1.8 Route the approved Work and Financial Plan /Annual Performance Measure to Records and Archives Management Section	None	10 minutes	Administrative Assistant II/Ms. Alexa Angela P. Lindawan
	1.9 Email the approved Work and Financial Plan /Annual Performance Measure to Central Office- Policy Development and Planning Bureau	None	10 minutes	Planning Officer III/Ms.Liezyl T. Astodillo
How to send fe	Feedback and o edback	complaints me	echanism Accomplish Complaint	feedback/ form of the
How Feedbacks are processed			Section Feedback or complaint whenever available will be addressed and facilitated by the Head of the Policy Development and Planning Section	
How complaint is addressed			Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Head of Policy Development and Planning Section	

Complaint/s through 8888 Desk/ Hotline	Head of PDPS will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non- permanent staff
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: <u>focar@dswd.gov.ph</u> or through Facebook account: www. facebook.com/dswdfocar

125. Preparation of Proposed Annual Budget for Field Office

Office or Division:		Policy	Policy Development and Planning		
Classification:			Section (PDPS) Complex		
	Type of Transaction:				
Who may avail:		020	G2G- Government to Government PDPB		
	CHECKLIST OF REQUIREMENTS:		VHERE TO S		
	al from ODSU's	Not appli			
	Section's Actions	Fees to be		Persons	
		paid	time	Responsible	
1. Submits budget proposal to PDPS	1.1 Receives and acknowledge reports	None	10 minutes	Administrative Assistant II/Ms. Alexa Angela P. Lindawan	
(hardcopy or electronic copy)	1.2 Review the completeness of the submitted report	None	1 hour	Planning Officer III/Ms. Liezyl T. Astodillo	
	1.3Prepare the scorecard	None	10 minutes	Planning Officer III/Ms. Liezyl T. Astodillo	
	1.4Consolidate the Regional Budget Proposal	None	1 day	Planning Officer III/Ms. Liezyl T. Astodillo	
	1.5 Endorse to Budget Section for input in the financial part	None	1 day	Budget Section Head/Ms. Norie C. Castaneda	
	1.6Endorse to the PPD Division Chief for signature	None	30 minutes	OIC PPD Chief/ Ms. Marifil C. Jugal	
	1.7Endorse to the Regional Director for approval	None	1 day	Administrative Assistant II/Ms. Alexa Angela P. Lindawan	

	1.8 Endorsed to NEDA-CAR the approved Budget Proposal		4 hours	Administrative Assistant II/Ms. Alexa Angela P. Lindawan
	1.9Email the approved Budget Proposal to NEDA-CAR	None	10 minutes	Planning Officer III/Ms. Liezyl T. Astodillo
	Feedback and	complaints me	echanism	
How to send feedback			Accomplish Complaint Section	feedback/ form of the
How Feedbacks are processed			Feedback or complaint whenever available will be addressed and facilitated by the Head of the Policy Development and Planning Section	
How complaint is addressed			through pri text or con quad-media immediately the Heac	mplaint through will be addressed by
Complaint/s through 8888 Desk/ Hotline			Head of PDPS will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit	
How complaints are processed		Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non- permanent staff		
Contact information of DSWD FO-CAR		Any irregularity using the name of DSWD-CAR or involving any of its official		

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may be submitted to the
DSWD-CAR's office at No.
40 North Drive, Baguio City
or through cellphone
numbers: (6374) 661-0430/
(6302) 396 6580/ +0917871
9893/ +63917-872 0256/
+63919 065 5356- 68 or
through email address:
<u>focar@dswd.gov.ph</u> or
through Facebook account:
www.
facebook.com/dswdfocar

126. Handling of Incoming Documents:

Office or Division:		Record	Records and Archives Management Section (RAMS)	
Classification:			Simple	
		<u> </u>	G- Client to G	
	of Transaction:			
	o may avail:		Staff (Internal	
	OF REQUIREMENTS		VHERE TO S	ECURE:
	nents for Docume	ent Not Appli	icable	
	m (DTS) encoding		- ·	
Client steps	Section's Actions	Fees to be	Processing	Persons
	448	paid	time	Responsible
1. Delivers	1.1 Receive, check	None	5 minutes	Incoming Staff/
document	for			PACD Staff/
to the Field	completeness			Guard on duty
Office –	and marking of			
RAMS	communication			
	as "Received"	Nees		la comina Ctoff
	1.2 Prepare	None	10 minutes	Incoming Staff
	Delivery Descint if			
	Receipt if			
	directly addressed to			
	specific ODSU			
	or staff			
	1.3Log the	None	20 minutes	Incoming Staff
	communication	NONE	20 minutes	incoming Stan
	to the Data			
	Tracking			
	System (DTS)			
	1.4 Write down the	None	5 minutes	Incoming Staff
	DTS control	None	o minates	moorning Otan
	number to the			
	document and			
	to the			
	Transmittal			
	Logsheet.			
	1.5 Route the	None	1 hour	Incoming/
	document to			outgoing Staff
	the office			
	concerned			

	1.6Ensure delivery receipt from concerned ODSU or staff	None	20 minutes	Incoming/ outgoing Staff
	Feedback and o	complaints me	echanism	
How to send fe			Accomplish Complaint Section	feedback/ form of the
How Feedback	s are processed			vailable will be and facilitated by
How complain	t is addressed		through pri text or con quad-media immediately	mplaint through
Complaint/s th	rough 8888 Desk/ Hot	tline		y period and onse to 8888
How complaint	s are processed		committed b	Show Cause or violations by permanent or staff or Letter of for non-
Contact inform	ation of DSWD FO-C	AR	Any irregula name of involving ar may be su DSWD-CAR 40 North Dr or throug numbers: (6 (6302) 396	arity using the DSWD-CAR or ny of its official ubmitted to the is office at No. ive, Baguio City

+63919 065 5356- 68 or
through email address:
focar@dswd.gov.ph or
through Facebook account:
www.
facebook.com/dswdfocar

# 127. Facilitation of postage and waybill:

Office or Division:		Records	Records and Achieves Management Section (RAMS)	
Classification:			Simple	
	of Transaction:	G2	C- Governme	
	o may avail:		Staff (Internal	Public)
	OF REQUIREMENTS		VHERE TO S	,
	for postage and way			
Client steps	Section's Actions	Fees to be		Persons
		paid	time	Responsible
1. Delivers/ Forwards document	1.1 Receive and check for completeness	None	10 minutes	Outgoing Staff
to the RAMS	1.2 Sort and classify document according to destination and mode of postage	None	20 minutes	Outgoing Staff
	1.3 Prepare and encode document details to the Delivery Receipt	None	30 minutes	Outgoing Staff
	1.4 Packing of document	None	45 minutes	
	1.5 Sign Delivery Receipt	None	10 minutes	Section Head/OIC
	1.6 Send outgoing communication s through email, postal services, courier services, or direct delivery to recipient/office	None	6 hours	Outgoing Staff/ Messenger

	1.7 File delivery receipt	None	5 minutes	Outgoing Staff
How to send fe	Feedback and eedback	complaints me	Accomplish Complaint Section	
How Feedback	ks are processed			ailable will be nd facilitated by
How complain	t is addressed		Any com through pri text or cor quad-media immediately	plaint written, vate message, mplaint through
Complaint/s through 8888 Desk/ Hotline			Head of RA	onse to 8888
How complaint	ts are processed		Concerned may issue Order for committed b contractual	Show Cause or violations by permanent or staff or Letter of for non-
Contact inform	ation of DSWD FO-C	CAR	Any irregula name of involving ar may be su DSWD-CAR 40 North Dr or throug numbers: (6 (6302) 396 9893/ +63	arity using the DSWD-CAR or by of its official ubmitted to the is office at No. ive, Baguio City gh cellphone 374) 661-0430/ 6580/ +0917871 917-872 0256/ 5 5356- 68 or smail address:

through Facebook account:
www.
facebook.com/dswdfocar

128. Processing of Freedom of Information (FOI) requests

Offic Cla Type Wh CHECKLIST FOI Request f issued ID with personal	C20 Any ent Freedom or DSWD F	Section (R/ Highly Tech G- Client to G Filipino Citize VHERE TO S of Inform OCAR website	nnical overnment n/Individual ECURE:	
Client steps	Section's Actions	City Fees to be paid	Processing time (based on DSWD FOI MC 9 s. 2017)	Persons Responsible
1. Submits request and photocopy of ID to	1.1 Receives and acknowledges FOI request	None	1 working day	Incoming/ PACD Staff/ FOI Receiving Officer (FRO)
RAMS	1.2 Reviews and determines if FOI request is denied or granted	None	3 working days	FOI Decision Maker (FDM)
	1.3If evaluated for extension due to the nature of request	None	10 working days	FDM/ Office Concerned/ Central Office FOI staff
	1.4 Transmittal of Information or action taken to the FRO	None	10 working days	ODSU Concern/ FRO

	1.5Transmittal o info to the Requesting Party		1 day	FRO
	Feedback and	complaints m	echanism	
How to send fe	edback		Accomplish Complaint Section	feedback/ form of the
How Feedback	s are processed			vailable will be and facilitated by
How complain	t is addressed		text or con quad-media	ivate message, mplaint through will be addressed by
Complaint/s th	rough 8888 Desk/ H	otline		onse to 8888
How complaint	s are processed		Concerned may issue Order fe committed b	
Contact inform	ation of DSWD FO-	CAR	Any irregul name of involving ar may be su DSWD-CAR 40 North Dr or throug	arity using the DSWD-CAR or ny of its official ubmitted to the a's office at No. rive, Baguio City gh cellphone 5374) 661-0430/

(6302) 396 6580/ +0917871
9893/ +63917-872 0256/
+63919 065 5356- 68 or
through email address:
<u>focar@dswd.gov.ph</u> or
through Facebook account:
www.
facebook.com/dswdfocar

## 129. Disposal of Records

Offic	e or Division:	Records		s Management
Classification:		Section (RAMS) Highly Technical		
	of Transaction:	G2G- (	0 3	o Government
	o may avail:		Staff (Internal	
	OF REQUIREMENTS		VHERE TO S	,
	records for dispos			LCONL.
	ched its retention perio			
Client steps	Section's Actions	Fees to be	Processing	Persons
		paid	time	Responsible
1. Submits	1.1 Receives and	None	30 minutes	Disposal Staff
request	encodes in the			
for	database			
disposal	1.2 Reviews	None	1 working	Disposal Staff
to RAMS	Request Form		day	
	vis-a-vis			
	approved RDS			
	and previously submitted			
	Inventory of Records			
	1.3 Assists the End	None	1 working	Storage Staff
	User for the	None	day	Olorage Olan
	transfer of		day	
	records once			
	approved			
	1.4Checks	None	1 working	Disposal Staff
	documents		day	
	submitted vis-à-			
	vis request list			
	1.5 Updates the	None	1 working	Disposal Staff /
	Disposal		day	Storage Staff
	Request form of			
	NAP and			
	Surrenders the			
	documents to			
	the Storage			
	Staff			
	1.6 Finalizes	None	4 hours	Disposal Staff/
	Request for			Section Head,
	Disposal for			Division Chief,
	RD's approval			Head of Office

1.7 Forwards request to Central Office- RAMD for review and approval	None	1 month	Outgoing Staff/ CO-RAMD
1.8 Receives and prepares Final Request and Communication Letter to NAP	None	6 months (*approx.)	Disposal Staff/ Section Head, Division Chief, Head of Office
1.9 Receives Final Approval and Notice to Proceed from NAP and schedules actual disposal	None	1 working day	Disposal Staff
1.10 Prepares Sacks/ Documents for Disposal	None	(Done during the 6 months waiting time of response from NAP)	Storage Staff
1.11 Receives final report and forward to the Archiving Staff	None	30 minutes	Disposal Staff/ Archivist

Feedback and complaints m	echanism
How to send feedback	Accomplish feedback/
	Complaint form of the
	Section
How Feedbacks are processed	Feedback or complaint
	whenever available will be
	addressed and facilitated by
	the Head of RAMS
How complaint is addressed	Any complaint written,
	through private message,
	text or complaint through
	quad-media will be immediately addressed by
	the Head of Accounting
	Section
Complaint/s through 8888 Desk/ Hotline	Head of RAMwill facilitate the
	response within the
	reglementary period and
	send response to 8888

	hotline and Internal Audit Unit
How complaints are processed	Concerned Division Chief
	may issue Show Cause
	Order for violations
	committed by permanent or
	contractual staff or Letter of
	Explanation for non-
	permanent staff
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or
	involving any of its official may be submitted to the
	DSWD-CAR's office at No.
	40 North Drive, Baguio City
	or through cellphone
	numbers: (6374) 661-0430/
	(6302) 396 6580/ +0917871
	9893/ +63917-872 0256/
	+63919 065 5356- 68 or
	through email address:
	focar@dswd.gov.ph or
	through Facebook account:
	www.
	facebook.com/dswdfocar

## 130. Inventory of Records

Offic	e or Division:	Records and Achieves Management Section (RAMS)				
Cla	Classification:		Complex			
	of Transaction:	G2G- Government to Government				
	o may avail:		Staff (Internal			
	OF REQUIREMENTS:		VHERE TO S	,		
	r inventory and storage	Not Appli				
Client steps	Section's Actions	Fees to	Processing	Persons		
		be paid	time	Responsible		
1. Submits	1.1 Receives and	None	30 minutes	Inventory Staff		
request	encodes in the			<b>,</b>		
for	database					
Inventory	1.2 Reviews Request	None	1 working	Inventory Staff		
and	Form vis-a-vis		day			
Appraisal	approved RDS and					
Forms to	previously					
RAMS	submitted					
	Inventory of					
	Records					
	1.3Assists the End	None	1 working	Inventory Staff		
	User for the		day	<b>,</b>		
	transfer of records		,			
	once approved					
	1.4Checks documents	None	1 working	Inventory Staff		
	submitted vis-à-vis		day			
	request list		-			
	1.5 Updates the	None	1 working	Inventory Staff		
	Inventory of		day	/ Archivist		
	Records Holdings		-			
	of NAP and					
	Surrenders the					
	documents to the					
	Archivist					
	1.6 Finalizes Inventory	None	4 hours	Inventory Staff/		
	of Records for RD's			Section Head,		
	approval			Division Chief,		
				Head of Office		
	1.7 Forwards request	None	(1 month)	Outgoing Staff/		
	to Central Office-			CO-RAMD		
	RAMD for review					
	and approval					
	1.8 Receives final	None	30 minutes	Inventory Staff/		
	report and forward			Archivist		

	to the Archiving Staff	
	Feedback and compla	
How to send fe	edback	Accomplish feedback/
		Complaint form of the
How Foodbook		Section
	ks are processed	Feedback or complaint whenever available will be
		addressed and facilitated by
		the Head of RAMS
How complain	t is addressed	Any complaint written,
		through private message,
		text or complaint through
		quad-media will be
		immediately addressed by
		the Head of Accounting
		Section
Complaint/s th	rough 8888 Desk/ Hotline	Head of RAM will facilitate
		the response within the
		reglementary period and
		send response to 8888
		hotline and Internal Audit
		Unit
How complaint	s are processed	Concerned Division Chief
		may issue Show Cause Order for violations
		committed by permanent or
		contractual staff or Letter of
		Explanation for non-
		permanent staff
Contact inform	ation of DSWD FO-CAR	Any irregularity using the name
		of DSWD-CAR or involving any
		of its official may be submitted
		to the DSWD-CAR's office at No. 40 North Drive, Baguio City
		or through cellphone numbers:
		(6374) 661-0430/ (6302) 396
		6580/ +0917871 9893/ +63917-
		872 0256/ +63919 065 5356-
		68 or through email address:
		focar@dswd.gov.ph or through Facebook account: www.
		facebook.com/dswdfocar

# 131. Digitization of Records

Offic	Records and Achieves Management Section (RAMS)				
Classification:		Simple			
Type of Transaction:		G2G- Government to Government			
	o may avail:		Staff (Internal		
	OF REQUIREMENTS:		VHERE TO S	,	
	manent records for	Not Applicable			
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible	
<ol> <li>Submits request for Digitization of Records</li> </ol>	1.1 Receives request form from end user, reviews content and records in the database	None	15 minutes	Digitization Staff	
	1.2 Grooming	None	10 minutes	Digitization Staff	
	1.3Scanning	None	5 minutes	Digitization Staff	
	1.4 Image Quality Audit	None	10 minutes	Digitization Staff	
	1.5 Encoding	None	10 minutes	Digitization Staff	
	1.6Quality Assurance	None	10 minutes	Digitization Staff	
	1.7 Data Reformatting & Watermark	None	10 minutes	Digitization Staff	
	1.80CR Processing	None 10 minutes Digitiza		Digitization Staff	
	1.9 Uploading of Images to the Document Management System Viewer	None	10 minutes	Digitization Staff	
	1.10 Post Grooming and Rebinding	None	20 minutes	Archivist	
	1.11 Assigns document code and files in the Storage Cabinet	None	10 minutes	Archivist	

Feedback and complaints m	echanism
How to send feedback	Accomplish feedback/
	Complaint form of the
	Section
How Feedbacks are processed	Feedback or complaint
	whenever available will be
	addressed and facilitated by
	the Head of RAMS
How complaint is addressed	Any complaint written,
	through private message,
	text or complaint through
	quad-media will be
	immediately addressed by
	the Head of Accounting
	Section
Complaint/s through 8888 Desk/ Hotline	Head of RAMwill facilitate the
	response within the
	reglementary period and
	send response to 8888
	hotline and Internal Audit
	Unit
How complaints are processed	Concerned Division Chief
	may issue Show Cause
	Order for violations
	committed by permanent or
	contractual staff or Letter of
	Explanation for non- permanent staff
Contact information of DSWD FO-CAR	Any irregularity using the
Contact Information of DSWD 10-CAR	name of DSWD-CAR or
	involving any of its official
	may be submitted to the
	DSWD-CAR's office at No.
	40 North Drive, Baguio City
	or through cellphone
	numbers: (6374) 661-0430/
	(6302) 396 6580/ +0917871
	9893/ +63917-872 0256/
	+63919 065 5356- 68 or
	through email address:
	focar@dswd.gov.ph or
	through Facebook account:
	www.
	facebook.com/dswdfocar

132. Identification and assessment of Social Pensioners using the General Intake Sheet/Beneficiary Update Form/ Assessment for Barangay Officials

Office or D	)ivision:		Socia	al Pension Pro	oram	
Classification:		Social Pension Program Highly Technical				
Type of Transaction:		Gover	Government to Government			
Who may			Indig	ent Senior Cit	izens	
CHECKL				ERE TO SECI		
REQUIRE	MENTS:					
General Intal	ke Sheets/	-		ured from	the Project	
Beneficiary	Update	Develo	opment	Officer or L	GUs furnished	
Form/Barangay	Official	сору				
Assessment Form				Duccosium		
Client steps	Section's Act	lions	Fees to be paid	Processing time	Persons Responsible	
2. Request copy of BUF /GIS/BOAF for	1.1 Provide cop assist during filling	client	None	30 minutes or 1 hour	Project Development Officer	
assessment						
	1.2 Interview clients on the socio- economic status of the client		None	30 minutes or 1 hour	Project Development Officer	
	1.3 Reviews draft of assessment form and thereafter and let clients signs on the signatory		None	10 minutes	Project Development Officer	
	1.4Conduct secondary assessment from LGUs/neighbours and Barangay officials		None	1 day	Project Development Officer	
	1.5 Include lis potential pensioners masterlist	st of social in the	None	1 day	Project Development Officer	

Feedback and complaints	mechanism
How to send feedback	Accomplish Grievance form of
	the Program
How Feedbacks are processed	Feedback or complaint
	whenever available will be
	addressed and facilitated by
	the Head of Social Pension
	Program
How complaint is addressed	Any complaint written, through
	private message, text or
	complaint through quad-media
	will be immediately addressed
	by the Head of Social Pension
	Program
Complaint/s through 8888 Desk/ Hotline	Head of Social Pension
	Program will facilitate the
	response within the
	reglementary period and send
	response to 8888 hotline and
	Internal Audit Unit
How complaints are processed	Concerned Division Chief may
	issue Show Cause Order for
	violations committed by
	permanent or contractual staff
	or Letter of Explanation for
Contact information of DSWD FO-CAR	non-permanent staff
Contact Information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or
	involving any of its official may
	be submitted to the DSWD-
	CAR's office at No. 40 North
	Drive, Baguio City or through
	cellphone numbers: (6374)
	661-0430/ (6302) 396 6580/
	+0917871 9893/ +63917-872
	0256/ +63919 065 5356- 68 or
	through email address:
	focar@dswd.gov.ph or
	through Facebook account:
	www.
	facebook.com/dswdfocar

### 133. Validation of all Social Pensioners

Office	or Division:	Social Pension Program				
Classification:			Highly Technical			
Type of Transaction:		G		vernment to		
	may avail:			gent Senior C		
	F REQUIREMENTS:	1		IERE TO SE		
	n for potential social	То			the Project	
pensioners					copy of LGUs	
Client steps	Section's Actions		Fees	0		
			to be	time	Responsible	
2.Submit self for validation	pensioners if in do the PDO can ga	ocial ubt, ither from and s or	paid None	15-30 minutes	Technical Staff	
How to send fe	Feedback and con edback	nplair	A C	ccomplish	feedback/ orm of the	
How Feedbacks are processed		Feedback or complaint whenever available will be addressed and facilitated by the Head of Social Pension Program			lable will be facilitated by	
How complaint is addressed			A th te q ir th	ny compla nrough priva ext or comp uad-media nmediately a	te message, blaint through will be	
Complaint/s through 8888 Desk/ Hotlin		ne	H P re s h	lead of Sc Program will	within the period and se to 8888	

How complaints are processed	Concerned Division Chief
	may issue Show Cause
	Order for violations
	committed by permanent or
	contractual staff or Letter of
	Explanation for non-
	permanent staff
Contact information of DSWD FO-CAR	Any irregularity using the
	name of DSWD-CAR or
	involving any of its official
	may be submitted to the
	DSWD-CAR's office at No.
	40 North Drive, Baguio City
	or through cellphone
	numbers: (6374) 661-0430/
	(6302) 396 6580/ +0917871
	9893/ +63917-872 0256/
	+63919 065 5356- 68 or
	through email address:
	focar@dswd.gov.ph or
	through Facebook account:
	www.
	facebook.com/dswdfocar

### 134. Consolidation of the Social Pensioner's List

Тур	fice or Division: Classification: e of Transaction:	G20	Hi G- Gove		ical Government
CHECKLIS	Vho may avail: T OF REQUIREMENTS:	Та	WHE	ent Senior C RE TO SEC	CURE:
	potential social pensioners ed to the ICTMS through the	Dev avai		ent Officer electronic	the Project from the template of
Client steps	Section's Actions		Fee s to be paid	Processi ng time	Persons Responsi ble
Consolidati on of the Social Pensioner's List	social pensioners province/municipalities/	ential per barb excel	Non e	1 day	Technical Staff
	1.8Forward the e-copy to ICTMS and copy furnis theSocial Pension Prog	shed	Non e	5 minutes	Technical Staff
	1.9 Notify the ICTMS Socpen Staff on the e-o sent through email	and copy	Non e	5 minutes	Technical Staff
How to send f	Feedback and compla eedback	ints n	A C	ccomplish	feedback/ orm of the
How Feedbac	ks are processed		Fe w be fa	eedback or henever av e addressed icilitated by	ailabİe will
How complaint is addressed		A th m co	ny compla irough iessage, omplaint thi		

Complaint/s through 8888 Desk/ Hotline	immediately addressed by the Head of Social Pension Program Head of Social Pension Program will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non- permanent staff
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: <u>focar@dswd.gov.ph</u> or through Facebook account: www. facebook.com/dswdfocar

135. Cleansing /cross-matching of social pensioners

Office or Division: Classification: Type of Transaction: Who may avail: CHECKLIST OF REQUIREMENTS: Masterlist of potential social pensioners for crossmatching and eligibility test using the e-copy of BUF or excel type		Social Pension Program Highly Technical G2G- Government to Government Indigent Senior Citizens WHERE TO SECURE: To be secured by the Project Development Officer from the available electronic template of the program			
Client steps	Section's Actions		Fees to be paid	Processin g time	Persons Responsibl e
Follow-up on the application for social pension	1.10 Explain the proces of crossmatching ar eligibility tests	nd	Non e	5-10 minutes	Technical Staff or admin staff
program	1.11 Refer the client LGUs for any update of the result crossmatching/eligibil y test	es of	Non e	5 minutes	Technical Staff or admin staff
		n	Non e	5 minutes	Technical Staff
	Feedback and compla	aip	te mook	anism	
How to send feedback			A C S	ccomplish omplaint fo ection	feedback/ rm of the
How Feedbacks are processed			wi ac by	eedback or co henever avail dressed and / the Head of ension Progra	lable will be I facilitated Social

How complaint is addressed	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Head of Social Pension Program
Complaint/s through 8888 Desk/ Hotline	Head of Social Pension Program will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non- permanent staff
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: <u>focar@dswd.gov.ph</u> or through Facebook account: www. facebook.com/dswdfocar

136. Re-assessment of ineligible list of social pensioners

Office	e or Division:	Social Pension Program				
	ssification:	Highly Technical				
	f Transaction:	G2G- Government to Government				
	o may avail:				gent Senior C	
	OF REQUIREMENTS:				IERE TO SEC	
Beneficiary Upo	date Form	То	be		ecured by	•
			elop			from the
			ilable		electronic ter	mplate of the
		proć	gram			
Client steps	Section's Actions		Fee		Processing	Persons
			to b pai		time	Responsible
Complaints	1.13 Explain the re	eult	Nor		5-10	Technical
on the non-	of the crossmatcl				minutes	Staff or
inclusion of	and eligibility test					admin staff
names in the	5,					
masterlist						
	1.14 Re-assess c	lient	Nor	ne	5 -10	Technical
	and explain on	the			minutes	Staff or
	criteria of the prog	ram				admin staff
	1.15 Forward upda		Nor	ne	5 minutes	Technical
	to the Central office					Staff
	another eligibility te	est				
	Foodbook and oom	nlain	to m		honiom	
How to send fee	Feedback and corr	ipiali	115 111		ccomplish	feedback/
	CUDACK					rm of the
					ection	
How Feedback	s are processed	Feedback or complaint			omplaint	
	·			w	henever avail	able will be
						facilitated by
					e Head of So	cial Pension
					rogram	
How complaint	is addressed				ny compla	
					rough privat	•
					uad-media	laint through will be
				Ч	au-meula	e eu min

	immediately addressed by the Head of Social Pension Program
Complaint/s through 8888 Desk/ Hotline	Head of Social Pension Program will facilitate the
	response within the
	reglementary period and send response to 8888
	hotline and Internal Audit Unit
How complaints are processed	Concerned Division Chief
	may issue Show Cause Order for violations
	committed by permanent or
	contractual staff or Letter of
	Explanation for non- permanent staff
Contact information of DSWD FO-CAR	Any irregularity using the
	name of DSWD-CAR or
	involving any of its official
	may be submitted to the DSWD-CAR's office at No.
	40 North Drive, Baguio City
	or through cellphone
	numbers: (6374) 661-0430/
	(6302) 396 6580/ +0917871 9893/ +63917-872 0256/
	+63919 065 5356- 68 or
	through email address:
	focar@dswd.gov.ph or
	through Facebook account:
	www. facebook.com/dswdfocar

137. Updating on the Social Pension Information System

Office or Division: Classification: Type of Transaction: Who may avail: CHECKLIST OF REQUIREMENTS: Update the Social Pension Information System (SPIS)		Social Pension Program Highly Technical G2G- Government to Government Indigent Senior Citizens WHERE TO SECURE: To be secured form electronic template of the program			ical Government Citizens CURE:
Client steps	Section's Actions		Fees to be paid	0	Persons Responsible
Informed the program of the wrong spelling, transfer of residence	1.16 Correct spelling of names update new add through the upda the SPIS	ress	None	5 minutes	Technical Staff or admin staff
etc.	1.17 Review of the updated in the sys		None	5 minutes	Technical Staff or admin staff
How to send fee	Feedback and con edback	nplair	A C	Accomplish	feedback/ orm of the
How Feedback	s are processed		F v a t	Feedback or co vhenever avai	lable will be I facilitated by
How complaint	is addressed		ti te ci ii t	ext or comp quad-media mmediately a	te message, plaint through will be
Complaint/s three	ough 8888 Desk/ Hotlir	ie	F F r	lead of So Program will	within the

	send response to 8888 hotline and Internal Audit Unit
How complaints ae processed	Concerned Division Chief
	may issue Show Cause
	Order for violations
	committed by permanent or
	contractual staff or Letter of
	Explanation for non-
	permanent staff
Contact information of DSWD FO-CAR	Any irregularity using the
	name of DSWD-CAR or
	involving any of its official
	may be submitted to the
	DSWD-CAR's office at No.
	40 North Drive, Baguio City
	or through cellphone numbers: (6374) 661-0430/
	(6302) 396 6580/ +0917871
	9893/ +63917-872 0256/
	+63919 065 5356- 68 or
	through email address:
	focar@dswd.gov.ph or
	through Facebook account:
	www.
	facebook.com/dswdfocar

## 138. Payroll Preparation

Classification: Type of Transaction: Who may avail: CHECKLIST OF REQUIREMENTS: OBR,DV and masterlist; Printed T payroll C fr			EC- Go GU and WH be s relopme n the av ne progi	ent Officer of ailable electr ram	cal Government ior citizens CURE: the Project r admin staff onic template
Client steps	Section's Actions		Fees to be paid	Processing time	Persons Responsible
Follow-up semestral pay-out	1.18 Prepare the O DV and masterlist cleaned maste and waitlist; Payro be used during p out	t of erlist II to	None	2-3days	Technical Staff or admin staff
	1.19 Identify SDOs cash advance for program		None	1 day or two days	Technical Staff
		any rom tion	None	5 -10 minutes	Technical Staff or admin staff
	Forward to Accoun section the comp findings	•	None	2minutes	Admin staff
	1.21 Follow up C section on encashment	ash the	None	5 minutes	Technical Staff or admin staff

	1.22 Coordinate with LBP on the date of encashment	None	5 minutes	Technical Staff or admin staff
How to send fee	Feedback and complain edbak	A C	ccomplish	feedback/ rm of the
How Feedback	s are processed	w ao th	eedback or co henever avail ddressed and e Head of So rogram	able will be facilitated by
How complaint	is addressed	A th te qu im	ny compla rough priva ext or comp uad-media nmediately a	int written, te message, laint through will be iddressed by ocial Pension
Complaint/s thr	ough 8888 Desk/ Hotline	H P re re se	ead of So rogram will	within the period and se to 8888
How complaints	s are processed	C m O cc E	oncerned D ay issue S rder for ommitted by	Show Cause violations permanent or ff or Letter of for non-
Contact informa	ation DSWD FO-CAR	A na in D 40 or 01 (6 98	ny irregularit ame of DS volving any ay be subn SWD-CAR's SWD-CAR's O North Drive through umbers: (637 3302) 396 658 393/ +6391	ty using the WD-CAR or of its official nitted to the office at No. e, Baguio City

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through	email	address:
focar@ds	wd.gov.p	oh or
through	Facebool	c account:
www.		
facebook	.com/dsw	/dfocar

## 139. Social Pension Pay-out

Classification:Type of Transaction:Who may avail:CHECKLIST OF REQUIREMENTS:Approved schedule of pay-out and Communication letter for LGUsD free		Social Pension Program Highly Technical G2G- Government to Government LGU and indigent senior citizens WHERE TO SECURE: To be secured by the Project Development Officer or admin staff from FO or email			
Client steps	Section's Actions		Fees to be	Processing time	Persons Responsible
Follow up the schedule of pay-out and communication for LGUs	1.23 Prepare schedule of pay-o	out	paid None	2-3days	Technical Staff or admin staff
	1.24 Prepare communication letter		None	1 day or two days	Technical Staff
	send via email t approved schedu of pay-out a communication	ule nd	None	5 -10 minutes	Technical Staff or admin staff
	1.26 PDOs to forwa the communicati letter to respecti LGUs	on	None	2minutes	Admin staff
How to send feed	Feedback and comp back	olair	Ad Co	ccomplish	feedback/ rm of the

How Feedbacks are processed	Feedback or complaint
	whenever available will be
	addressed and facilitated by
	the Head of Social Pension
How complaint is addressed	Program
How complaint is addressed	Any complaint written,
	through private message, text or complaint through
	quad-media will be
	immediately addressed by
	the Head of Social Pension
	Program
Complaint/s through 8888 Desk/ Hotline	Head of Social Pension
	Program will facilitate the
	response within the
	reglementary period and
	send response to 8888
	hotline and Internal Audit
	Unit
How complaints are processed	Concerned Division Chief
	may issue Show Cause
	Order for violations
	committed by permanent or
	contractual staff or Letter of
	Explanation for non- permanent staff
Contact information of DSWD FO-CAR	Any irregularity using the
	name of DSWD-CAR or
	involving any of its official
	may be submitted to the
	DSWD-CAR's office at No.
	40 North Drive, Baguio City
	or through cellphone
	numbers: (6374) 661-0430/
	(6302) 396 6580/ +0917871
	9893/ +63917-872 0256/
	+63919 065 5356- 68 or
	through email address:
	focar@dswd.gov.ph or
	through Facebook account:
	www.
	facebook.com/dswdfocar

140. Monitoring of the Social Pension Implementation

		Social Pension Program Highly Technical G2G- Government to Government LGU and indigent senior citizens WHERE TO SECURE: To be secured by the Project Development Officer or admin staff from the available electronic template of the program			cal Government ior citizens CURE: the Project r admin staff
Client steps	Section's Actions		Fees to be paid	Processing time	Persons Responsible
Request updates on the paid and unpaid of the program	1.27 Coordinate paymasters on paid and unpaid of different municipali		None	1 day	Technical Staff or admin staff
during the pay-out	1.28 Prepare updated monitoring the ser beneficiaries	the g of ved	None	1 day	Technical Staff
	1.29 Submit the re to the requesting p		None	5 -10 minutes	Technical Staff or admin staff
	1.30 Copy furnish program through er or hard copy		None	2minutes	Admin staff
How to send fee	Feedback and com edback	plair	A	ccomplish	feedback/
How Feedbacks	s are processed		Se Fe w ac th	ection eedback or co henever avail ddressed and e Head of So	able will be facilitated by
How complaint	is addressed		A	rogram ny compla rough privat	

	text or complaint through quad-media will be immediately addressed by the Head of Social Pension Program
Complaint/s through 8888 Desk/ Hotline	Head of Social Pension Program will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non- permanent staff
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: <u>focar@dswd.gov.ph</u> or through Facebook account: www. facebook.com/dswdfocar

## 141. Preparation of Project Proposal on ARRU Institutional Development Activities:

Office or D	vivision:	Adoption Re	source and Ref	erral Unit
Classific			Complex	
Type of Trai			ernment to Gov	
Who may			ers/Process ow	
CHECKLI		WHE	RE TO SECUR	lE:
REQUIREN				
Project Propos			owner to submi	
Client steps	Section's Actions	Fees to be paid	Processing time	Persons
13. Submit signed project proposal	1.87 Receives and logs in the Data Tracking System or logbook	None	1 day	Responsible ARRU Staff
	1.88 Review and countersign	None	1 day	ARRU Head/CBS Head/OIC- DC of PSD
	1.3 Logs and records project proposal in the DTS and transmits to Budget and OIC-RD for approval.	None	1 day	ARRU Staff
	1.4 Prepare RFQs and transmit to BAC for approval	None	1 day	ARRU Staff
	1.5 Float RFQs to Service Providers	None	1 day	ARRU Staff
	1.6 Open RFQs and prepare abstract of quotations	None	1 day	BAC/ARRU Staff

	1.7 Conduct post- qualification evaluation	None		1 day	TWG/ARRU Staff
	1.8 Facilitate the purchase or letter order for approval	None		1 day	BAC/ARRU Staff
	1.9 Conduct the activity	None		1 day or 2 to 3 days	ARRU Staff
	1.10 Process the payment	None	• •	3 days	ARRU Staff
	Feedback and	compla			
How to send fe			form	of the Unit	ick/ Complaint
How Feedback	s are processed		avail	lback or compla able will be add tated by the He	Iressed and
How complaint	t is addressed		Any priva throu imme	complaint wi	ritten, through xt or complaint dia will be
Complaint/s thr	ough 8888 Desk/ H	otline	respo perio	d of ARRU wi onse within the od and send res ne and Internal	e reglementary sponse to 8888
How complaints	s are processed		issue viola or c	tions committed ontractual staf	se Order for by permanent
Contact informa	ation of DSWD FO-	CAR	DSW officia DSW No. 4 throu Face	/D-CAR or invo al may be sul /D-CAR Field C 40 North Drive,	address: or through ount: www.

142. Processing of Foster Care Subsidy:

Office or Div	vision <sup>.</sup>	Adoption	Resource and	Referral Unit
Classifica		////	Complex	
Type of Trans		G2G- G	Bovernment to G	overnment
Who may a			Foster Childre	
CHECKLIS		W	HERE TO SEC	
REQUIREM				<b>U</b>
Disbursement Vo		seload Inv	entory and Docu	uments of Clients
with complete atta			,	
Client steps	Section's	Fees	Processing	Persons
	Actions	to be	time	Responsible
		paid		
3. Submit list of	1.31 Prepare	None	2 days	ARRU Staff
approved	the			
Foster	following:			
Placement	DV/OS;			
Authority of	Cash			
Children and	Assistance			
Foster Family	Payroll;			
Care License	Certificate of	F		
of Foster	Eligibility			
Parents				
	1.32 Review	None	1 day	ARRU Head
	and			
	countersign			
	as signatory			
	1.33 Conduct	None	1 day	OIC-DC of
	final review	/		Protective/OIC-
	and			ARDO/Budget/
	approval			Accounting
	1.34 Process	None	1 day	Cash Section
	payments of	f		
	subsidy			
	through			
	ATM deposi			
	in Landbank			
	1.5 Inform	None	1 day	ARRU Staff
	clients to claim			
	their subsidy			

	1.6 Monitoring of clients	Non	е	ANA/Monthly/ Quarterly	ARRU Staff
	Feedback and c	ompla	aints		
How to send feed		-	Ac		oack/ Complaint
How Feedbacks a	are processed		ava	edback or comp ailable will be ac iilitated by the A	dressed and
How complaint is	addressed		priv thre imi		
Complaint/s throu	gh 8888 Desk/ Ho	tline	res pei		he reglementary esponse to 8888
How complaints a	re processed		Co iss vio or	ncerned Divisi ue Show Ca lations committe contractual sta planation for	
Contact information	on of DSWD FO-C	CAR	DS offi DS No em <u>foc</u> Fa	WD-CAR or invicial may be s WD-CAR Field rth Drive, Bagui nail car@dswd.gov.p	count: www.

## 143. Preparation of Case Study Report:

Office or D		Adoption R	esource and Ref	erral Unit
		000 000	Complex	
Type of Tran		G2G- G0V	ernment to Government to Clients	emment
Who may CHECKLI		\\/LI	ERE TO SECUR	Ξ.
REQUIREN		VVIII	ERE TO SECOR	L.
Home and C		load Invento	ory and Documer	nts of Clients
Report with	complete			
supporting doc				
Client steps		Fees to	Processing	Persons
		be paid	time	Responsible
2. Submit signed case study report with complete supporting documents	1.4 Receive and log report in the Data Tracking System or logbook	None	1 day	ARRU Staff
	1.5 Review and countersign with complete attachments.	None	1 day	ARRU Head
	1.6 Final review for approval	None	1 day	OIC-DC of Protective Services/OIC- RD
	1.4 Present the case in the Regional Matching Conference	None	1 day	ARRU Staff with the Regional Child Welfare Specialist Group
	1.5 Facilitate placement of children	None	1 day	ARRU Staff
	1.6 Monitoring of	None	ANA/Monthly/	ARRU Staff
	clients		Quarterly	
	Feedback and			
How to send fe		form	omplish feedba n of the Unit	
How Feedback	s are processed	avai	dback or compla ilable will be add litated by the AR	ressed and

How complaint is addressed	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the ARRU Head
Complaint/s through 8888 Desk/ Hotline	ARRU Head will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR Field Office at No. 40 North Drive, Baguio City or through email address: focar@dswd.gov.ph or through Facebook account: www. facebook.com/dswdfocar

144. Processing of Travel Clearance of Minor Traveling Abroad:

Office or Div			Minor T	raveling Abroa	d Unit
Classifica				Simple	
Type of Trans			G2G-Gov	ernment to Gov	vernment
Who may a				Clients	
CHECKLIS			WHE	RE TO SECU	RE:
REQUIREM		_			
		Docu	ments of Cl	lients	
complete attachm					
Client steps	Section's Act	lions		0	Persons
	1.10 D		be paid	time	Responsible
2. Submit application form with complete attachments	filled-up applicatio	oerly n with	300 per travel	1 day	MTA Staff
	1.13 Prepa assessme report		None	1 day	MTA Staff
	1.14 Review and cou sign signatory	unter as	None	1 day	Head of MTA
	1.15 Final review an signs the report wit approved travel clearance	h	None	1 day	OIC-ARDO
	1.16 Logs records ir DTS or logbook a release tr	n the and	None	1 day	MTA Staff

clearance to the client	
Feedback and complai	int mechanism
How to send feedback	Accomplish feedback/ Complaint form of the Unit
How Feedbacks are processed	Feedback or complaint whenever available will be addressed and facilitated by the MTA Head
How complaint is addressed	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the MTA Head
Complaint/s through 8888 Desk/ Hotline	MTA Head will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non- permanent staff
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR Field Office at No. 40 North Drive, Baguio City or through email address: <u>focar@dswd.gov.ph</u> or through Facebook account: www. facebook.com/dswdfocar

145. Preparation of vouchers for Obligation (Financial Assistance)

Office or Divis	sion:		Crisi	s Intervention	Section
Classificatio		<u> </u>	013	Simple	
Type of Transa			G2G- Go	overnment to G	Bovernment
Who may av				Jsers/ Process	
CHECKLIST				HERE TO SEC	
REQUIREME					
Obligation Request		To b	e submi	tted by the en	d user/ process
and Disbursement		owne	er		·
(DV) with complete a	attachments				
Client steps	Section'		Fees to	0	Persons
	Actions		be paid		Responsible
2. Prepare OBS and DV for signature with complete attachments	<ul> <li>1.2 Signatur the designat box at DV</li> <li>1.3 Receive OBS and and logs the Tracking System logbook</li> </ul>	ted the s d DV s in Data	None	1 day	Section Head Technical Staff Division Chief
<ol> <li>Submit Obligation Request, DV and complete attachments to Budget Section</li> </ol>	1.4 Signatur designat box at OBS 2.1 Record DTS logbook forward Budget Sec	ted the ls to and and to			Technical Staff
	Feedback an	d con			
How to send feedba	СК			ccomplish	feedback/
How Feedbacks are	processed		Fe w ao H	omplaint form of eedback or cor henever availa ddressed and f ead of Crisis Ir ection	nplaint ble will be acilitated by the

How complaint is addressed	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Head of Crisis Intervention Section
Complaint/s through 8888 Desk/ Hotline	Head of Crisis Intervention Section will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non- permanent staff
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917- 872 0256/ +63919 065 5356- 68 or through email address: focar@dswd.gov.ph or through Facebook account: www. facebook.com/dswdfocar

146. Preparation of Project Proposals for cash advance of financial assistance:

	e or Division:	Cri	isis Interventio	
	assification: of Transaction:	G2G- (	Simple Government t	e o Government
	o may avail:		ecial Disbursi	
	OF REQUIREMENTS		VHERE TO S	
	uest for Cash Advan		•	the end user/
Form	Castion's Astisna	process of		Dereche
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
1. Receives Approved Request for Cash Advance Form	1.13 Logs and records request	None		Technical staff
2. Prepares the Project Proposal	2.1 Drafts Project Proposal (PP)	None	5 hours	Technical staff
roposar	2.2 Proof reads and signs PP	None	5 hours	Section Head
	2.3 Logs the PP and forward to PSD	None	30 mins	Technical/ Administrative staff
	Feedback and o	complaints me		
How to send fe	edback		Accomplish	feedback/ orm of the Crisis
			Intervention	
How Feedback	s are processed		Feedback or	
			addressed a the Crisis In Section	
How complain	t is addressed		through pri text or co quad-media	mplaint through will be addressed by
Complaint/s th	rough 8888 Desk/ Hot	tline		within the

How complaints are processedConcerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non- permanent staffContact information of DSWD FO-CARAny irregularity using the name of DSWD-CAR or
Orderforviolationscommitted by permanent orcommitted by permanent orcontractual staff or Letter ofExplanationExplanationfornon-permanent staffAnyAnyirregularityusing thenameofDSWD-CARor
committed by permanent or contractual staff or Letter of Explanation for non- permanent staffContact information of DSWD FO-CARAny irregularity using the name of DSWD-CAR or
contractual staff or Letter of ExplanationContact information of DSWD FO-CARContact information of DSWD FO-CARAny irregularity using the name of DSWD-CAR or
Explanationfornon- permanent staffContact information of DSWD FO-CARAny irregularity using the name of DSWD-CAR or
Contact information of DSWD FO-CARpermanent staffAny irregularity using the name of DSWD-CAR or
Contact information of DSWD FO-CAR Any irregularity using the name of DSWD-CAR or
name of DSWD-CAR or
involving any of its official
involving any of its official may be submitted to the
DSWD-CAR's office at No.
40 North Drive, Baguio City
or through cellphone
numbers: (6374) 661-0430/
(6302) 396 6580/ +0917871
9893/ +63917-872 0256/
+63919 065 5356- 68 or
through email address:
focar@dswd.gov.ph or
through Facebook account:
www.
facebook.com/dswdfocar

147. Processing of feedback on the referral from partners and stakeholders :

Office or Di	vision <sup>.</sup>		Cris	sis Intervention	n	
Classification:		Simple				
	Type of Transaction:		G2G- Government to Government			
Who may			Staff	(internal publi	c)	
CHECKLIS				RE TO SECU		
REQUIREM						
Referral letter an	d supporting	Not applic	able (G	eneric reques	t may be used	
documents		by the requ	•		5	
Client steps	Section's	Actions	Fees	Processing	Persons	
			to be	time	Responsible	
			paid			
3. Receives the	1.22 Receiv	res the	None	1 day	Technical	
referral letter	referral let	ter and log			Staff	
4. Prepares the	1.23 Verify	the name	None	1 day	Technical	
feedback and	of the refe	rred to the		-	Staff	
referral for	Crisis Ir	ntervention				
approval of	Monitoring	g System				
Regional	or to any	available				
Director	monitoring	]				
	1.24 Furthe	er review				
		documents				
	attached a	and inform				
	the clien	t of the				
	needed					
	document	•				
	requireme	nts				
5. Submit	3.1 Proof r		None	5 hours	Section Head	
feedback and						
referral to the	feedback an	d referral				
Regional	letter					
Director for						
approval						
			None	5hours	Administrative	
	3.2 Routes t	he referral			Staff	
	letter to the	Regional				
	Director	Records				
	Section					

Feedback and complaint mechanism	Feedback or complaint whenever available will be addressed and facilitated by the Head of CI Section
How to send feedback	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Head of Crisis Intervention Section
How Feedbacks are processed	Head of Crisis Intervention Section will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit
How complaint is addressed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff
Complaint/s through 8888 Desk/ Hotline	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661- 0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: <u>focar@dswd.gov.ph</u> or through Facebook account: www. facebook.com/dswdfocar

## 148. Provision of Financial Assistance

The provision of financial assistance thru the AICS is in a form of integrated services to individuals in crisis or difficult situation through the Field Office's Crisis Intervention Unit/Section (CIU/CIS). The beneficiaries of the program may also seek assistance directly from the CIU/CIS or satellite office through referral. Direct financial and material assistance may be provided as well as other psychosocial intervention if needed. Other assistance may be the following: transportation, medical, burial, education, food, and cash assistance for other support services.

Offic	e or Division:	Cris	is Interventio	n Section
	assification:	Simple		
Type of Transaction:		G2G- Government to Government		
	o may avail:	End-	Users/ Proce	ss owners
CHECKLIST	OF REQUIREMENTS:	W	HERE TO SE	CURE:
Client steps	Section's Actions	Fees	Processing	Persons
		to be	time	Responsible
		paid		
1. Walk-in/ referred clients inquiry and to submit required documents for financial assistance	1.1 Verifies the client's or beneficiary's name in CrIMS/ on line google sheet/ offline master list to check eligibility of assistance by determining if the client or beneficiary received financial assistance for the past three (3) months.	None	2 minutes	Administrative Staff/ Social Worker
	1.2 Checks the Correctness, Consistency, and Completeness of documentary requirements	None	2 minutes	Administrative Staff/ Social Worker
2. Get queuing	1.3 If client has incomplete requirements, give list of required documents and advice client to comeback upon completion of requirements.	None	5 Minutes	Administrative Staff/ Social Worker
number	2. If client has complete requirements, give queuing number and instruct the client to wait for his/her number to be called.	None	1 minute	Administrative Staff/ Social Worker

	2.1 Assessment of client			
3. Answers queries	<b>3.1 Call the client</b> through the queuing system		30 minutes	Social Worker
	<b>3.2 Interview</b> and fill up the data at the Crisis Intervention Monitoring System (CrIMS)			
4. Signs GIS and COE	4.1 Conduct Counselling and Assessment based on the presented problem	None	3 minutes	Social Worker
	4.2 Generate the General Intake Sheet (GIS) from CRIMS	None	2 minutes	Social Worker
	<b>4.3 Prepare and fill up three copies of Certificate of Eligibility (COE)</b> and request the client to affix his/her signature in the conforme portion of the COE and GIS			
5. Signs Acknowlegment Receipt (AR)	<b>5.1 For outright cash</b> amounting to 10,000 and below	None	10 minutes	CIS Head
	5.2 Review of GIS and approval of COE and signs AR and release of assistance			

5.3 <b>If Guarantee letter</b> (GL) will be given to the client	None	1 day	Social Worker
5.4 Prepare Guarantee letter, Social Case Study Report (SCSR), Obligation Request and Status (ORS) form and Disbursement Voucher (DV) form	None	10 minutes	CIS Head
5.5 Reviews and signs/countersigns in the social case study report/supplemental information, Guarantee letter			
5.6 Approval of Guarantee Letter and SCSR/ Supplemental information and signs COE amounting up to 20,000		1 day	CIS Head
5.7 Forward documents to the PSD chief for signature and approval of guarantee letter, SCSR, Supplemental Report amounting to 20,001 to 50,000		2 days	PSD Chief
5.8 Forwards documents to the Asst. Regional Director for approval of guarantee letter, COE, SCSR/SI for 50,001 to 75,000.00		2 days	ARD for Operations
5.9 Forward documents for approval to the ORD for 75,001 to 150,000.00		7 days	Regional Director

6. Pick up guarantee letter and signs the receiving copy	<ul> <li>5.10 Receive Approved Guarantee Letter from PSD/ ARDO/ RD office</li> <li>6.1 Inform the Client through text message to claim the approved GL at CIS regional Office</li> </ul>	to moot	5 minutes	SWAide
How to cond for	Feedback and complair			an his given
How to send fee	eadack	q re a fe th d c	ueing numbe elease of his/l nd will eedback/ com ne Section. lesignated onsolidated fo	an his given r to kiosk after ner assistance accomplish nplaint form of The PDPS is to generate eedbacks and the CIS Head.
How Feedbacks	s are processed	w a tł	eedback or c /henever avai ddressed and ne Head of Cr ntervention Se	lable will be I facilitated by isis
How complaint	is addressed	A th te q ir th	ny compla nrough priva ext or comp uad-media	aint written, ite message, blaint through will be addressed by of Crisis
Complaint throu	igh 8888 Desk/ Hotline	S re re s h	Section will	within the period and se to 8888
How complaints	s are processed	n C	Concerned D nay issue S Order for ommitted by	

	contractual staff or Letter of
	Explanation for non-
	permanent staff
Contact information of DSWD FO-CAR	Any irregularity using the
	name of DSWD-CAR or
	involving any of its official
	may be submitted to the
	DSWD-CAR's office at No.
	40 North Drive, Baguio City
	or through cellphone
	numbers: (6374) 661-0430/
	(6302) 396 6580/ +0917871
	9893/ +63917-872 0256/
	+63919 065 5356- 68 or
	through email address:
	focar@dswd.gov.ph or
	through Facebook account:
	www.
	facebook.com/dswdfocar

149. Submission of Report to GPPB and other agencies such as APCPI, APP and PMR:

	e or Division:	Pro	ocurement Se		
Classification: Type of Transaction:		<u> </u>	Highly Technical G2G- Government to Government		
	or Transaction: o may avail:	G2G- (	GPPB		
	OF REQUIREMENTS	. V	VHERE TO S		
	or Memorandum	Not appli		LOOKL.	
Client steps	Section's Actions	Fees to be		Persons	
	· · ·	paid	time	Responsible	
1. Submits	1.1 Receives and	None	15	Section Clerk	
request for copy of	logs memorandum		minutes		
APCPI or	memorandum				
APP or	1.2 Reviews	NOne	15 minutes	PS Head	
PMR	memorandum				
	and route to				
	concerned staff				
	1.3Prepares and	None			
	Consolidate				
	needed report				
	- APP		5 days	Technical Staff	
	- PMR		3 days		
	- APCPI -		3 days		
	- Updating of PhilGEPS		1 day		
	postings or submission of Justification/ Explanation - Certificate of Compliance for Undertaking of Early Procurement		3 days		
	1.4 Reviews Report	None	1 day	PS Staff	

1.5 Forwards and Logs Report to the DC, BAC Chairperson and Budget Section	None	15 minutes	Section Clerk
1.6 Receives Report from the DC, BAC Chairperson and Budget Section	None	15 minutes	Section Clerk
1.7 Routes and Logs Report to the RD for approval	None	15 minutes	Section Clerk
1.8 Receives and Logs the Report	None	15 minutes	RD's Clerk
1.9 Signs and Approves the Report	None	1 day	RD
1.10 Forwards and logs the Approved Report	None	15 minutes	RD's Staff
1.11 Receives, logs and Route Approved Report	None	15 minutes	Section Clerk
1.12 Scans Approved Report and Send through email to the Agency Concerned	None	1 hour	Technical Staff

	1.13 Forwards Original Copy of the Report to Records Section for Sending to the Agency Concerned	None	15 minutes	Section Clerk
2. Receives and Acknowledge s Report	2.1 Prints Acknowledgement Receipt of Reports from the Concerned Agency	None	15 minutes	PS Head
	2.2 Files Approved Report and Acknowledgem ent receipt on its respective folders	None	15 minutes	Section Clerk
	Feedback and o	complaints me	echanism	
How to send fe	edback		Accomplish Complaint Section	feedback/ form of the
How Feedbacks are processed			addressed a	r complaint /ailable will be nd facilitated by Procurement
How complain	t is addressed		text or con quad-media immediately	vate message, mplaint through
Complaint/s th	rough 8888 Desk/ Ho	tline		

	hotline and Internal Audit Unit
How complaints are processed	Concerned Division Chief
	may issue Show Cause
	Order for violations
	committed by permanent or
	contractual staff or Letter of
	Explanation for non-
	permanent staff
Contact information of DSWD FO-CAR	Any irregularity using the
	name of DSWD-CAR or
	involving any of its official
	may be submitted to the DSWD-CAR's office at No.
	40 North Drive, Baguio City
	or through cellphone
	numbers: (6374) 661-0430/
	(6302) 396 6580/ +0917871
	9893/ +63917-872 0256/
	+63919 065 5356- 68 or
	through email address:
	focar@dswd.gov.ph or
	through Facebook account:
	www.
	facebook.com/dswdfocar

## 150. Conduct of public bidding

Office of	or Division:	Procure	ment Secti	on (PS)
Classification:		Highly Technical		
Type of Transaction:		G2G- Government to Government		
	nay avail:	Ir	nternal staf	f
CHECKLIST OF	REQUIREMENTS:	WHEF	RE TO SEC	URE:
PPMP and WFP		Not applicable		
Client steps	Section's Actions	Fees to be paid	Process ing time	Persons Responsible
1. Prints Acknowledeg	1.1 None	15 minutes	PS Head	Section Clerk
ement Receipt of Reports from the Concerned Agency 2. Files Approved	1.2None	15 minutes	Section Clerk	Technical Staff - Procuremen t Planning and Managemen t Unit(PPMU)
Report and Acknowledge ment receipt on its	1.3 Forwards PP/PR/APP to BSU	None	10 minutes	Technical Staff -PPMU
respective folders	1.4 Prepares Philippine Bidding Documents and supporting documents	None	1 day	Technical Staff BAC Secretariat Unit(BSU)
	1.5 Reviews Philippine Bidding Documents and supporting documents	None	1 hour	PS Head
	1.6 Establishes BAC quorum for the Pre Procurement Conference	None	1 hour	Technical Staff BAC Secretariat Unit(BSU)

<ul> <li>1.7 Presents <ul> <li>Philippine</li> <li>Bidding</li> <li>Documents and</li> <li>supporting</li> <li>documents</li> </ul> </li> <li>1.8 Reviews</li> </ul>	None	1 hour 4 hours	PS Head BAC
Philippine Bidding Documents and supporting documents			
1.9 Approves Philippine Bidding Documents and supporting documents	None	5 hours	BAC Chairperson
1.10 Posts Philippine Bidding Documents and supporting documents at PhilGEPS, DSWD website and conspicuous place	None	1 hour	Technical Staff BAC Secretariat Unit(BSU)
1.11 Awaits posting of advertisement at the PhilGEPS before conduct of Prebid Conference	None	7 days	PhiLGEPS website
1.12 Preparation of Letter to Observers	None	1 hour	Technical Staff BAC Secretariat Unit(BSU)
1.13 Review Letter to Observers	None	1 hour	PS Head
1.14 Routes Letter to Observer for Approval and Records in the DTS	None	15 minutes	Section Clerk
1.15ReceivesLetter to Observerfor approval of the	None	15 minutes	BAC Chairperson Clerk

<ul><li>BAC Chairperson and records in the DTS</li><li>1.16 Approves</li></ul>	None	5 hours	BAC
Letter to Observer			Chairperson
1.17RoutesandlogsApprovedLetter to Observers	None	15 minutes	BAC Chairperson Clerk
1.18 Receives and logs the Approved Letter to Observers	None	15 minutes	Section Clerk
1.19 Scans the Approved Letter to Observer	None	30 minutes	Section Clerk
1.20 Sends Scanned Copy of the approved Letter to Observers in the respective email address of the Observer	None	30 minutes	Section Clerk
1.21 Forwards the Approved copy of the Letter to Observer to BSU	None	5 minutes	Section Clerk
1.22 Files Approved copy of the Letter to Observer in the Folder of the Public Bidding Document	None	5 minutes	Technical Staff - BSU
1.23 Prepares BAC Resolution for the creation of Technical Working Group –TWG	None	2 hour	Technical Staff - BSU
1.24 Reviews BAC resolution on the creation of TWG	None	1 hour	PS Head

1.25 Routes and logs BAC resolution on the creation of TWG to the concerned BAC Members	None	15 minutes	Section Clerk
1.26 Signs BAC Resolution on the creation of TWG	None	1 day	BAC
1.27 Files BAC Resolution on the creation of TWG in the Public Bidding Documents	None	5 minutes	Technical Staff-BSU
1.28 Prepares Minutes of the Pre Procurement Conference	None	4 hours	Technical Staff -BSU
1.29 Review Minutes of the Pre Procurement Conference	none	1 hour	PS Head
1.30 Routes and Logs Minutes of the Pre the Pre Procurement Conference	none	15 minutes	Section Clerk
1.31ReceivesMinutes of the PreProcurementConferenceforApprovalofBAC Chairperson	None	15 minutes	BAC Chairperson Clerk
1.32 Approves Minutes of the Pre Procurement Conference	None	5 hours	BAC Chairperson

1.33 Routes and Logs Approved Minutes of the Pre Procurement Conference	None	15 minutes	BAC Chairperson Clerk
1.34Receives,Logs and RoutesApproved MinutesoftheProcurementConference	None	15 minutes	Section Clerk
1.35 Files the Approved Minutes of Pre Procurement Conference in the Folder of the Public Bidding Document	None	5 minutes	Technical Staff - BSU
1.36 Establishment of BAC quorum for the Conduct of Pre Bid Conference	None	1 hour	Technical Staff BAC Secretariat Unit(BSU)
1.37 Presents of Public Bidding Document	None	1 hour	PS Head
1.38 Reviews the Public Bidding Documents	None	4 hours	BAC, TWG , Observers and Prospective Bidder
1.39 Summarize Issues and Recommendati on agreed upon for bid issuance of bid bulletin	None	15minut es	Technical Staff- BSU
1.40 Prepares Supplemental/ Bid Bulletin	none	4 hours	Technical Staff- BSU
1.41ReviewsSupplemental/BidBulletin	none	1 hour	PS Head

1.42 Routes and Logs Supplemental/ Bid Bulletin to the BAC Chairperson	none	15 minutes	Section Clerk
1.43 Receives Supplemental/ Bid Bulletin for Approval of the BAC Chairperson	None	15 minutes	BAC Chairperson Clerk
1.44 Approves Bid Supplement Bulletin	None	5 hours	BAC Chairperson
1.45 Routes and Logs Approved Bid Supplement Bulletin	None	15 minutes	BAC Chairperson Clerk
1.46Receives,Logs and RoutesApprovedBidSupplementBulletin	None	15 minutes	Section Clerk
1.47 Post Bid Supplement Bulletin in the PhilGEPS	none	1 hour	Technical Staff -BSU
Note: Posting should be seven calendar days before deadline for the submission of bids)			
1.48 Prepares Minutes of the Pre Bid Conference	None	4 hours	Technical Staff –BSU
1.49 Reviews Minutes of the Meeting Pre Bid Conference	none	1 hour	PS Head

1.50 Routes and Logs Minutes of the Pre Bid Conference to the BAC Chairperson	none	15 minutes	Section Clerk
1.51 Receives Minutes of the Pre Bid Conference for Approval of the BAC Chairperson	None	15 minutes	BAC Chairperson Clerk
1.52ApprovesMinutes of the PreBid Conference	None	5 hours	BAC Chairperson
1.53 Routes and Logs Approved Minutes of the Pre Bid Conference	None	15 minutes	BAC Chairperson Clerk
1.54 Receives, Logs and Routes Approved Minutes of the Pre Bid Conference	None	15 minutes	Section Clerk
1.55 Scans the Approved Minutes of the Pre Bid Conference and Bid Supplement Bulletin	None	30 minutes	Technical Staff – BSU

	1.56 Sends Scanned Copy of the Approved Minutes of the Pre Bid Conference (within 5 days after the conduct of pre bid conference) and Supplemental/ Bid Bulletin ( at least 7 calendar days before submission and receipt of bids) to ICTMS for Posting in the DSWD Website	None	30 minutes	Technical Staff – BSU
	1.57 Post in the DSWD Website the Approved Minutes of the Pre Bid Conference and at PhilGEPS website the Supplemental/ Bid Bulletin	None	1 hour	ICTMS Staff Technical Staff-BSU
	1.58Files the Approved Minutes of the Pre Bid Conference and BidSupplement Bulletin in the Folder of the Public Bidding Document		5 minutes	Technical Staff - BSU
	1.59 Awaits Submission of Bid	None	12 days	
3. Buys bid documen ts	2.1 Receives payment of bid documents	500,000 and below = P 500.00 More than 500,000 up to 1 Million 1,000.00	15 minutes	Cash Staff

4. Submissi on of Bids by the	3.1 Receives the Bid Document and Official Receipt from the	More than 1 Million up to 5 Million $=$ P5,000.00 More than 5 Million up to 10 Million =P10,000.00 More than 10 Million up to 50 Million =P25,000.00 More than 50 Million up to 500 Million =P50,000.00 More than 500 Million =P75,000.00 None	15 minutes	Section Clerk
Prospecti ve Bidder	Supplier 3.2 Scans the	None	15	Technical
	Official Receipt	none	minutes	Staff-BSU
	3.3 Establishment of quorum	None	1 hour	Technical Staff-BSU
	3.4 Conducts Bid Opening, Evaluates the eligibility of the bids submitted – technical and financial component	None	1 hour	BAC, TWG, Observer and Supplier
	3.5 Declares the lowest bid as read	None	15 minutes	BAC

3.6 Prepares Abstract of Bid As Read	None	1 hour	Technical Staff-BSU
3.7 Reviews Abstract of Bid As Read	None	1 hour	PS Head
3.8 Routes and logs Abstract of Bid As Read to the concerned BAC Members	None	1 day	Section Clerk
3.9 Prepares Acknowledgem ent Letter to all Bidders who participated in the Bidding Process	None	2 hour	Technical Staff-BSU
3.10 Reviews Acknowledgem ent Letter to all Bidders who participated in the Bidding Process	None	1 hour	PS Head
3.11 Routes and Logs Acknowledgem ent Letter to all Bidders who participated in the Bidding Process to the BAC Chairperson	none	15 minutes	Section Clerk
3.12 Receives Acknowledgem ent Letter to all Bidders who participated in the Bidding Process for Approval of the BAC Chairperson	None	15 minutes	BAC Chairperson Clerk

	3.13 Approves Acknowledgem ent Letter to all Bidders who participated in the Bidding Process	None	5 hours	BAC Chairperson
	3.14 Routes and Logs Approved Acknowledgem ent Letter to all Bidders who participated in the Bidding Process	None	15 minutes	BAC Chairperson Clerk
	3.15 Receives, Logs and Routes Approved Acknowledgem ent Letter to all Bidders who participated in the Bidding Process	None	15 minutes	Section Clerk
	3.16 Sends Acknowledgem ent Letter to all Bidders who participated in the Bidding Process	None	1 hours	Technical Staff - BSU
5. Receives Acknowle dgement Letter to all Bidders who participat ed in the Bidding Process	4.1 Files the Approved Acknowledgem ent Letter to all Bidders who participated in the Bidding Process in the Folder of the Public Bidding Documents	None	15 minutes	Technical Staff - BSU

4.2 Conducts of Bid Evaluation and	None	7 days	BAC TWG
 Submits report			
4.3 Review of the Bid Evaluation Report and Abstract of Bid as Calculated	None	1 hour	PS Head
4.4 Establishment of BAC quorum	None	1 hour	Technical Staff - BSU
4.5 Presentation of Bid Evaluation Report and Abstract of Bid as Calculated	None	1 hour	BAC TWG
4.6 Evaluation of the Report and Signing of the Abstract of Bid as Calculated	None	1 hour	BAC
4.7 Preparation BAC Resolution as the Lowest Calculated Bid	None	2 hour	
4.8 Reviews BAC Resolution as the Lowest Calculated Bid	None	1 hour	
4.9 Routes and logs BAC resolution as the Lowest Calculated Bid to the concerned BAC Members	None	15 minutes	Section Clerk
4.10 Signs BAC resolution as the Lowest Calculated Bid	None	1 day	BAC
4.11 Files BAC resolution as the Lowest Calculated Bid in the Public	None	5 minutes	Technical Staff- BSU

Bidding Documents			
4.12 Prepares Letter of Notification to the Bidder as the Lowest Calculated Bid; Submission of the Post Qualification Documentary Requirements and Conduct of Post Qualification	None	2 hour	Technical Staff- BSU
4.13 Reviews Letter of Notification to the Bidder as the Lowest Calculated Bid; Submission of the Post Qualification Documentary Requirements and Conduct of Post Qualification	None	1 hour	PS Head
4.14 Routes and Letter of Notification to the Bidder as the Lowest Calculated Bid; Submission of the Post Qualification Documentary Requirements and Conduct of Post Qualification to the BAC Chairperson	none	15 minutes	Section Clerk

4.15 Receives Letter of Notification to the Bidder as the Lowest Calculated Bid; Submission of the Post Qualification Documentary Requirements and Conduct of Post Qualification for Approval of the BAC Chairperson	None	15 minutes	BAC Chairperson Clerk
4.16 Approves Letter of Notification to the Bidder as the Lowest Calculated Bid; Submission of the Post Qualification Documentary Requirements and Conduct of Post Qualification	None	5 hours	BAC Chairperson
4.17 Routes and Logs Letter of Notification to the Bidder as the Lowest Calculated Bid; Submission of the Post Qualification Documentary Requirements and Conduct of Post Qualification	None	15 minutes	BAC Chairperson Clerk

	4.18 Receives, Logs and Routes Letter of Notification to the Bidder as	None	15 minutes	Section Clerk
	the Lowest Calculated Bid; Submission of the Post Qualification			
	Documentary Requirements and Conduct of Post Qualification			
	4.19 Sends Letter of Notification to the Bidder as the Lowest Calculated Bid; Submission of	None	1 hour	Technical Staff - BSU
	the Post Qualification Documentary Requirements and Conduct of			
	Post Qualification			
5. Receives Letter of Notification to the Bidder as the Lowest Calculated Bid; Submission of the Post Qualification Documentary Requirement s and Conduct of Post Qualification	5.1 Files the Letter of Notification to the Bidder as the Lowest Calculated Bid; Submission of the Post Qualification Documentary Requirements and Conduct of Post Qualification in the Folder of the Public Bidding Documents	None	15 minutes	Technical Staff - BSU

5.2 Conducts and Prepares of Post Qualification	None	12 days	BAC TWG
5.3 Review of Post Qualification Report	None	1 hour	PS Head
5.4 Establishment of BAC quorum	None	1 hour	Technical Staff - BSU
5.5 Presentation of Post Qualification Report	None	1 hour	BAC TWG
5.6 Evaluation of the Report	None	1 hour	BAC
5.7 Preparation BAC Resolution Declaring the Lowest /Single Calculated responsive Bid and Recommendati on of the Award	None	2 hour	Technical Staff - BSU
5.8 Reviews BAC Resolution Declaring the Lowest Calculated responsive Bid and Recommendati on of the Award	None	1 hour	
5.9 Routes and logs BAC Resolution Declaring the Lowest Calculated responsive Bid and Recommendati on of the Award to the	None	15 minutes	Section Clerk

concerned BAC Members			
5.10 Signs BAC Resolution Declaring the Lowest Calculated responsive Bid and Recommendati on of the Award	None	1 day	BAC
5.11 Route BAC Resolution Declaring the Lowest Calculated responsive Bid and Recommendati on of the Award for approval of the HOPE	None	15 minutes	Section Clerk
5.12 Receives and logs BAC Resolution Declaring the Lowest Calculated responsive Bid and Recommendati on of the Award for approval of the HOPE	none	15 minutes	ORD Staff
5.13 Approves BAC Resolution Declaring the Lowest Calculated responsive Bid and Recommendati on of the Award	none	1 day	HOPE

Re De Lo Ca res an Re	Routes proved BAC esolution claring the west alculated sponsive Bid d commendati of the Award	None	15 minutes	ORD Staff
log BA De Lo Ca re: an Re	Receives and as Approved C Resolution eclaring the west alculated sponsive Bid d ecommendati of the Award	None	15 minutes	Section Clerk
Lo Ca in Bi	solution as the west Ilculated Bid	None	5 minutes	Technical Staff- BSU
	Prepares otice of Post ualification		1 hour	Technical Staff- BSU
	Reviews otice of Post alification	None	1 hour	PS Head
the	st alification to	None	15 minutes	Section Clerk
5.20 No Qu Ap BA	Receives otice of Post alification for oproval of the	None	15 minutes	BAC Chairperson Clerk

	5.21 Approves Notice of Post Qualification	None	5 hours	BAC Chairperson
	5.22 Routes and Logs Approved Notice of Post Qualification	None	15 minutes	BAC Chairperson Clerk
	5.23 Receives, Logs and Routes Approved Notice of Post Qualification	None	15 minutes	Section Clerk
	5.24 Sends Notice of Post Qualification to the winning bidder	None	1 day	Technical Staff- BSU
6. Receives Notice of Post Qualification	6.1 Filling of the approved Notice of Post Qualification	None	15 minutes	Technical Staff -BSU
	6.2 Prepares Certificate of Availability of Funds (CAF), Obligation Request (ORS)	None	1 hour	Technical Staff - BSU
	6.3 Routes and logs CAF, ORS for Signing of Box A of the Concerned Division Chief	None	15 minutes	Section Clerk
	<ul> <li>6.4 Receives and logs Certificate of Availability of Funds, Obligation Request for signing of Box A</li> </ul>	None	15 minutes	Division Clerk
	6.5 Signs Box A of the ORS	None	5 hours	Division Chief

6.6 Submits ORS and CAF to Budget Section	none	15 minutes	Division Clerk
6.7 Route and logs Signed CAF and ORS	none	15 minutes	FMD Clerk
6.8 Receives and logs signed CAF and ORS	none	15 minutes	Section Clerk
6.9 Prepares Notice of Award	none	1 hour	Technical Staff - BSU
6.10 Reviews Notice of Award	None	1 hour	PS Head
6.11 Routes and logs Notice of Award	None	15 minutes	Section Clerk
6.12 Receives and logs Notice of Award for initial of the BAC Chairperson	None	15 minutes	BAC Chairperson Clerk
6.13 Initials in the Notice of Award	none	5 hours	BAC Chairperson
6.14 Routes and logs Initialed Notice of Award for approval of the RD	none	15 minutes	BAC Chairperson Clerk
6.15 Receives and logs Initialed Notice of Award for approval of the RD	none	15 minutes	ORD Staff
6.16 Signs Notice of Award	none	1 day	RD
6.17 Routes and logs signed Notice of Award	None	15 minutes	ORD Staff
6.18 Receives and logs signed Notice of Award	None	15 minutes	Section Clerk

	6.19 Sends Notice of Award to the winning bidder	None	1 day	Technical Staff- BSU
7. Receives Notice of Award	7.1Receives, logs and routes the Confirmed Notice of Award from the winning bidder	none	15 minutes	Section Clerk
	7.2 Scans Notice of Award and resolution of Award	None	15 minutes	Technical Staff – BSU
	7.3 Posts Notice of Award and resolution of Award at PhilGEPS website within 3 days upon receipt from the winning bidder and sends to ICTMS for posting in the DSWD Website		1 hour	Technical- BSU and ICTMS
	7.4 Files the Notice of Award confirmed by the winning bidder	None	5 minutes	Technical Staff- BSU
8. Submission of Performance Bond		Goods and Consulting Services – Five percent (5%) Infrastructure Projects – Ten percent (10%) if in the form of	10 days	Winning Bidder

	<ul> <li>a) Cash or cashier's /manage r's check issued by a Universa I or Commer cial Bank</li> <li>b) Bank draft/gua rantee or irrevocab le letter of credit issued by a Universa I or Commer cial Bank</li> </ul>		
	c.) Surety bond callable upon demand issued by a surety or insurance company duly certified by the Insurance Commission as authorized to issue such security		
8.1 Receives, Logs and routes Performance Security	None	15 minutes	Section Clerk

8.2 Files Performance Security	None	5 minutes	Technical Staff-BSU
8.3 Preparation of Contract of Agreement	None	4 hours	Technical Staff-BSU
8.4 Review Contract of Agreement	None	1 hour	PS Head
8.5 Forwards and logs Contract of Agreement to the End User for Signing	None	15 minutes	Section Clerk
8.6 Receives and logs Contract of Agreement	None	15 minutes	End User Clerk
8.7 Signs in the Contract of Agreement	None	1 hour	End User
8.8 Submits Contract of Agreement at the Accounting Section for Signature	None	15 minutes	End User Clerk
	None	15 minutes	Accounting Clerk
8.10 Receives Signed Contract of Agreement from the Accountant and routes to RD for signing	None	15 minutes	Section Clerk

	8.11 Receives and logs Contract of Agreement for signature of RD	None	15 minutes	Section Clerk
	8.12 Signs Contract of Agreement	None	1 day	RD
	8.13 Routes and logs signed Contract of Agreement	None	15 minutes	ORD Staff
	8.14 Receives and logs signed Contract of Agreement form RD	None	15 minutes	Section Clerk
	8.15 Sends Contract of Agreement to the Winning Bidder	none	1 day	Technical Staff - BSU
9. Signs Contract and Notarize			1 day	Winning Bidder
	9.1 Receives signed and Notarize Contract	None	15 minutes	Section Clerk
	9.2 Prepares Notice to Proceed	None	1 hour	Technical Staff - BSU
	9.3 Reviews Notice to Proceed	None	1 hour	PS Head
	9.4 Routes and logs Notice to Proceed	None	15 minutes	Section Clerk

	<ul> <li>9.5 Receives and logs Notice to Proceed for singing of the BAC Chairperson</li> <li>9.6 Initials in the</li> </ul>	None	15 minutes 5 hours	BAC Chairperson Clerk BAC
	Notice to Proceed			Chairperson
	9.7 Routes and logs Initialed Notice to Proceed for approval of the RD	none	15 minutes	BAC Chairperson Clerk
	9.8 Receives and logs Initialed Notice to Proceed for approval of the RD	none	15 minutes	ORD Staff
	9.9 Signs Notice to Proceed	none	1 day	RD
	9.10 Routes and logs signed Notice to Proceed	None	15 minutes	ORD Staff
	9.11 Receives and logs signed Notice to Proceed	None	15 minutes	Section Clerk
	9.12 Sends Notice to Proceed to Winning Bidder	None	1 hour	Technical Staff- BSU
10. Receives Notice to Proceed	10.1 Receives, logs and route confirmed Notice to Proceed	None	15 minutes	Section Clerk
	10.2 Scans Notice to Proceed	None	15 minutes	Technical Staff-BSU

	10.3 Posts Notice to Proceed and Contract of Agreement in the PhilGEPS Website 10.4 Files Notice to	None	30 minutes	Technical Staff-BSU Technical
	Proceed and Contract of Agreement in the folder of the Public Bidding Documents		minutes	Staff - BSU
	10.5 Reproduction of bidding documents and its supporting documents and Proper Tabbing in 3 sets (Original coy, Copy 1 and File Copy)	None	1 day	Technical Staff - BSU
	10.6 Forwards two sets of Bidding Documents to Accounting	none	15 minutes	Technical Staff - BSU
How to send feed	back			sh feedback/ t form of the
How Feedbacks a	are processed		Feedback whenever be addres	by the Head
How complaint is	addressed		Any com through message, complaint quad-med immediate by the	through

Complaint/s through 8888 Desk/ Hotline	Head of PS will
	facilitate the response
	within the reglementary
	period and send
	response to 8888
	hotline and Internal
	Audit Unit
How complaints are processed	Concerned Division
	Chief may issue Show
	Cause Order for
	violations committed by
	permanent or
	contractual staff or
	Letter of Explanation
	for non-permanent staff
Contact information of DSWD FO-CAR	Any irregularity using
	the name of DSWD-
	CAR or involving any of
	its official may be
	submitted to the
	DSWD-CAR's office at
	No. 40 North Drive,
	Baguio City or through
	cellphone numbers:
	(6374) 661-0430/
	(6302) 396 6580/
	+0917871 9893/
	+63917-872 0256/
	+63919 065 5356- 68
	or through email
	address:
	focar@dswd.gov.ph or
	through Facebook
	account: www.
	facebook.com/dswdfoc
	ar

151. Conduct of alternative mode of procurement

Office or Division: Classification: Type of Transaction: Who may avail: CHECKLIST OF REQUIREMENTS:		G2G- (	Procurement Section (PS) Highly Technical G2G- Government to Government Internal staff WHERE TO SECURE:	
PPMP and WF		Not appli		
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
1. Submit PPMP and WFP	1.1 Receives and logs PPMP and WFP	None	15 minutes	
to PS	1.2 Reviews PPMP submitted	None	4 hours	Technical staff
	1.3Updates APP based on the PPMP submitted	None	2 hour	Technical Staff
	1.4 Reviews APP	None	1 hour	PS Head
	1.5 Forwards APP to Budget Section	None	15 minutes	Section Clerk
	1.6 Forwards APP to RD's Office for approval	None	15 minutes	Section Clerk
	1.7 Receives and Files Approves APP	None	15 minutes	Section Clerk
2. Submits PR/PP and other supporting documents	2.1 Numbers and PR/PP	None	15 minutes	Section Clerk

like design, distribution list, menu, training	2.2 Reviews PR/PP and its supporting documents and routes to PPMU	None	1 hour	PS Head
program and requireme nts, CBA etc. for Numbering	2.3 Forwards PP/PR to Budget Section for Earmarking of Fund Availability	None	15 minutes	Section Clerk
3. Forwards PP/PR to RD for Approval				Budget Section
4. Submits Approved PP/PR and other supporting documents like design, distribution list, menu, training program and requireme nts, CBA etc. for Preparatio n of RFQ	4.1 Receives, Logs PP/PP and its supporting document and update PMR	None	15 minutes	Section Clerk
	4.2 Prepares Request for Quotation (RFQ) per category/ classification	None	2 hours	Technical Staff
	4.4 Reviews RFQ	None	1 hour	PS Staff

	4.5 Routes RFQ to Technical Expert and End user for review and initial and update PMR	None	15 minutes	Section Clerk
	4.6 Reviews technical Specification of the RFQ and initials	None	1 day	Technical Expert/ End USer
	4.7 Forwards RFQ BAC Chairperson	None	5 hours	BAC Chairperson
	4.8ReceivesApprovedRFQfromBACChairpersonandupdate PMR	None	15 minutes	Section Clerk
	4.9 Stamps Deadline of the RFQ and Letter of Invitation	None	20 minutes	Technical Staff
	4.10 Scans and Posts in PhilGEPS if RFQ is 50,000 and above	None	1 hour	Technical Staff
	4.11 Routes RFQ ans LOI to End User for canvassing and update PMR	None	1 hour	Technical Staff
5. Receives RFQ and LOI for floating of Canvassers to Suppliers ( maximum of 3 days)	5.1 Receives and reviews completeness of RFQ, LOI and Eligibility Requirements from the End User , updates PMR and route to BAC Sec Unit	None	30 minutes	Section Clerk

	5.2 Reviews and Prepares Abstract of Canvass	None	2 hours	Technical Staff - BSU
	5.3 Enters the Abstract of Canvass in the BAC Agenda	None	1 hour	Technical Staff - BSU
	5.4 Prints Abstract of Canvass and BAC Agenda	None	30 minutes	Technical Staff - BSU
	5.5 Reviews Abstract of Canvass vis-à- vis BAC Agenda	None	1 hour 30 minutes	PSU Head
	5.6 Establishment of quorum	None	1 hour	Technical Staff-BSU
	5.7 Presentation of the BAC Agenda	None	2 hours	BAC Secretariat
	5.8 Evaluates the bids submitted – technical and financial component	None	1 hour	BAC, End User and Technical Expert
	5.9 Instructs conduct of post qualification on some RFQs	None	15 minutes	BAC
	5.10 Prepares transmittal for the conduct of Post Qualification of TWG and update PMR	None	1 hour	Technical Staff
6. Conduct of Post Qualificati on			3 days	TWG

7. Submits Post Qualificati on	7.1 Receives Post Qualification Report and update PMR	None	15 minutes	Section Clerk
	7.2 Presentation of Post Qualification Report to BAC	None	1 hour	BAC Secretariat
	7.3 Evaluates Post Qualification Report	None	1 hour	BAC, End User and Technical Expert
	7.4 Declares the lowest calculated responsive bid	None	15 minutes	BAC
	7.5 Preparation of BAC Resolution	None	2 hours	Technical Staff
	7.6 Reviews BAC resolution	None	1 hour	PS Head
	7.7 Routes BAC Resolution to BAC Members and Update PMR	None	15 minutes	Section Clerk
	7.8 Signs BAC Resolution	None	1 day	BAC members
	7.9 Routes BAC Resolution to the HOPE for approval and update PMR	None	1 hour	Section Clerk
	7.10 Signs BAC Resolution	None	1 day	HOPE
	7.11 Routes approved BAC Resolution	None	15 minutes	RD's Staff

	7.12 Receives approved BAC Resolution and update PMR and Routes	None	15 minutes	Section Clerk
	7.13 Prepares Purchase Order	None	1 hour	Technical Staff – Contract Management unit (CMU)
	7.14 Reviews Purchase Order	None	1 hour	PS Head
	7.15 Forwards PO to End User for Signing of BOX A and update PMR	None	15 minutes	Section Clerk
<ul> <li>8. Signs</li> <li>Box A and</li> <li>forwards</li> <li>Box B of</li> <li>Budget</li> <li>Section for</li> <li>Processin</li> <li>g of</li> <li>Purchase</li> <li>Order</li> <li>9. Budget</li> </ul>				
Section Forwards PO to Accountin g Section				
10. Accountin g Section forwards PO to the RD for Approval				
	10.1 Receives Approved Purchase Order and Update PMR	None	15 minutes	Section Clerk

	10.2 Transmit Purchase Order to End User for Confirmation of Supplier	None	15 minutes	Section Clerk
11. Receives Purchase order for Confirmati on of Supplier			1 day	
12. Forwards to COA copy of the Confirmed Purchase Order			5 days upon receipt of PO of the Supplier	
How to send fe	Feedback and o eedback	complaints me	echanism Accomplish	feedback/
How Feedback	sare processed		addressed a the Head of	form of the r complaint vailable will be and facilitated by Procurement
How complain	t is addressed		through pri text or co quad-media	
Complaint/s th	rough 8888 Desk/ Ho	tline	the Head Section	onse to 8888
How complaint	s are processed		Unit Concerned may issue	Division Chief

	committed by permanent or contractual staff or Letter of Explanation for non- permanent staff
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: <u>focar@dswd.gov.ph</u> or through Facebook account: www. facebook.com/dswdfocar

152. Processing of Regional Communication Plan

Office or Division: Classification: Type of Transaction: Who may avail: CHECKLIST OF REQUIREMENTS:		G2G- (	Social Marketing Unit(SMU) Complex G2G- Government to Government SMS WHERE TO SECURE: Not Applicable	
Request form Client steps	Section's Actions	Fees to be	Processing	Persons
1. Provides memorand um for the submissio n of	1.1 Receives request with notation from the RD	paid None	time 1 hour	Responsible Administrative staff/ Information Officer
Regional Commu- nication Plan (RCP)	1.2Logs and records request	None	1 hour	Administrative staff/ Information Officer
2. Submits request with order	2.1 Submits action/ document to RD	None	8 days	Information Officer
from RD	2.2 Routes to the Office of the RD	None	1 day	Administrative staff/ Information Officer
3. Submits signed RCP	3.1 Receives RCP and routes to RAMS	None	1 day	Administrative staff/ Information Officer
How to send fe	Feedback and o	complaints me	echanism Accomplish	feedback/
How Feedbacks are processed			Complaint Section Feedback or whenever av addressed a the Informati	form of the complaint vailable will be nd facilitated by ion Officer
How complain	t is addressed		through pri	plaint written, vate message, mplaint through

Complaint/s through 8888 Desk/ Hotline	quad-mediawillbeimmediatelyaddressedbythe Information OfficerHead of SMU will facilitatetheresponsewithintheresponsewithinreglementaryperiodandsendresponseto8888hotlineandInternalAudit
How complaints are processed	Unit Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non- permanent staff
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: focar@dswd.gov.ph or through Facebook account: www. facebook.com/dswdfocar

153. Processing of Request for media releases and other materials

Cla Type Wh CHECKLIST Request form Client steps 1. Submits request/ memo for media	e or Division: assification: of Transaction: o may avail: OF REQUIREMENTS Section's Actions 1.1 Receives request with notation from the RD/	G2G-	SMS WHERE TO S icable	ex o Government
releases and other materials	receives e-mail 1.2Logs and records request	None	1 hour	Administrative staff/ Information Officer
2. Submits request with order from RD/	2.1 Draft/ prepare materials needed	None	3 days	Technical staff/ Information Officer
e-mail	2.3 Routes to the Office of the RD	None	1 day	Administrative staff/ Information Officer
3. Submits approved materials	3.1Receives approved materials and routes to RAMS/ sends to clients	None	1 day	Administrative staff/ Information Officer
	Feedback and o	complaints m	echanism	
How to send feedback How Feedbacks are processed				ailable will be nd facilitated by

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How complaint is addressed	Any complaint written, through private message,
	text or complaint through
	quad-media will be
	immediately addressed by
	the Information Officer
Complaint/s through 8888 Desk/ Hotline	Head of SMU will facilitate
	the response within the
	reglementary period and
	send response to 8888
	hotline and Internal Audit
	Unit
How complaints are processed	Concerned Division Chief
	may issue Show Cause
	Order for violations
	committed by permanent or
	contractual staff or Letter of
	Explanation for non-
	permanent staff
Contact information of DSWD FO-CAR	Any irregularity using the
	name of DSWD-CAR or
	involving any of its official
	may be submitted to the
	DSWD-CAR's office at No.
	40 North Drive, Baguio City
	or through cellphone
	numbers: (6374) 661-0430/
	(6302) 396 6580/ +0917871
	9893/ +63917-872 0256/
	+63919 065 5356- 68 or
	through email address:
	focar@dswd.gov.ph or
	through Facebook account:
	www.
	facebook.com/dswdfocar

## 154. Technical assistance on IEC materials

Offic Cla		Social Marketing Unit(SMU) Simple			
Туре	of Transaction:	G2G- (	G2G- Government to Government		
Wh	o may avail:		Staff (Internal	Public)	
CHECKLIST	OF REQUIREMENTS	S: V	VHERE TO S	ECURE:	
Request form		Not Appl			
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible	
1. Submits request for design/ proposed	1.1 Receives document	None	1 hour	Administrative staff/ Information Officer	
design of IEC material	1.2Reviews the design	None	1 hour	Administrative staff/ Information Officer	
	1.3 If approved, signs and route to the RD for approval	None	1 hour	Technical staff	
	1.4 If not, Information Officer provides inputs in document or layouts design based on DSWD branding guidelines and specifications. Routes to end- user and Management for approval	None	4 days	Administrative staff	
	1.5 Provides approved	None	1 hour	Administrative staff/	

	design to end- user			Inform Office		
How to send fe	Feedback and co eedback	mplaints me	echanism Accomplish Complaint		feedb of	ack/ the
How Feedback	ks are processed		Section Feedback or whenever av addressed a the Informati	/ailable nd faci	will b litatec	-
How complain	t is addressed		Any com through pri text or con quad-media immediately the Informati	plaint vate r mplaint w addre	writ messa thrc ill essed	bugh be
Complaint/s th	rough 8888 Desk/ Hotlir	ne	Head of SN	/IU will ise wi y per onse	facili ithin iod to 8	itate the and 8888 Nudit
How complaint	s are processed		Concerned may issue Order for committed b contractual s Explanation permanent s	Show or by pern staff or for	/ Ca violat naner Lette	nt or
Contact inform	ation of DSWD FO-CA	R	Any irregula name of involving ar may be su DSWD-CAR 40 North Dr	arity u DSWD ubmitted is offic ive, Ba gh (374) 6 6580/ 4 917-87 5 5356 mail Lgov.ph cebook	-CAR ts off d to iguio cellph 661-04 60917 2 02 6- 68 addr <u>1</u> accc	or ficial the No. City oone 430/ 7871 256/ 3 or ess: or ount:

155. Technical assistance on advocacy support (e.g. facilitation of interview, good practice documentation, facilitation of activity)

Office or Division: Classification:		Soc	Social Marketing Unit(SMU) Simple		
Туре	G2G- (	G2G- Government to Government			
Wh	o may avail:		Staff (Internal	Public)	
CHECKLIST	OF REQUIREMENTS	S: V	VHERE TO S	ECURE:	
Request form		Not Appl			
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible	
1. Submit s reques t for	1.1 Receives request	None	1 hour	Administrative staff/ Information Officer	
Techni cal Assist ance	1.2Logs and records request	None	1 hour	Administrative staff/ Information Officer	
	1.3 Reviews the request and provide inputs and provide action	None	1 hour	Technical staff	
	1.4 If necessary, prepares document/ material and route to the RD for approval	None	1 hour	Administrative staff/ Information Officer	
	1.5 Provides approved document/ material/ action to end-user	None	1 hour	Administrative staff/ Information Officer	
How to send fe	Feedback and deedback	complaints m	echanism Accomplish Complaint Section	feedback/ form of the	

How Foodbooks are proceeded	Foodbook or complaint
How Feedbacks are processed	Feedback or complaint
	whenever available will be
	addressed and facilitated by
	the Information Officer
How complaint is addressed	Any complaint written,
	through private message,
	text or complaint through
	quad-media will be
	immediately addressed by
	the Information Officer
Complaint/s through 8888 Desk/ Hotline	Head of SMU will facilitate
	the response within the
	reglementary period and
	send response to 8888
	hotline and Internal Audit
	Unit
How complaints are processed	Concerned Division Chief
	may issue Show Cause
	Order for violations
	committed by permanent or
	contractual staff or Letter of
	Explanation for non-
	permanent staff
Contact information of DSWD FO-CAR	Any irregularity using the
	name of DSWD-CAR or
	involving any of its official
	may be submitted to the
	DSWD-CAR's office at No.
	40 North Drive, Baguio City
	or through cellphone
	numbers: (6374) 661-0430/
	(6302) 396 6580/ +0917871
	9893/ +63917-872 0256/
	+63919 065 5356- 68 or
	through email address:
	focar@dswd.gov.ph or
	through Facebook account:
	www.
	facebook.com/dswdfocar

## 156. Preparation of APP-CSE

	Office or Division:		Property and Asset Management Section (PAMS)			
	Classification:		Highly Technical			
	Type of Transaction:				vernment to C	
	Who may ava				or Internal Au	
	CHECKLIST				IERE TO SEC	
	REQUIREMEN					
Data	and information		To be	e secure	ed by the tech	nical staff from
DTS,	, active records	, logbooks				ve written and
and	other electronic	and written	elect	ronic rep	orts by the P	AMS
repo	rts			-	-	
	Client steps	Section'		Fees	Processing	Persons
		Actions	6	to be	time	Responsible
				paid		
2.	Request copy	1.5 Secures		None	7 days	Technical
	of Liquidation	requirem				Staff
	report	to be use				
	through	referenc	e			
	issuance of					
	memorandum	1.6 Prepare		None	7 days	Technical
		draft of r	eport			Staff
		1.7 Reviews		None	3 days	Technical
		draft of repo				Staff
		and				
		thereafte	-			
		counter	-			
		on	the			
		signator		Nona		Hood of
		1.8 Conduct		None	1 day	Head of
		review	and			Accounting Section
		signs	the			Section
		report				

1.9Conduct final review and signs the report	None	e 1 day	Regional Director
1.6 Logs and records DV in the DTS and transmits to	None	e 1 day	Administrative Staff
the client			
Feedback and comp	laints I	mechanism	
How to send feedback		Accomplish Complaint form	
How Feedbacks are processed		Feedback or co whenever avail addressed and the Head of Ac Section	able will be facilitated by
How complaint is addressed		Any complaint private mess complaint throu will be immedia	written, through age, text or igh quad-media ately addressed of Accounting
Complaint/s through 8888 Desk/ Hotline		Head of Acco will facilitate within the regle	unting Section the response mentary period conse to 8888 ernal Audit Unit
How complaints are processed		Concerned Div issue Show Ca violations co permanent or c	ision Chief may ause Order for ommitted by contractual staff Explanation for
Contact information of DSWD FO-CAR		Any irregularity of DSWD-CAF any of its of submitted to the office at No. 4 Baguio City cellphone nur 661-0430/ (63 +0917871 989 0256/ +63919 (	using the name R or involving ficial may be e DSWD-CAR's O North Drive,

focar@dswd.gov.ph	or
through Facebook	account:
www.	
facebook.com/dswo	focar

157. Acceptance of supplies and equipment

Office or Div	ision:	Pro	operty and	Asset Manage	ment Section	
-		(PAMS)				
Classification:		Simple				
Type of Trans				ernment to Go		
Who may a				ff (internal pub	,	
CHECKLIS			WHE	ERE TO SECU	RE:	
REQUIREM		- ·				
Signed and accon				•	om the Property	
with inventory of s	upplies and	and A	Asset Mana	gement Sectio	n	
or equipment	Section	'o	Ecos to	Drococina	Doroono	
Client steps	Section Actions		Fees to be paid	Processing time	Persons Responsible	
2. Request	1.11 Rece		None	1 day	Administrative	
Report on	request	and	None	Tuay	Staff	
Supplies and	ensures				Otan	
Materials	signator					
Issued	are	.00				
through	complete	ed.				
issuance of		hecks				
memorandum	specifica	ation				
	of su	oplies				
	and					
	equipme	ent				
	1.12 Inspe		None	5 hours	Administrative	
	supplies				Staff	
	equipme	ent				
	1.13 Rece		None	5 hours	Administrative	
	supplies				Staff	
	equipme					
	and sig	ns on				
	the					
	Inspection					
	and					
	Acceptance Report					
	1.14 Logs and		None	1 day	Administrative	
	records				Staff	
	report's					
	informat	ion in				
	the DTS	-				
			omplaint m	echanism		

How to send feedback	Accomplish feedback/ Complaint
	form of the Section
How Feedbacks are processed	Feedback or complaint whenever
	available will be addressed and
	facilitated by the Head of
	Accounting Section
How complaint is addressed	Any complaint written, through
	private message, text or
	complaint through quad-media
	will be immediately addressed by
	the Head of Accounting Section
Complaint/s through 8888 Desk/ Hotline	Head of Accounting Section will
	facilitate the response within the
	reglementary period and send
	response to 8888 hotline and
	Internal Audit Unit
How complaints are processed	Concerned Division Chief may
	issue Show Cause Order for
	violations committed by
	permanent or contractual staff or
	Letter of Explanation for non-
	permanent staff
Contact information of DSWD FO-CAR	Any irregularity using the name of
	DSWD-CAR or involving any of its
	official may be submitted to the
	DSWD-CAR's office at No. 40
	North Drive, Baguio City or
	through cellphone numbers:
	(6374) 661-0430/ (6302) 396
	6580/ +0917871 9893/ +63917-
	872 0256/ +63919 065 5356- 68
	or through email address:
	focar@dswd.gov.ph or through
	Facebook account: www.
	facebook.com/dswdfocar

## 158. Reconciliation of PPEs

Office or Division:		Property and Asset Management Section (PAMS)			
Classificatio Type of Transa		Highly Technical G2G- Government to Government			
Who may av	ail:		External of	or Internal Aud	litors / FMS
CHECKLIST REQUIREME			WH	ERE TO SEC	URE:
Data and information	n from the				nical staff from
DTS, active records and other electronic				and/ or acti orts by the PA	ve written and
reports			·	-	
Client steps	Section' Actions		Fees to be paid	Processing time	Persons Responsible
2. Request copy of Reconciliation Report through issuance of memorandum	requirements		None	7 days	Technical Staff
	1.7 Prepares draft of r		None	7 days	Technical Staff
	1.8 Reviews draft of report and thereafter counter signs on the signatory		None	3 days	Technical Staff
	1.9Conduct final review and signs the report		None	1 day	Head of Accounting Section
	and sign report	eview is the	None	1 day	Regional Director
	1.6 Logs and records DV in the DTS and		None	1 day	Administrative Staff

	transmits to the client	
2	eedback and compl	aints mechanism
How to send feedbac		Accomplish feedback/
		Complaint form of the Section
How Feedbacks are p	processed	Feedback or complaint
		whenever available will be
		addressed and facilitated by
		the Head of PAM Section
How complaint is add	dressed	Any complaint written, through
		private message, text or
		complaint through quad-media
		will be immediately addressed
		by the Head of Accounting
		Section
Complaint/s through 8	3888 Desk/ Hotline	Head of Accounting Section will
		facilitate the response within
		the reglementary period and
		send response to 8888 hotline and Internal Audit Unit
How complaints are p	rocessed	Concerned Division Chief may
	10003504	issue Show Cause Order for
		violations committed by
		permanent or contractual staff
		or Letter of Explanation for non-
		permanent staff
Contact information of	of DSWD FO-CAR	Any irregularity using the name
		of DSWD-CAR or involving any
		of its official may be submitted
		to the DSWD-CAR's office at
		No. 40 North Drive, Baguio City
		or through cellphone numbers:
		(6374) 661-0430/ (6302) 396
		6580/ +0917871 9893/ +63917-872 0256/ +63919 065
		5356- 68 or through email
		address: focar@dswd.gov.ph
		or through Facebook account:
		www.facebook.com/dswdfocar

159. Disposal of properties or properties-negotiated, properties- destruction, properties-bidding, properties-barter.

Office or Divis	Office or Division: Prop		Property and Asset Management Section (PAMS)			
Classificatio	Classification:		Highly Technical			
Type of Transa	ction:	0		vernment to G		
Who may av	ail:	E	xternal c	or Internal Auc	litors / FMS	
CHECKLIST REQUIREMEI			WH	ERE TO SEC	URE:	
Inventory of properties information from the records, logbooks electronic and written	es, data and DTS, active and other	the a	available		nical staff from ve written and MS	
Client steps	Section's Actions		Fees to be paid	Processing time	Persons Responsible	
2. Request copy of Disposal Report through issuance of memorandum	1.6 Secures all requirements to be used as reference and convenes concerned committee		None	7 days	Technical Staff	
	1.7 Prepares draft of report		None	7 days	Technical Staff	
	1.8 Reviews draft of report and thereafter counter signs on the signatory		None	3 days	Technical Staff	

	1.9Conduct final review and signs the report	None	9	1 day	Head of Accounting Section
	1.10 Conduct final review and signs the report	None	9	1 day	Regional Director
	1.6 Logs and records DV in the DTS and transmits to the client	None	0	1 day	Administrative Staff
	eedback and comp	olaints			feedbeek/
How to send feedbac	κ			complish	feedback/ of the Section
How Feedbacks are	processed		Fe wh ad the	eedback or con nenever availa Idressed and f e Head of Acc ection	mplaint able will be facilitated by
How complaint is ad	dressed		Ar pri co wi	ny complaint v ivate messa mplaint throu	written, through age, text or gh quad-media ttely addressed PAM Section
Complaint/s through	8888 Desk/ Hotline		He fac the se	ead of Accoun cilitate the re e reglementa	ting Section will esponse within ry period and to 8888 hotline
How complaints are p	processed		Co iss vio pe or	oncerned Division sue Show Ca plations co ermanent or c	sion Chief may ause Order for ommitted by contractual staff anation for non-

Contact information of DSWD FO-CAR	Any irregularity using the name
	of DSWD-CAR or involving any
	of its official may be submitted
	to the DSWD-CAR's office at
	No. 40 North Drive, Baguio City
	or through cellphone numbers:
	(6374) 661-0430/ (6302) 396
	6580/ +0917871 9893/
	+63917-872 0256/ +63919 065
	5356- 68 or through email
	address: <u>focar@dswd.gov.ph</u>
	or through Facebook account:
	www.facebook.com/dswdfocar

160. Processing of Property and Transfer Report and Turn-over:

Office or Divis	ion:	Property and Asset Management Section (PAMS)				
Classificatio	Classification:		Complex			
Type of Transa		(	G2G- Go	vernment to C	Government	
Who may av				aff (internal pu		
CHECKLIST				IERE TO SEC		
REQUIREMEN						
Signed and accomp	olish forms	To b	be secu	red by the o	client from the	
with inventory of sup		Prop	erty and	Asset Manag	gement Section	
equipment		or fro	om its ne	twork shared	folder.	
Client steps	Section's	S	Fees	Processing	Persons	
	Actions		to be	time	Responsible	
	1 7 0	_	paid	4 1.		
2. Request	1.7 Receives		None	1 day	Administrative	
Report on	request				Staff	
Supplies and Materials	ensures					
Issued	signatori are	62				
through	complete	h				
issuance of	and che					
memorandum	specifica					
momorandam		olies				
	and					
	equipme	nt				
	1.8 Inspects		None	2 days	Administrative	
	supplies and			5	Staff	
	equipment					
	1.9 Encodes	in	None	2 days	Administrative	
	the sys	stem			Staff	
	and					
	accomplish					
	forms					
	1.10 Logs and		None	1 day	Administrative	
	records				Staff	
	report's					
	information					
	in the					
	database		NLast	4	A alwaying is to a th	
	1.11 Facili		None	1 day	Administrative	
	the phys				Staff	
	transfer	of				

the property	
to the client Feedback and complaint	mechanism
How to send feedback	Accomplish feedback/
	Complaint form of the Section
How Feedbacks are processed	Feedback or complaint
	whenever available will be
	addressed and facilitated by
	the Head of Accounting Section
How complaint is addressed	Any complaint written, through
	private message, text or
	complaint through quad-media
	will be immediately addressed
	by the Head of PAM Section
Complaint/s through 8888 Desk/ Hotline	Head of Accounting Section
	will facilitate the response
	within the reglementary period and send response to 8888
	hotline and Internal Audit Unit
How complaints are processed	Concerned Division Chief may
	issue Show Cause Order for
	violations committed by
	permanent or contractual staff
	or Letter of Explanation for
Contact information of DSWD FO-CAR	non-permanent staff Any irregularity using the name
Contact mormation of DSWD10-CAR	of DSWD-CAR or involving any
	of its official may be submitted
	to the DSWD-CAR's office at
	No. 40 North Drive, Baguio City
	or through cellphone numbers:
	(6374) 661-0430/ (6302) 396
	6580/ +0917871 9893/
	+63917-872 0256/ +63919 065 5356- 68 or through email
	address: <u>focar@dswd.gov.ph</u>
	or through Facebook account:
	www.
	facebook.com/dswdfocar

161. Processing of Waste Material Report:

Office or Div Classifica Type of Trans Who may a CHECKLIS REQUIREM Entire records materials, and oth information from active records, lo other electronic reports	tion: saction: avail: T OF ENTS: of waste er data and the DTS, gbooks and	Property and Asset Management Section (PAMS) Simple G2G- Government to Government External or Internal Auditors / FMS WHERE TO SECURE: To be secured by the technical staff from th available and/ or active written and electronic reports by the Accounting Section			vernment ors / FMS RE: al staff from the and electronic
Client steps 2. Request copy of BFAR 4 through issuance of memorandum	Section Actions 1.10 Rece request secures requirem to be us referenc 1.11 Prepa draft of r 1.12 Revie draft of r and thereafte counter	eives and all nents ed as e ares eport ews report	Fees to be paid None	Processing time 5 hours 5 hours	Persons Responsible Technical Staff Technical Staff
	and sign report 1.14 Signs report	lucts eview is the	None None None	5 hours 5 hours 5 hours	Head of Accounting Section Regional Director Administrative Staff

the DTS and transmits to the client	
Feedback and compla	
How to send feedback	Accomplish feedback/ Complaint
How Feedbacks are processed	form of the Section Feedback or complaint whenever available will be addressed and facilitated by the Head of PAM Section
How complaint is addressed	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Head of Accounting Section
Complaint/s through 8888 Desk/ Hotline	Head of Accounting Section will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non- permanent staff
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917- 872 0256/ +63919 065 5356- 68 or through email address: focar@dswd.gov.ph or through Facebook account: www. facebook.com/dswdfocar

162. Processing of gate pass or property acknowledgment receipt:

Classificatio Type of Transa Who may ava CHECKLIST REQUIREMEN Entire records of prop other data and inform the DTS, active record	Office or Division: Classification: Type of Transaction: Who may avail: CHECKLIST OF REQUIREMENTS: Intire records of properties, and ther data and information from the DTS, active records, logbooks and other electronic and written eports		<u>2G-Go</u> Sta WH e secu	Simple vernment to C aff (internal pu ERE TO SEC	ublic) CURE: staff from the
Client steps	Section's Ac	ctions	Fees to be paid	Processing time	Persons Responsible
2. Request copy approval of gate pass or property acknowledgement receipt through actual	1.16 Rece request secures requirem to be us reference 1.17 Prepa	and all nents ed as e ares	None	1 day 1 day	Technical Staff Technical
	reviews pass inspects property	gate and			Staff
	1.18 Forw to Hea PAMS signature	d of for	None	5 hours	Head of Accounting Section
	report 1.20 Relea approved gate par property acknowle	d ss or	None	2 hours 3 hours	Regional Director Administrative Staff

to requestor	~-
staff Feedback and com	nlaint mechanism
How to send feedback	Accomplish feedback/ Complaint form of the Section
How Feedbacks are processed	Feedback or complaint whenever available will be addressed and facilitated by the Head of Accounting Section
How complaint is addressed	Any complaint written, through private message, text or complaint through quad- media will be immediately addressed by the Head of PAM Section
Complaint/s through 8888 Desk/ Hotline	
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff
Contact information of DSWD FO-CAR	

163. Processing of Request to Attend External Institutional Development and Capability Building Activities (Local)

Office or D	vivision:		Learn	ing and Deve	Iopment Section
Classification:		Highly Technical			
Type of Trai	nsaction:		G	overnment to	Government
Who may	' avail:			Internal Pub	lic (Staff)
CHECKLIST OF RE	EQUIREMENTS:			WHERE TO	SECURE:
Personnel Develop	ment Committee	May	be do	wnloaded fror	m the network shared
(PDC) Nomination Fo	orm				led out directly through
					. The link is usually
				the Call for No	
Client steps	Section's Action	ns	Fees	Processing	Persons Responsible
			to be	time	
4. Outraits IDODA	4.4 Deserves and		paid	4 E minute e	A due in intractions at off
1. Submits IDCBA	1.1 Receives and		None	1-5 minutes	Administrative staff
invitation	logs the IDCBA				
	invitation duly endorsed/approve	hd			
	by the Regional	su			
	Director.				
	1.2 Prepares the	call	None	15-30	Administrative or
	for nomination.	oun	110110	minutes	technical staff
	1.3 Reviews the c	all	None	5-10	LDS Head
	for nomination.			minutes	
	1.4 Routes the ca	ll for	None	1-5 minutes	Administrative staff
	nomination for				
	signing.				
	1.5 Receives and		None	1-5 minutes	Administrative staff
	routes/sends thru				
	email the hard co	ру			
	of the call for				
	nomination.		Nana	4 4 - 1	A due in interative staff
2. Fills out and	2.1 Receives and		None	1-4 days	Administrative staff
submits signed nomination form.	consolidates/enco			(depending on the	
		01		given	
	qualification.			deadline of	
				submission	
				of	
				nomination)	
	2.2 Coordinates w	vith	None	1-5 minutes	Administrative staff
	PDC Chairperson		-		
	the schedule of				
	meeting/deliberati	ion.			

	2.2 Propares the	None	5-10	Administrative staff
	2.3 Prepares the notice of meeting.	none	minutes	Authinistrative stan
	2.4 Routes the notice	None	1-5 minutes	Administrative staff
	of meeting for	NONC		
	signing.			
	2.5 Receives and	None	1-5 minutes	Administrative staff
	routes/sends thru	None	1-5 minutes	Administrative stan
	email the hard copy			
	of the notice of			
	meeting.			
	2.6 Conducts the	None	1-2 hours	Administrative or
	deliberation.	NULLE	1-2 110u15	technical staff
		None	30 minutes-	Technical staff
	2.7 Prepares the	none		Technical Stall
	resolutions. 2.8 Reviews the	None	1 hour	LDS Head
		none	5-10 minutes	
	resolution.	None		Administrative staff
	2.9 Routes the	None	1 day	Administrative staff
	resolution for signing			
	of the committee			
	members.	Nana	1 <b>5</b> minutes	
	2.10 Receives and	None	1-5 minutes	Administrative staff
	logs the			
	signed/approved			
	resolution.		45.00	Table is a last off
	2.11 Prepares the	None	15-30	Technical staff
	congratulatory letter,		minutes	
	RSO/Authority, and			
	the L&D Undertaking			
	Form.		5.40	
	2.12 Reviews the	None	5-10	LDS Head
	congratulatory letter,		minutes	
	RSO/Authority, and			
	the L&D Undertaking			
	Form.			
	2.13 Routes the letter	None	1-5 minutes	Administrative staff
	and RSO/Authority			
	for signing.			
	2.14 Receives and	None	1-5 minutes	Administrative staff
	routes/sends the			
	documents thru email			
	to the concerned			
	staff.			
3. Fills out the L&D	3.1 Receives, logs,	None	1 day	Administrative staff
Undertaking form	and files the			
and submits back to	accomplished L&D			
LDS.	undertaking to the			

individual folder of	
staff. Feedback and comp	laints mechanism
How to send feedback	Accomplish feedback/ Complaint form
	of the Section
How Feedbacks are processed	Feedback or complaint whenever
	available will be addressed and
	facilitated by the LDS Head.
How complaint is addressed	Any complaint written, through private
	message, text or complaint through
	quad-media will be immediately
	addressed by the LDS Head.
Complaint through 8888 Desk/ Hotline	LDS Head will facilitate the response
	within the reglementary period and
	send response to 8888 hotline and
Llow compleinte are pressed	Internal Audit Unit
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations
	committed by permanent or
	contractual staff or Letter of
	Explanation for non-permanent staff
Contact information of DSWD FO-CAR	Any irregularity using the name of
	DSWD-CAR or involving any of its
	official may be submitted to the
	DSWD-CAR's office at No. 40 North
	Drive, Baguio City or through
	cellphone numbers: (6374) 661-0430/
	(6302) 396 6580/ +0917871 9893/
	+63917-872 0256/ +63919 065 5356-
	68 or through email address:
	<u>focar@dswd.gov.ph</u> or through Facebook account: www.
	facebook account. www.

## 164. Processing of Payment for the Registration Fee of Staff who were Endorsed to Attend External IDCBA

Office or Division: Classification: Type of Transaction: Who may avail: CHECKLIST OF REQUIREMENTS: 1. Approved PDC Resolution to Attend External IDCBA 2. Signed RSO or Authority to Attend		Learning and Development Section Highly Technical Government to Government Internal Public (Staff) WHERE TO SECURE: -May be downloaded from the network shared folder. - May be downloaded from the network shared folder.			
Client steps	Section's Action	ns	Fees to be paid	Processing time	Persons Responsible
	<ol> <li>Prepares ORS/ for payment.</li> <li>Photocopies ar</li> </ol>		None None	10-15 minutes 10-15	Administrative or technical staff Administrative staff
	attaches required documents.			minutes	
	3. Certifies photod of the attachment and signs DV.		None	5-10 minutes	LDS Head
	4. Routes the ORS/DV and its attachments for signing and processing at the FMD.		None	1-5 days	Administrative staff
	5. Follows up with Cash Section the availability of the cheque/ADA for payment.	the	None	1-5 minutes	Administrative staff
	6.1.1 In case the payment is made cheque, informs the organizer to pick of the cheque (if the are within Baguio La Trinidad area) instructs the concerned staff to deposit the cheque the organizer is	he up y and or	None	10-15 minutes	Administrative staff

	outside Baguio or La Trinidad area. 6.1.2 If the payment is made thru ADA, informs the concerned staff that the payment was already deposited, sends copy of the validated ADA to the organizer, and requests for an official receipt to be mailed to the Field				
7. Deposits cheque to the bank account of the organizer and submits deposit slip to the Cash Section and LDS.	Office. 7.1 Sends thru email the copy of the deposit slip and requests the organizer for an official receipt to be mailed to the Field Office.	None	1-2 hours	Administrative staff	
	Feedback and com	plaints	mechanism		
How to send feedbac		A	Accomplish fee	edback/ Complaint form	
How Foodbacks are	orocossod		of the Section	mplaintwhanover	
How Feedbacks are			Feedback or complaint whenever available will be addressed and		
			acilitated by th		
How complaint is add	Iressed			written, through private	
			message, text or complaint through quad-media will be immediately		
			addressed by the LDS Head.		
Complaint through 88	388 Desk/ Hotline		LDS Head will facilitate the response		
			within the reglementary period and		
			send response to 8888 hotline and		
How complaints are processed			Internal Audit Unit Concerned Division Chief may issue		
				Order for violations	
				by permanent or	
				staff or Letter of	
Contact information				non-permanent staff	
Contact monnation			Any irregularity using the name of DSWD-CAR or involving any of its		
				be submitted to the	

DSWD-CAR's office at No. 40 North
Drive, Baguio City or through
cellphone numbers: (6374) 661-0430/
(6302) 396 6580/ +0917871 9893/
+63917-872 0256/ +63919 065 5356-
68 or through email address:
focar@dswd.gov.ph or through
Facebook account: www.
facebook.com/dswdfocar

## 165. Processing of Applications for Scholarship (Local and Foreign)

	Office or Division	Learning and Development Section
	Office or Division: Classification:	Learning and Development Section Complex
	Type of Transaction:	Government to Government
	Who may avail:	Internal Public (Staff)
	CKLIST OF REQUIREMENTS:	WHERE TO SECURE:
	on Annex C.2 of AO No. 16, series	WHERE TO SECORE.
of 201	-	
	Accomplished Application Form	May be downloaded from the network shared folder.
2.	Endorsement of Head of Office/ Director/ Immediate Supervisor stating/certifying alternative courses of action of a work arrangement so that office' functions, responsibilities, and deliverables will not be hampered	Request thru LDS
3.	Service Record	Request thru PAS
4.	Very Satisfactory (VS) ratings for the last two (2) consecutive rating periods	Request thru HRPPMS
5.	Certification of No Pending Administrative/Criminal (CNPAC) Charge filed against the applicant	Request thru PAS
6.	Certification of No Current Service Obligation and No Pending Nomination related to other Local/Foreign Scholarship or Training Program	Request thru LDS
7.	Updated Personal Data Sheet (PDS)	May be downloaded from the network shared folder.
8.	Regional Personnel Development Committee Resolution	LDS
9.	Medical Certificate (for Foreign Scholarships)	Issued by any authorized government physician

Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
1. Submits invitation to apply for scholarship	1.1 Receives and logs the invitation to apply for scholarship.	None	1-5 minutes	Administrative staff
	1.2 Prepares the call for application.	None	15-30 minutes	Administrative or technical staff
	1.3 Reviews the call for application.	None	5-10 minutes	LDS Head
	1.4. Routes the call for application for signing.	None	1-5 minutes	Administrative staff
	1.5 Receives and routes/sends thru email the hard copy of the call for application.	None	1-5 minutes	Administrative staff
2. Accomplishes the application form and secures and submits to the LDS the necessary requirements.	<ul> <li>2.1 Receives and screens the submitted requirements, and assesses if the applicant meets the minimum qualification criteria.</li> <li>2.3 If the applicant does not meet the qualification criteria, a regret letter is prepared, routes for signing, and is send to the concerned staff.</li> <li>2.3 If the applicant meets the minimum qualification criteria, a regret letter is prepared, routes for signing, and is send to the concerned staff.</li> <li>2.3 If the applicant meets the minimum qualification criteria, proceed to the next</li> </ul>	None	1-5 days (depending on the given deadline of submission of application)	Technical staff Technical staff, LDS Head, Administrative staff
	step. 2.4 Prepares the matrix of applicant	None	1 hour	Technical staff
	and selection criteria. 2.5 Coordinates with PDC Chairperson for	None	1-5 minutes	Administrative staff

	the echodule of			
	the schedule of			
	meeting/deliberation.	None	5 10	Administrative staff
	2.6 Prepares the	None	5-10	Administrative staff
	notice of meeting. 2.7 Routes the notice	None	minutes	Administrative staff
		none	1-5 minutes	Administrative staff
	of meeting for			
	signing.	Nerr	4 5	
	2.8 Receives and	None	1-5 minutes	Administrative staff
	routes/sends thru			
	email the hard copy			
	of the notice of			
	meeting.		1.01.0	
	2.9 Conducts the	None	1-2 hours	Administrative or
	deliberation.	NL.		technical staff
	2.10 Prepares the	None	30 minutes-	Technical staff
	resolutions.		1 hour	
	2.11 Reviews the	None	5-10	LDS Head
	resolution.		minutes	
	2.12 Routes the	None	1 days	Administrative staff
	resolution for signing			
	of the committee			
	members.			
	2.13 Receives and	None	1-5 minutes	Administrative staff
	logs the			
	signed/approved			
	resolution.			
	2.14 Prepares the	None	10-15	Administrative or
	transmittal of the		minutes	technical staff
	applicant's			
	documents to the			
	PDC Secretariat in			
	Central Office.			
	2.15 Reviews the	None	1-5 minutes	LDS Head
	transmittal.			
	2.16 Routes the	None	1-5 minutes	Administrative staff
	transmittal for			
	signing.			
	2.17 Receives and	None	10-20	Administrative staff
	routes the transmittal		minutes	
	with complete			
	attachments to RAMS			
	for sending to the			
	Central Office			
	through courier, and			
1	scans and sends	1	1	

	advance copy thru			
	email.			
	2.18 Receives notification from the PDC Secretariat of the Central Office on the results of the application.	None	<ul> <li>3-6 months for the DSWD</li> <li>Funded</li> <li>Scholarship</li> <li>2 weeks-1</li> <li>month for</li> <li>externally</li> <li>sponsored</li> <li>scholarship</li> </ul>	Technical staff
	6.19.1 If the applicant was not considered, a regret letter will be prepared and reviewed, routes for signing, and sends to the concerned staff.	None	1-2 hours	Technical staff, LDS Head, administrative staff
	6.16.2 If the applicant was considered for the scholarship, a congratulatory letter will be prepared and reviewed, routes for signing, and sends to the concerned staff together with the contract to be signed.	None	1-2 hours	Technical staff, LDS Head, administrative staff
3. Receives the congratulatory letter and contract, signs the contract, routes the contract for	3.1 Receives the contract and notarization fee.	50.00	1-3 days	Administrative staff
signing of the guarantor and the Regional Director, and submits the	3.2 Prepares the transmittal to the PDC Secretariat of the Central Office.	None	10-20 minutes	Technical or administrative staff
signed contract together with the	3.3 Reviews the transmittal.	None	1-5 minutes	LDS Head
notarization fee to LDS for sending to	3.4 Routes transmittal for signing.	None	1-5 minutes	Administrative staff

the PDC Secretariat of the Central Office.	3.5 Receives and routes signed transmittal, contract, and notarization fee to RAMS for sending to the Central Office thru a courier.	None	5-10 minutes	Administrative staff	
	3.6 Scans copy of the contract and transmittal and sends an advance copy thru email.	None	5-10 minutes	Administrative staff	
	3.7 Receives, logs, and provides a copy of the approved and notarized copy of the scholarship contract to the concerned staff and PAS.	None	1-5 minutes	Administrative staff	
	3.8 Files a copy of the contract to the individual folder of the staff.	None	1-5 minutes	Administrative staff	
How to send feedbac	Feedback and com	A	ccomplish fee	edback/ Complaint form	
How Feedbacks are	processed	F		omplaint whenever e addressed and	
How complaint is addressed		A n q	ny complaint nessage, text uad-media	written, through private or complaint through will be immediately	
Complaint through 8888 Desk/ Hotline		L w s	addressed by the LDS Head. LDS Head will facilitate the response within the reglementary period and send response to 8888 hotline and		
How complaints are processed		C S C	Internal Audit Unit Concerned Division Chief may issu Show Cause Order for violation committed by permanent of		
Contact information of DSWD FO-CAR		E A C o	xplanation for ny irregularit SWD-CAR o fficial may l	staff or Letter of non-permanent staff y using the name of r involving any of its be submitted to the office at No. 40 North	

Drive, Baguio City or	through
cellphone numbers: (6374) 6	61-0430/
(6302) 396 6580/ +091787	71 9893/
+63917-872 0256/ +63919 0	65 5356-
68 or through email	address:
<u>focar@dswd.gov.ph</u> or	through
Facebook account:	www.
facebook.com/dswdfocar	

166. Processing of Application for Study Leave

	Office or Division:	Learning and Dovelonment Section
	Classification:	Learning and Development Section Highly Technical
	Type of Transaction:	Government to Government
	Who may avail:	Internal Public (Staff)
СНЕ	CKLIST OF REQUIREMENTS:	WHERE TO SECURE:
	on Annex C.2 of AO No. 16, series	WHERE TO SECORE.
of 201	· · · · · · · · · · · · · · · · · · ·	
1.	Letter of Intent/Written request for non-scholarship grant duly endorsed by his/her immediate supervisor and the Regional Director	-From the requesting staff.
2.	Accomplished Application Form	-May be downloaded from the network shared folder.
3	Service Record	-Request thru PAS
0.		-Request thru HRPPMS
4.	Very Satisfactory (VS) ratings for the last two (2) consecutive rating periods	-Request thru PAS
5.	Certification of No Pending Administrative/Criminal (CNPAC) Charge filed against the applicant	
6.	Certification of No Current Service Obligation and No Pending Nomination related to other Local/Foreign Scholarship or Training Program	-Request thru LDS
7.	5 5	-May be downloaded from the network shared folder.
	· · · ·	-May be downloaded from the network shared folder.
8.	Accomplished Application for Leave Form	-From the Professional Regulation Commission or school/university where the requesting staff is
9.	Permit to take Board/ Licensure Examination or Schedule of Examination (in preparation for professional licensure or comprehensive examinations)	enrolled. -From the school/university where the requesting staff is enrolled.
10	. School Registration/ Enrollment Form/ Schedule of Classes (for completion of academic	

requirements su practicum)	uch as thesis or			
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
1. Submits the duly endorsed request with complete	1.1 Receives and logs the request.	None	1-5 minutes	Administrative staff
documentary requirements to LDS.	1.2 Screens the completeness of the documentary requirements.	None	5-10 minutes	Technical staff
	1.3 Assesses if the applicant meets the minimum qualification criteria.	None	5-10 minutes	Technical staff
	1.3.1 If the applicant does not meet the qualification criteria, a regret letter is prepared and reviewed, routes for signing, and is send to the concerned staff.	None	1-2 hours	Technical staff, LDS Head, Administrative staff
	1.3.2 If the applicant meets the minimum qualification criteria, proceed to the next step.			
	1.4 Prepares the matrix of applicant.	None	15-30 minutes	Technical staff
	1.5 Coordinates with PDC Chairperson for the schedule of meeting/deliberation.	None	1-5 minutes	Administrative staff
	1.6 Prepares the notice of meeting.	None	5-10 minutes	Administrative staff
	1.7 Routes the notice of meeting for signing.	None	1-5 minutes	Administrative staff
	1.8 Receives and routes/sends thru email the hard copy	None	1-5 minutes	Administrative staff

	of the notice of			
	meeting. 1.9 Conducts the	Nono	1-2 hours	Administrative or
		None	1-2 nours	Administrative or technical staff
	deliberation.	Nana		
	1.10 Prepares the	None	30 minutes-	Technical staff
	resolutions.		1 hour	
	1.11 Reviews the	None	5-10	LDS Head
	resolution.		minutes	
	1.12 Routes the resolution for signing of the committee	None	1 day	Administrative staff
	members.			
	1.13 Receives and	None	1-5 minutes	Administrative staff
	logs the	None	1.0 minutes	
	signed/approved resolution.			
	1.14 Prepares the	None	30 minutes-	Technical staff
	study leave contract		1 hour	
	and congratulatory		1 110 01	
	letter.			
	1.15 Reviews the	None	5-10	LDS Head
	contract and		minutes	22011000
	congratulatory letter.			
	1.16 Routes the	None	1-5 minutes	Administrative staff
	contract for content			
	review/approval and			
	the letter for signing.			
	the letter for signing.			
	1.16.1 Revises the	None	15-30	Technical staff
	contract based on the	NONE	minutes	
	inputs.			
	1.17 Routes the	None	1 5 minutos	Administrative staff
	contract and letter to	NONE	1-5 minutes	Authinistrative stan
	the concerned staff.			
2. Receives the	2.1 Receives the	Nono		Administrative staff
		None	1-2 days	Administrative stan
congratulatory letter	contract and routes			
and contract, signs	for signing of the			
the contract, routes	Regional Director.			
the contract for				
signing of the				
guarantor.	2.2 Receives the	None	5-10	Administrative staff
	signed contract,		minutes	
	routes to the			
	concerned, and			
	provide instructions			
	for the notarization.			

3. Facilitates the notarization of the contract and	3.1 Receives and logs the notarized copy of the contract.	50.00	1-2 days	Administrative staff	
submits back to LDS.	3.2 Releases a copy to the concerned staff and to PAS.			Administrative staff	
	3.3 Files a copy of the contract to the individual folder of the staff.	None	1-5 minutes	Administrative staff	
	Feedback and com	plaints	mechanism		
How to send feedbac		-		edback/ Complaint form	
			of the Section		
How Feedbacks are	processed			mplaint whenever	
				e addressed and	
		1	acilitated by th	e LDS Head.	
How complaint is add	dressed			written, through private	
				or complaint through	
			quad-media	will be immediately	
		;	addressed by the LDS Head.		
Complaint through 88	388 Desk/ Hotline		LDS Head will	facilitate the response	
			within the reg	lementary period and	
		:	send response	e to 8888 hotline and	
			nternal Audit L		
How complaints are	processed			vision Chief may issue	
				Order for violations	
				by permanent or	
				staff or Letter of	
				non-permanent staff	
Contact information	of DSWD FO-CAR			y using the name of	
				r involving any of its be submitted to the	
				office at No. 40 North	
			Drive, Baguio		
				bers: (6374) 661-0430/	
				580/ +0917871 9893/	
			. ,	256/ +63919 065 5356-	
				igh email address:	
			ocar@dswd.go	0	
			Facebook	account: www.	
		1	acebook.com/	dswdfocar	

167. Processing of Application for Official Time to Attend Foreign Scholarship, Training, and Short Term Non-Degree Courses

	Office or Division:	Learning and Development Section
	Classification:	Complex
	Type of Transaction:	Government to Government
	Who may avail:	Internal Public (Staff)
CHE	CKLIST OF REQUIREMENTS:	WHERE TO SECURE:
	on Annex C.2 of AO No. 16, series	
of 201	8:	
1.	Letter of Intent/Written request for non-scholarship grant duly endorsed by his/her immediate supervisor and the Regional Director	From the requesting staff.
2.	Accomplished Application Form	May be downloaded from the network shared folder.
3.	Endorsement of Head of Office/ Director/ Immediate Supervisor stating/certifying alternative courses of action of a work arrangement so that office' functions, responsibilities, and deliverables will not be hampered	Request thru LDS
4.	Service Record	Request thru PAS
5.	Very Satisfactory (VS) ratings for the last two (2) consecutive rating periods	Request thru HRPPMS
6.	Certification of No Pending Administrative/Criminal (CNPAC) Charge filed against the applicant	Request thru PAS
7.	Certification of No Current Service Obligation and No Pending Nomination related to other Local/Foreign Scholarship or Training Program	Request thru LDS
8.	Updated Personal Data Sheet (PDS)	May be downloaded from the network shared folder.
9.	Regional Personnel Development Committee Resolution	LDS

10. Medical Certificate		Issued by any authorized government physician				
11. Acceptance Letter or Invitation from the Sponsoring Agency/ Organization		Issued by the Sponsoring Agency/ Organization				
Client steps	Section's Action	ns	Fees to be paid	Processing time	Persons Responsible	
1. Submits the duly endorsed request with complete	1.1 Receives and logs the request.		None	1-5 minutes	Administrative staff	
documentary requirements to LDS.	1.2 Screens the completeness of t documentary requirements.	he	None	5-10 minutes	Technical staff	
	<ul> <li>1.3 Assesses if the applicant meets the minimum qualification criteria.</li> <li>1.3.1 If the applicant does not meet the qualification criteria, a regret letter is prepared and reviewed, routes for signing, and is send to the concerned staff.</li> <li>1.3.2 If the applicant meets the minimum qualification criteria, proceed to the next step.</li> <li>1.4 Coordinates with PDC Chairperson for the schedule of meeting/deliberation.</li> <li>1.5 Prepares the notice of meeting.</li> <li>1.6 Routes the notice of meeting for signing.</li> </ul>		None	5-10 minutes	Technical staff	
			None	1-2 hours	Technical staff, LDS Head, Administrative staff	
			None	1-5 minutes	Administrative staff	
			None	5-10 minutes	Administrative staff	
			None	1-5 minutes	Administrative staff	
	1.7 Receives and routes/sends thru		None	1-5 minutes	Administrative staff	

email the hard copy			
of the notice of			
 meeting.			
1.8 Conducts the deliberation.	None	1-2 hours	Administrative or technical staff
	None	30 minutes-	Technical staff
1.9 Prepares the resolutions.	none	1 hour	rechnical stall
1.10 Reviews the	None	5-10	LDS Head
resolution. 1.11 Routes the	None	minutes	Administrative staff
of the committee members.	none	1 days	Administrative stan
1.12 Receives and logs the signed/approved resolution.	None	1-5 minutes	Administrative staff
1.13 Prepares the transmittal of the applicant's documents to the PDC Secretariat in Central Office.	None	10-15 minutes	Administrative or technical staff
1.14 Reviews the transmittal.	None	1-5 minutes	LDS Head
1.15 Routes the transmittal for signing.	None	1-5 minutes	Administrative staff
1.16 Receives and routes the transmittal with complete attachments to RAMS for sending to the Central Office through courier, and scans and sends advance copy thru email.	None	10-20 minutes	Administrative staff
1.17 Receives notification from the PDC Secretariat of the Central Office on the results of the application.	None	2 weeks-1 month (depending on the urgency of the request)	Technical staff

	1.17.1 If the applicant's request was not considered, a regret letter will be prepared and reviewed, routes for signing, and sends to	None	1-2 hours	Technical staff, LDS Head, administrative staff
	the concerned staff. 1.17.2 If the request was considered, a congratulatory letter will be prepared and reviewed, routes for signing, and sends to the concerned staff together with the contract to be signed.	None	1-2 hours	Technical staff, LDS Head, administrative staff
2. Receives the congratulatory letter and contract, signs	2.1 Receives the contract and notarization fee.	50.00	1-3 days	Administrative staff
the contract, routes the contract for signing of the guarantor and the	2.2 Prepares the transmittal to the PDC Secretariat of the Central Office.	None	10-20 minutes	Technical or administrative staff
Regional Director, and submits the	2.3 Reviews the transmittal.	None	1-5 minutes	LDS Head
signed contract together with the	2.4 Routes transmittal for signing.	None	1-5 minutes	Administrative staff
notarization fee to LDS for sending to the PDC Secretariat of the Central Office.	2.5 Receives and routes signed transmittal, contract, and notarization fee to RAMS for sending to the Central Office thru a courier.	None	5-10 minutes	Administrative staff
	2.6 Scans copy of the contract and transmittal and sends an advance copy thru email.	None	5-10 minutes	Administrative staff
	2.7 Receives, logs, and provides a copy of the approved and notarized copy of the	None	1-5 minutes	Administrative staff

	contract to the concerned staff and PAS.					
	2.8 Files a copy of the contract to the individual folder of the staff.	None	e 1-5 minutes	Administrative staff		
	Feedback and com	olaints	mechanism			
How to send feedbac		Accomplish feedback/ Complaint form of the Section				
How Feedbacks are p	processed			omplaint whenever e addressed and e LDS Head.		
How complaint is addressed		-	Any complaint message, text	written, through private or complaint through will be immediately		
Complaint through 8888 Desk/ Hotline		-	LDS Head will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit			
How complaints are processed			Concerned Div Show Cause committed I contractual s	vision Chief may issue Order for violations by permanent or staff or Letter of non-permanent staff		
Contact information	of DSWD FO-CAR		Any irregularit DSWD-CAR o official may DSWD-CAR's Drive, Baguio cellphone num (6302) 396 69 +63917-872 02	y using the name of r involving any of its be submitted to the office at No. 40 North bers: (6374) 661-0430/ 580/ +0917871 9893/ 256/ +63919 065 5356- ugh email address: <u>ov.ph</u> or through account: www.		

## 168. Processing of Application for Fund Augmentation for Matriculation or Thesis/Dissertation

Office or Divisi	on.	Learning and Development Section
Classification		Complex
Type of Transac		Government to Government
Who may ava		Internal Public (Staff)
CHECKLIST OF REQU		WHERE TO SECURE:
Based on Annex C.2 of AO of 2018:	No. 16, series	
<ol> <li>Letter of Intent/Writt non-scholarship gra endorsed by his/her supervisor and the F Director</li> </ol>	nt duly immediate	From the requesting staff.
2. Accomplished Applie	cation Form	May be downloaded from the network shared folder.
<ol> <li>Endorsement of Hea Director/ Immediate stating/certifying alte courses of action of arrangement so that functions, responsib deliverables will not</li> </ol>	Supervisor ernative a work office' ilities, and	Request thru LDS
4. Service Record		Request thru PAS
5. Very Satisfactory (V the last two (2) cons periods		Request thru HRPPMS
<ol> <li>Certification of No P Administrative/Crimi Charge filed against</li> </ol>	nal (CNPAC)	Request thru PAS
<ol> <li>Certification of No C Obligation and No P Nomination related t Local/Foreign Schol Training Program</li> </ol>	ending o other	Request thru LDS
8. Updated Personal D (PDS)	ata Sheet	May be downloaded from the network shared folder.
9. Regional Personnel Committee Resolution		LDS

10. School Registration/ Enrollment Form/ Schedule of Classes		From the school/university where the requesting staff is enrolled.			
11. Thesis/ Dissertation Proposal Aligned to the Research Agenda or Priority/ Performance Areas of DSWD		From the requesting staff			
Client steps	Section's Actio	ns	Fees to be paid	Processing time	Persons Responsible
1. Submits the duly endorsed request with complete	1.1 Receives and logs the request.		None	1-5 minutes	Administrative staff
documentary requirements to LDS.	<ul> <li>1.2 Screens the completeness of the documentary requirements.</li> <li>1.3 Assesses if the applicant meets the minimum qualification criteria.</li> <li>1.3.1 If the applicant does not meet the qualification criteria, a regret letter is prepared and reviewed, routes for signing, and is send to the concerned staff.</li> <li>1.3.2 If the applicant meets the minimum qualification criteria, proceed to the next step.</li> <li>1.4 Coordinates with PDC Chairperson for the schedule of meeting/deliberation.</li> <li>1.5 Prepares the notice of meeting.</li> </ul>		None	5-10 minutes	Technical staff
			None	5-10 minutes	Technical staff
			None	1-2 hours	Technical staff, LDS Head, Administrative staff
			None	1-5 minutes	Administrative staff
			None	5-10 minutes	Administrative staff
	1.6 Routes the no of meeting for signing.	DTICE	None	1-5 minutes	Administrative staff

1.7 Receives and routes/sends thru email the hard copy of the notice of	None	1-5 minutes	Administrative staff
meeting. 1.8 Conducts the deliberation.	None	1-2 hours	Administrative or technical staff
1.9 Prepares the resolutions.	None	30 minutes- 1 hour	Technical staff
1.10 Reviews the resolution.	None	5-10 minutes	LDS Head
1.11 Routes the resolution for signing of the committee members.	None	1 day	Administrative staff
1.12 Receives and logs the signed/approved resolution.	None	1-5 minutes	Administrative staff
1.13 Prepares the transmittal of the applicant's documents to the PDC Secretariat in Central Office.	None	10-15 minutes	Administrative or technical staff
1.14 Reviews the transmittal.	None	1-5 minutes	LDS Head
1.15 Routes the transmittal for signing.	None	1-5 minutes	Administrative staff
1.16 Receives and routes the transmittal with complete attachments to RAMS for sending to the Central Office through courier, and scans and sends advance copy thru email.	None	10-20 minutes	Administrative staff
1.17 Receives notification from the PDC Secretariat of the Central Office on	None	2 weeks-1 month (depending on the urgency of	Technical staff

			4	
	the results of the application		the request)	
	1.17.1 If the applicant's request was not considered, a regret letter will be prepared and reviewed, routes for	None	1-2 hours	Technical staff, LDS Head, administrative staff
	signing, and sends to the concerned staff. 1.17.2 If the request was considered, a congratulatory letter will be prepared and reviewed, routes for signing, and sends to	None	1-2 hours	Technical staff, LDS Head, administrative staff
	the concerned staff together with the contract to be signed.			
2. Receives the congratulatory letter and contract, signs the contract, routes the contract for	2.1 Receives the contract and notarization fee.	50.00	1-3 days	Administrative staff
signing of the guarantor and the Regional Director, and submits the	2.2 Prepares the transmittal to the PDC Secretariat of the Central Office.	None	10-20 minutes	Technical or administrative staff
signed contract together with the	2.3 Reviews the transmittal.	None	1-5 minutes	LDS Head
notarization fee to LDS for sending to	2.4 Routes transmittal for signing.	None	1-5 minutes	Administrative staff
the PDC Secretariat of the Central Office.	2.5 Receives and routes signed transmittal, contract, and notarization fee to RAMS for sending to the Central Office thru a courier.	None	5-10 minutes	Administrative staff
	2.6 Scans copy of the contract and transmittal and sends an advance copy thru email.	None	5-10 minutes	Administrative staff

	2.7 Receives, logs, and provides a copy of the approved and notarized copy of the contract to the concerned staff and PAS.	None	1-5 minutes		
	2.8 Files a copy of the contract to the individual folder of the staff.	None	1-5 minutes	Administrative staff	
	Feedback and com	plaints	mechanism		
How to send feedbac	:k	/	Accomplish fee	edback/ Complaint form	
		C	of the Section	-	
How Feedbacks are	processed	F	Feedback or co	omplaint whenever	
		a	available will be	e addressed and	
		f	acilitated by th	e LDS Head.	
How complaint is add	dressed	/	Any complaint written, through private		
		r	message, text or complaint through		
			-	will be immediately	
		a	addressed by the LDS Head.		
Complaint through 88	388 Desk/ Hotline			facilitate the response	
			within the reg	lementary period and	
				e to 8888 hotline and	
			nternal Audit L		
How complaints are	processed	(	Concerned Div	vision Chief may issue	
				Order for violations	
			committed b	by permanent or	
				staff or Letter of	
		E	Explanation for	non-permanent staff	
Contact information of DSWD FO-CAR				y using the name of	
			DSWD-CAR or involving any of its		
		0	official may l	be submitted to the	
			DSWD-CAR's	office at No. 40 North	
		[	Drive, Baguio	o City or through	
		(	cellphone num	bers: (6374) 661-0430/	
			,	580/ +0917871 9893/	
		-	+63917-872 02	256/ +63919 065 5356-	
		6	58 or throu	ugh email address:	
		_	ocar@dswd.go	ov.ph or through	
			Facebook	account: www.	
		f	acebook.com/	dswdfocar	

169. Processing of Request for Certification of No Current Service Obligation and No Pending Nomination related to other Local/Foreign Scholarship or Training Program

Office or Division:		Learning and Development Section		
Classification:		Simple		
Type of Transaction:		Government to Government		
Who may			Internal Pub	
CHECKLIST OF R	EQUIREMENTS:		WHERE TO	SECURE:
Written request			questing staff	
Client steps	Section's Actions	Fees	Processing	Persons Responsible
		to be paid	time	
1. Submits the written request to LDS.	1.1 Receives and logs the request.	None	1-5 minutes	Administrative staff
	1.2 Prepares the	None	10-20	Technical or
	certification.		minutes	administrative staff
	1.3 Reviews the certification.	None	1-5 minutes	LDS Head
	1.4 Routes the certification for signing.	None	1-5 minutes	Administrative staff
	1.5 Receives and routes/releases the certification to the concerned staff.	None	1-5 minutes	
	1.6 Files a copy of the certification to the individual folder of the staff.	None	1-5 minutes	Administrative staff
	Feedback and com	plaints	mechanism	
How to send feedba	ck		Accomplish fee	edback/ Complaint form
How Feedbacks are	How Feedbacks are processed		eedback or co	omplaint whenever e addressed and e LDS Head.
How complaint is addressed		/ r	Any complaint nessage, text	written, through private or complaint through will be immediately
Complaint through 8888 Desk/ Hotline			_DS Head will within the reg	facilitate the response lementary period and to 8888 hotline and
How complaints are processed				vision Chief may issue Order for violations

	committed by permanent or
	contractual staff or Letter of
	Explanation for non-permanent staff
Contact information of DSWD FO-CAR	Any irregularity using the name of
	DSWD-CAR or involving any of its
	official may be submitted to the
	DSWD-CAR's office at No. 40 North
	Drive, Baguio City or through
	cellphone numbers: (6374) 661-0430/
	(6302) 396 6580/ +0917871 9893/
	+63917-872 0256/ +63919 065 5356-
	68 or through email address:
	focar@dswd.gov.ph or through
	Facebook account: www.
	facebook.com/dswdfocar

170. Processing of Reimbursement of Tuition and Miscellaneous Fees of DSWD Funded Scholars/Grantees

Office or D	ivision:		Learning and Development Section			
Classific	Classification:		Highly Technical			
	Type of Transaction:		Government to Government			
Who may				Internal Pub		
CHECKLIST OF RE		-		WHERE TO	SECURE:	
1. Enrollment Forr	n	-Fror	n the sch	nolar/grantee		
2. Official Receipt	of payment	-Fror	n the scł	nolar/grantee		
3. Monitoring repo	orts	-May	be dowi	nloaded from th	e network shared folder.	
<ol> <li>Grades from the Semester</li> </ol>	e Previous	-Fror	n the sch	nolar/grantee		
Client steps	Section's Actio	ns	Fees to be paid	Processing time	Persons Responsible	
1. Submits the requirements as reflected in the	1.1 Receives and logs the documer		None	1-5 minutes	Administrative staff	
checklist to LDS.	1.2 Screens and assesses of the documents.		None	5-10 minutes	Technical staff	
	1.2.1 If the scholar/grantee did not meet the terms and conditions, proceed to step 1.3 under I. Monitoring of Scholars/Grantees under the Educational Program.					
	1.2.2 If the scholar/grantee meets the terms and conditions, proceed to the next step.					
	1.3 Prepares the ORS/DV and attachments.		None	10-15 minutes	Technical staff	

	1.4 Reviews and signs the ORS/DV and attachments.	None	1-5 minutes	LDS Head	
	1.5 Routes the ORS/DV for signing and processing of the FMD.	None	1-5 minutes	Administrative staff	
	1.6 Follows up with the Cash Section the status of the reimbursement.	None	1-5 days	Administrative staff	
	1.6.1 If the reimbursement was already deposited to the bank account of the scholar, he/she will be informed.				
	Feedback and com	plaints	mechanism		
How to send feedbac	ck 🛛		Accomplish feedback/ Complaint form		
			of the Section		
How Feedbacks are	processed		Feedback or co	omplaint whenever	
			available will be	e addressed and	
			facilitated by th	e LDS Head.	
How complaint is add	dressed		Any complaint	written, through private	
				or complaint through	
			quad-media v		
			addressed by tl		
Complaint through 8888 Desk/ Hotline				facilitate the response	
			-	lementary period and	
			•	to 8888 hotline and	
		_	Internal Audit L		
How complaints are	orocessed			vision Chief may issue	
				Order for violations	
				by permanent or staff or Letter of	
				non-permanent staff	
Contact information of DSWD FO-CAR				ising the name of DSWD-	
				any of its official may be	
			submitted to the	DSWD-CAR's office at	
				ve, Baguio City or through	
				pers: (6374) 661-0430/	
			(6302) 396 6 +63917-872 025	580/ +0917871 9893/ 66/ +63919 065 5356- 68	
			or through	email address:	
			•	<u></u>	
				acebook.com/dswdfocar	

171. Monitoring of Existing Scholars/Grantees under the Educational Support Program (per semester/trimester)

Office or D	)ivision:		Learr	ing and Deve	opment Section
Classific		Complex			
Type of Transaction:		Government to Government			
Who may				Internal Pub	lic (Staff)
CHECKLIST OF RE				WHERE TO	SECURE:
1. Enrollment Forr semester/trimes		From	the sch	olar/grantee	
2. Official receipt of	of payments made	From	the sch	olar/grantee	
3. Monitoring repo	orts for scholars	Мау	be down	loaded from the	e network-shared folder.
4. Grades from the Semester	e Previous	From	the sch	olar/grantee	
Client steps	Section's Actio	ns	Fees to be paid	Processing time	Persons Responsible
	1. Reminds grant on the submission his/her scholarsh requirements at th end of every semester/trimester	n of ip he	None	10-15 minutes	Technical or administrative staff
2. Submits the requirements as reflected in the	2.1 Receives and logs the documer		None	1-5 minutes	Administrative staff
checklist to LDS.	<ul> <li>2.2 Screens and assesses the documents.</li> <li>2.2.1 If the scholar/grantee meets the terms and conditions, proceed to step 1.3 under H. Processing of Reimbursement of Tuition and Miscellaneous Fees</li> </ul>		None	5-10 minutes	Technical staff
	Miscellaneous Fe of DSWD Fundeo Scholars/Grantee	k			

<ul> <li>2.2.2 If the scholar/grantee did not meet the terms and conditions, proceed to the next step.</li> <li>2.3 Raises the concern with the RPDC Chairperson and informs the PDC Secretariat of the Central Office thru a memorandum for resolution.</li> </ul>	None	30 minutes- 1 hour	Technical staff
2.4 Reviews the memorandum.	None	1-5 minutes	LDS Head
2.5 Routes the report for signing.	None	1-5 minutes	Administrative staff
2.6 Receives and routes the report to RAMS for sending to the Central Office.	None	1-5 minutes	Administrative staff
2.7 Scans and emails an advance copy of the report.	None	5-10 minutes	Administrative staff
<ul> <li>2.8 Receives resolution and memorandum on the decision of the PDC- Central Office regarding the scholarship/grant of the staff.</li> <li>2.8.1 If the decision is to terminate the grant and to implement corresponding penalties, the staff will be informed and provided technical</li> </ul>	None	2 weeks-1 month	Technical staff
assistance 2.8.2 If the decision is for the scholar to continue his/her			

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Contact information of DSWD FO-CAR	Any irregularity using the name of
	DSWD-CAR or involving any of its
	official may be submitted to the
	DSWD-CAR's office at No. 40 North
	Drive, Baguio City or through
	cellphone numbers: (6374) 661-0430/
	(6302) 396 6580/ +0917871 9893/
	+63917-872 0256/ +63919 065 5356-
	68 or through email address:
	focar@dswd.gov.ph or through
	Facebook account: www.
	facebook.com/dswdfocar

172. Monitoring of the Implementation of the Educational Support for DSWD Employees

Office or D	Division:		Learr	ning and Deve	lopment Section
Classification:		Complex			
Type of Transaction:		Government to Government			
Who may				Internal Pub	lic (Staff)
CHECKLIST OF RE				WHERE TO	· · · ·
Completion requirement		-Fron	n the sch	nolar/grantee	
scholar/grantee (diplon				U	
travel/training feedback	k report, or Re-				
Entry Action Plan)					
Client steps	Section's Action	ns	Fees	Processing	Persons Responsible
			to be	time	
			paid		
	1. Reminds the				
	scholar/grantee o				
	the submission of				
	their completion				
	requirements at th	ne			
	end of their	,			
	scholarship/travel	/			
	training.				
2. Submits the	2.1 Receives and		None	1-5 minutes	Administrative staff
completion	logs the documen	its.			
requirements to	2.2. Coroono and		Nana	5-10	Technical staff
LDS.	2.2 Screens and		None		rechnical stall
	assesses the			minutes	
	documents.		None	30 minutes-	Technical staff
	2.3 Prepares memorandum to		none	1 hour	Technical Stall
	remind the staff o	n		THOUT	
	his/her service				
	obligation or				
	implementation of	f			
	their Re-Entry Act				
	Plan.				
	2.4 Reviews the		None	1-5 minutes	LDS Head
	memorandum.				
	2.5 Routes the		None	1-5 minutes	Administrative staff
	memorandum for				
	signing.				
	2.6 Receives and		None	1-5 minutes	Administrative staff
	routes the				
	memorandum to t	he			
	concerned staff.				
L	concerned staff		I	I	1

3. Receives the	3.1 Prepares	None	6 months-2	Technical staff	
memorandum and	memorandum to ask	NONE		rechnical stan	
starts with his/her	for feedback from the		years		
service obligation or	supervisor of the				
implementation of	scholar/grantee on				
his/her REAP.	the implementation of				
	the REAP.				
	3.2 Receives and consolidates report.	None	1-5 minutes	Administrative staff	
	3.3 Integrates	None	1 day	Technical staff	
	updates in the	NONE	Tuay	recrimear stan	
	semestral report for				
	submission to				
	HRMDS.				
	3.4 Reviews the	None	30 minutes-	LDS Head	
	report.	NONC	1 hour	EDG Head	
	3.5 Routes the	None	1-5 minutes	Administrative staff	
	documents for				
	signing.				
	3.6 Receives and	None	1-5 minutes	Administrative staff	
	routes the signed				
	documents to RAMS				
	for sending to Central				
	Office.				
	3.7 Scans and emails	None	10-15	Administrative staff	
	an advance copy of		minutes		
	the report.				
	Feedback and com	plaints r	mechanism		
How to send feedbac		-		edback/ Complaint form	
			of the Section		
How Feedbacks are	processed	F	eedback or co	omplaint whenever	
				e addressed and	
		fa	acilitated by th	e LDS Head.	
How complaint is add	Iressed	A	Any complaint written, through private		
		n	nessage, text	or complaint through	
		C	juad-media	will be immediately	
			ddressed by t	he LDS Head.	
Complaint through 8888 Desk/ Hotline			DS Head will	facilitate the response	
			•	lementary period and	
		S	end response	e to 8888 hotline and	
			nternal Audit L		
How complaints are processed			Concerned Division Chief may issue		
			Show Cause Order for violations		
		C		by permanent or	
				staff or Letter of	
		E	Explanation for	non-permanent staff	

Contact information of DSWD FO-CAR	Any irregularity using the name of
	DSWD-CAR or involving any of its
	official may be submitted to the
	DSWD-CAR's office at No. 40 North
	Drive, Baguio City or through
	cellphone numbers: (6374) 661-0430/
	(6302) 396 6580/ +0917871 9893/
	+63917-872 0256/ +63919 065 5356-
	68 or through email address:
	focar@dswd.gov.ph or through
	Facebook account: www.
	facebook.com/dswdfocar

173. Processing of Request for the Modified Work Schedule of DSWD Funded Scholars

Office or D	)ivision:		Loarr	ving and Deve	Ionment Section	
Classific		Learning and Development Section Simple				
Type of Transaction:			Government to Government			
Who may				Internal Pub		
CHECKLIST OF RE				WHERE TO	· · · ·	
1. Written request		-Fror	n the scł	nolar/grantee		
				5		
2. Enrollment Forr semester/trimes		-Fror	n the sch	nolar/grantee		
3. Monitoring repo	orts for scholars	-May	be dow	nloaded from th	e network shared folder.	
4. Grades from the semester/trimes		-Fror	n the scł	nolar/grantee		
Client steps	Section's Actio	ns	Fees to be paid	Processing time	Persons Responsible	
1. Submits the request with complete	1.1 Receives and logs the documer		None	1-5 minutes	Administrative staff	
attachments to LDS.	<ul> <li>1.2 Screens and assesses the documents.</li> <li>1.2.1 If the scholar not meet the terms conditions, proceed step 1.3 under I. Monitoring of Existi Scholars/Grantees under the Educatio Support Program.</li> <li>1.2.2 If the scholar meets the terms a conditions, proceed to the next step.</li> </ul>	and d to ing nal ar and ed	None	5-10 minutes	Technical staff	
	1.3 Coordinates with PDC Chairperson for the schedule of meeting/deliberation.		None	1-5 minutes	Administrative staff	
	1.4 Prepares the notice of meeting		None	5-10 minutes	Administrative staff	

· · · · · · · · · · · · · · · · · · ·				
	1.5 Routes the notice	None	1-5 minutes	Administrative staff
	of meeting for			
	signing.	<u></u>		
	1.6 Receives and	None	1-5 minutes	Administrative staff
	routes/sends thru			
	email the hard copy			
	of the notice of			
	meeting.	ļ		
	1.7 Conducts the	None	1-2 hours	Administrative or
	deliberation.			technical staff
	1.8 Prepares the	None	30 minutes-	Technical staff
1	resolutions.		1 hour	
· ·	1.9 Reviews the	None	5-10	LDS Head
	resolution.		minutes	
·	1.10 Routes the	None	1 day	Administrative staff
	resolution for signing			
	of the committee			
1	members.			
	1.11 Receives and	None	1-5 minutes	Administrative staff
	logs the			
5	signed/approved			
1	resolution.			
	1.12 Prepares the	None	10-15	Administrative or
	RSO for the modified		minutes	technical staff
N 1	work schedule of the			
5	scholar.			
	1.13 Reviews the	None	1-5 minutes	LDS Head
	RSO.			
	1.14 Routes the RSO	None	1-5 minutes	Administrative staff
	for signing.			
	1.15 Receives and	None	5-10	Administrative staff
	routes/releases the		minutes	
	RSO to the scholar			
	and PAS.	<u> </u>		
	1.16 Files a copy of	None	1-5 minutes	Administrative staff
	the RSO to the			
i	individual folder of the			
	scholar.			
	Feedback and com	plaints r	nechanism	
How to send feedback				dback/ Complaint form
			f the Section	
How Feedbacks are pr	ocessed			mplaint whenever
		_		e addressed and
		fa	acilitated by th	e LDS Head.
				witten the new other main sets
How complaint is addre	esseo		•	written, through private or complaint through

	quad-media will be immediately addressed by the LDS Head.
Complaint through 8888 Desk/ Hotline	LDS Head will facilitate the response
	within the reglementary period and
	send response to 8888 hotline and
	Internal Audit Unit
How complaints are processed	Concerned Division Chief may issue
	Show Cause Order for violations
	committed by permanent or
	contractual staff or Letter of
	Explanation for non-permanent staff
Contact information of DSWD FO-CAR	Any irregularity using the name of
	DSWD-CAR or involving any of its
	official may be submitted to the
	DSWD-CAR's office at No. 40 North
	Drive, Baguio City or through
	cellphone numbers: (6374) 661-0430/
	(6302) 396 6580/ +0917871 9893/
	+63917-872 0256/ +63919 065 5356-
	68 or through email address:
	focar@dswd.gov.ph or through
	Facebook account: www.
	facebook.com/dswdfocar

174. Processing of Request for Authority to Enroll or Authority to Practice Profession (per semester/trimester)

Office or Division:		Learning and Development Section				
Classific	ation:	Simple				
Type of Trar	Type of Transaction:		Government to Government			
Who may	avail:			Internal Pub	lic (Staff)	
CHECKLIST OF RE	QUIREMENTS:			WHERE TO	SECURE:	
Written request/letter of		-Fror	n the rec	uesting staff		
endorsed by his/her im						
and approved by the R	egional Director					
For those requesting for enroll only: 1. Enrollment form						
semester		-Fror	n the rec	uesting staff		
2. Grades from the	e previous					
semester 3. Monitoring repo	rt for non-scholars	-Fror	n the sch	nolar/grantee		
		-Mav	be dow	nloaded from th	e network shared folder.	
Client steps	Section's Actio	,	Fees	Processing	Persons Responsible	
			to be	time		
1. Submits the	1.1 Receives and		paid None	1-5 minutes	Administrative staff	
request with	logs the request.		None	1-5 minutes	Administrative stan	
complete	1.2 Prepares the		None	10-20	Administrative staff	
attachments to	authority to enroll	or	1 tono	minutes		
LDS.	practice professio					
	1.3 Reviews the		None	1-5 minutes	LDS Head	
	document.					
	1.4 Routes the		None	1-5 minutes	Administrative staff	
	document for sigr	ning.				
	1.5 Receives and		None	10-20	Administrative and	
	routes/sends thru			minutes	technical staff	
	email the docume	ents				
	to the concerned					
	staff.					
	1.5.1 Reminds the	е				
	enrolled staff to					
	submit his/her					
	enrollment form,					
	grades, and					
	monitoring reports	s at				
	the of the current					
	semester.					
	Feedback and	com	plaints r	nechanism		

How to send feedback	Accomplish feedback/ Complaint form of the Section
How Feedbacks are processed	Feedback or complaint whenever
	available will be addressed and
	facilitated by the LDS Head.
How complaint is addressed	Any complaint written, through private
	message, text or complaint through
	quad-media will be immediately
	addressed by the LDS Head.
Complaint through 8888 Desk/ Hotline Desk /	LDS Head will facilitate the response
Hotline	•
Houme	within the reglementary period and
	send response to 8888 hotline and
	Internal Audit Unit
How complaints are processed	Concerned Division Chief may issue
	Show Cause Order for violations
	committed by permanent or
	contractual staff or Letter of
	Explanation for non-permanent staff
Contact information of DSWD FO-CAR	Any irregularity using the name of
	DSWD-CAR or involving any of its
	official may be submitted to the
	DSWD-CAR's office at No. 40 North
	Drive, Baguio City or through
	cellphone numbers: (6374) 661-0430/
	(6302) 396 6580/ +0917871 9893/
	+63917-872 0256/ +63919 065 5356-
	68 or through email address:
	focar@dswd.gov.ph or through
	Facebook account: www.
	facebook.com/dswdfocar

175. Monitoring of Non Scholars (per semester/trimester)

Office or D	)ivision:		Loarr	ving and Dovo	Ionmont Soction	
	Classification:		Learning and Development Section Highly Technical			
	Type of Transaction:		Government to Government			
Who may			G			
CHECKLIST OF RE				Internal Pub WHERE TO		
1. Enrollment form		From	the enr	olled staff	SECONE.	
1. Enrollment form	I	1 1011		oned stan		
2. Grades from the semester	e previous	From	the enro	olled staff		
3. Monitoring repo	ort for non-scholars	May	be down	loaded from the	e network-shared folder.	
Client steps	Section's Actio		Fees to be paid	Processing time	Persons Responsible	
	1. Reminds the enrolled staff on t submission of the monitoring reports grades, and enrollment form a end of each semester/trimeste	eir s, at the	None	5-10 minutes	Administrative or technical staff	
2. Submits the complete	1.1 Receives and logs the documer		None	1-5 days	Administrative staff	
documents to LDS.	1.2 Screens and the documents in individual folder of staff.	files the	None	5-10 minutes	Technical staff	
	1.2 Prepares the acknowledgemen	ıt.	None	10-15 minutes	Technical staff	
	1.3 Reviews the acknowledgemen		None	1-5 minutes	LDS Head	
	1.4 Routes the document for signing.		None	1-5 minutes	Administrative staff	
	1.5 Receives and routes/sends thru email the documents to the concerned staff.		None	5-10 minutes	Administrative staff	
How to send feedbac	Feedback and k	d com	A		edback/ Complaint form	

How Feedbacks are processed	Feedback or complaint whenever
	available will be addressed and
	facilitated by the LDS Head.
How complaint is addressed	Any complaint written, through private
	message, text or complaint through
	quad-media will be immediately
	addressed by the LDS Head.
Complaint through 8888 Desk/ Hotline	LDS Head will facilitate the response
	within the reglementary period and
	send response to 8888 hotline and
	Internal Audit Unit
How complaints are proceed	
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations
	committed by permanent or
	contractual staff or Letter of
	Explanation for non-permanent staff
Contact information of DSWD FO-CAR	Any irregularity using the name of
	DSWD-CAR or involving any of its
	official may be submitted to the
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	Drive, Baguio City or through
	cellphone numbers: (6374) 661-0430/
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	+63917-872 0256/ +63919 065 5356-
	68 or through email address:
	focar@dswd.gov.ph or through
	Facebook account: www.
	facebook.com/dswdfocar

#### 176. Processing of Notice to Refund

Office or D	livision:	Learr	ning and Deve	lopment Section	
Classific		Simple			
Type of Trai		Government to Government			
Who may			Internal Pub		
CHECKLIST OF RE	QUIREMENTS:		WHERE TO	SECURE:	
Clearance Form		n the ret	iring/resigning s	staff	
Client steps	Section's Actions	Fees	Processing	Persons Responsible	
		to be	time		
		paid			
1. Clearance form is	1.1 Receives the	None	1-5 minutes	Administrative staff	
routed to LDS for	clearance. 1.2 Checks the	None	5-10	Administrative or	
the signature of the Head under the	database of staff	None	minutes	Administrative or	
scholarship	provided with		minutes	technical staff, LDS Head	
services.	IDCA/LDI if the staff			Tieau	
	applying for				
	clearance has				
	complied with the				
	terms and conditions				
	indicated in the L&D				
	Undertaking.				
	g.				
	1.2.1 If the staff has				
	complied, the				
	clearance will be				
	signed by the LDS				
	Head.				
	1.2.2 If the staff has				
	not complied,				
	proceed to the next				
	step.				
	1.3 Informs/Explains	None	1-5 minutes	Administrative or	
	to the staff that			technical staff	
	he/she need to refund				
	the amount invested				
	for her attendance to				
	IDCBA/LDI on which				
	terms and conditions				
	were not complied.	Nerre	<b>5</b> 40		
	1.4 Prepares the	None	5-10	Administrative or	
	notice to refund as		minutes	technical staff	
	reference for the				

	Cook Section to					
	Cash Section to					
	collect due and					
	demandable amount.					
	1.5 Reviews the	None	1-5 minutes	LDS Head		
	notice to refund.					
	1.6 Routes the	None	1-5 minutes	Administrative staff		
	document for signing.					
	1.7 Receives and	None	5-10	Administrative staff		
	routes/sends thru		minutes			
	email the documents					
	to the concerned					
	staff.					
	Feedback and com	-				
How to send feedbac	K		•	edback/ Complaint form		
			f the Section			
How Feedbacks are	processed			omplaint whenever		
				e addressed and		
			acilitated by th			
How complaint is add	Iressed	Any complaint written, through private				
			message, text or complaint through			
		q	uad-media	will be immediately		
				he LDS Head.		
Complaint through 88	388 Desk/ Hotline	L	DS Head will	facilitate the response		
		V	vithin the reg	lementary period and		
				e to 8888 hotline and		
			nternal Audit L	Jnit		
How complaints are processed				vision Chief may issue		
		_		Order for violations		
				by permanent or		
				staff or Letter of		
				non-permanent staff		
Contact information	of DSWD FO-CAR			y using the name of		
				r involving any of its		
				be submitted to the		
				office at No. 40 North		
			Drive, Baguio			
				bers: (6374) 661-0430/		
		•	,	580/ +0917871 9893/		
				256/ +63919 065 5356-		
				ugh email address:		
			<u>ocar@dswd.go</u>			
			acebook	account: www.		
		fa	acebook.com/	dswdfocar		

177. Learning and Development - Review of IDCBA Proposal

Office or Division:			Learr	ning and Deve	lopment Section	
Classification:		Simple				
Type of Trai			Government to Government			
Who may				Internal Pub	lic (Staff)	
CHECKLIST OF RE				WHERE TO	SECURÉ:	
1. IDCBA Proposa		-Fror	n the req	uesting ODSU	s/proponent	
2. WFP/PPMP		-Fror	n the rec	uesting ODSU	s/proponent	
Client steps	Section's Actio	ns	Fees to be paid	Processing time	Persons Responsible	
1. Submits to LDS the IDCBA proposal and attachments for review.	1.1 Receives, logs, and endorses the documents to the LDS Head for action.		None	1-5 minutes	Administrative staff	
	<ul> <li>1.2 Checks the completeness of the attachments and reviews the proposal.</li> <li>1.2.1 If without inputs, proceed to step 2.3.</li> <li>1.2.2 If with inputs, proceed to the next steps.</li> </ul>		None	1-2 hours	Technical staff or LDS Head	
	1.3 Returns/Route the proposal to th proponent.		None	1-5 minutes	Administrative staff	
2. Receives the proposal, integrates the inputs, and returns/routes the proposal to LDS.	2.1 Receives, logs, and endorses the documents to the LDS Head/technical for action.		None	1-2 days	Administrative staff	
	2.2 Checks if the inputs were integrated.		None	5-10 minutes	LDS Head or technical staff	
	2.3 Signs the proposal.		None	1 minute	LDS Head	
	2.4 Indicates cont number in the proposal.	trol	None	1-5 minutes	Administrative staff	

s mechanism			
Accomplish feedback/ Complaint form			
of the Section			
Feedback or complaint whenever			
available will be addressed and			
facilitated by the LDS Head.			
Any complaint written, through private			
message, text or complaint through			
quad-media will be immediately			
addressed by the LDS Head.			
LDS Head will facilitate the response			
within the reglementary period and			
send response to 8888 hotline and			
Internal Audit Unit			
Concerned Division Chief may issue			
Show Cause Order for violations			
committed by permanent or			
contractual staff or Letter of			
Explanation for non-permanent staff			
Any irregularity using the name of			
DSWD-CAR or involving any of its			
official may be submitted to the			
DSWD-CAR's office at No. 40 North			
Drive, Baguio City or through			
cellphone numbers: (6374) 661-0430/			
(6302) 396 6580/ +0917871 9893/			
+63917-872 0256/ +63919 065 5356-			
68 or through email address:			
focar@dswd.gov.ph or through			
Facebook account: www.			
facebook.com/dswdfocar			

178. Review of Request for Quotations (RFQs)

Office or D	vision:		Learr	ning and Deve	lopment Section	
Classific	ation:		Simple			
Type of Transaction:			Government to Government			
Who may				Internal Pub		
CHECKLIST OF RE				WHERE TO		
1. Request for Qu	otation	From	the Pro	curement Secti	on	
2. IDCBA Proposa	al	From	the requ	uesting ODSUs	/proponent	
3. WFP/PPMP		From	the requ	uesting ODSUs	/proponent	
4. Technical speci of Venue only)	fications (for Lease		be down r/CBS P		e network shared	
5. Suggested men services only)	u (for catering	From	the requ	uesting ODSUs	/proponent	
6. Terms of Refere LSP)	ence (for hiring of		May be downloaded from the network shared folder/CBS Portal.			
Client steps	Section's Actio	ns	Fees to be paid	Processing time	Persons Responsible	
1. Submits to LDS the RFQ and attachments for review.	1.1 Receives, log and endorses the documents to the LDS Head for act	•	None	1-5 minutes	Administrative staff	
	<ul> <li>1.2 Checks the completeness of attachments and reviews the RFQ.</li> <li>1.2.1 If without in proceed to step 2</li> <li>1.2.2 If with input proceed to the nesteps.</li> </ul>	puts, 2.3. s, ext	None	10-15 minutes	Technical staff or LDS Head	
	1.3 Returns/Rout the RFQ to the Procurement Sec		None	1-5 minutes	Administrative staff	
2. Receives the RFQ, integrates the inputs, and returns/routes the RFQ to LDS.	2.1 Receives, log and endorses the documents to the LDS Head/techni- for action.	<b>)</b>	None	1 day	Administrative staff	

2.2 Checks if the inputs were integrated.	None	1-5 minutes	LDS Head or technical staff
2.3 Indicates initials in the RFQ.	None	1 minute	LDS Head
2.5 Routes the proposal to the Procurement Section.	None	1-5 minutes	Administrative staff
Feedback and com	nlainte m	nechanism	
How to send feedback	A		dback/ Complaint form
How Feedbacks are processed	Fe	eedback or co	omplaint whenever e addressed and e LDS Head.
How complaint is addressed	Ai m qu	ny complaint nessage, text uad-media	written, through private or complaint through will be immediately he LDS Head.
Complaint through 8888 Desk/ Hotline		DS Head will ithin the reg	facilitate the response lementary period and to 8888 hotline and
How complaints are processed		oncerned Div how Cause ommitted b ontractual s	rision Chief may issue Order for violations by permanent or staff or Letter of
Contact information of DSWD FO-CAR	An D of D C e (6 +6 68 <u>fo</u> F	ny irregularity SWD-CAR o fficial may b SWD-CAR's rive, Baguid ellphone numl 6302) 396 65 63917-872 02	account: www.

#### 179. Processing of Application for the Student Internship Program

Office or Div	/ision:		Lear	ning and Dev	velopment Section	
Classificat	tion:		Simple			
Type of Trans	saction:			Governmer	nt to Clients	
Who may a		External Public				
CHECKLIST OF REC					D SECURE:	
School duly app	<ol> <li>Endorsement Letter from the School duly approved by the Regional Director</li> </ol>		From the applicant			
2. Resume		From the applicant				
3. Medical Certifica	ite		From the school physician or any authorized government physician			
4. One 2x2 ID pictu background	ure with white	From the applicant				
5. Memorandum of executed betwee the school		lf not	If not existing, template will be provided by LDS.		be provided by LDS.	
Additional requirement f students:	or foreign					
1. Student Visa		From	the app	olicant		
2. Other proof of leg the Philippines	ality of stay in	From the applicant				
Client steps	Section's Action	ons	Fees to be	Processing time	Persons Responsible	
1. Submits documents	1. Receives, log and endorses to documents to the LDS Head for appropriate act	he he	paid None	1-5 minutes	Administrative staff	
	<ol> <li>2. Screens the documents and checks availabit of slots.</li> <li>1.3 If the</li> </ol>	nents and s availability s.		1-5 minutes	SIP Focal Person and LDS Head	
	documents are complete and the	here				

	are evolution alots			
	are available slots,			
	proceed to step 4.2.			
	1.4 If some			
	documents are			
	lacking or there are			
	no available slots,			
	proceed to the next			
	step.			
	1.5 Informs the	None	1-5	SIP Focal
	applicant thru		minutes	Person/Technical staff
	email, SMS, or			
	phone call.			
	1.6 If the applicant			
	only need to submit			
	lacking documents,			
	proceed to the next			
	step.			
	1.7 If there are no			
	available slots for			
	the applicant, end			
	of process.			
2. Submits the	2.1 Receives, logs,	None	1-2 days	Administrative staff
lacking documents	and endorses the			
(walk-in or thru	documents to the			
email).	SIP Focal Person.	None	5-10	
	2.2 Coordinates	None	minutes	SIP Focal Person/Technical staff
	with the applicant on the schedule of		minutes	Person/Technical stan
	the pre-deployment			
	orientation.			
	Feedback and cor	nplaints	mechanism	
How to send feedback				edback/ Complaint form
			of the Section	-
How Feedbacks are p	rocessed	Feedback or complaint whenever available will be addressed and		
				he LDS Head.
How complaint is add	ressed			t written, through private
	How complaint is addressed			t or complaint through
			juad-media	will be immediately
				the LDS Head.
Complaint through 88	88 Desk/ Hotline			Il facilitate the response
				ementary period and send
				7 . · · · · · · · · · · · · · · · · · ·

	response to 8888 hotline and Internal Audit Unit
How complaints are processed	Concerned Division Chief may issue
	Show Cause Order for violations
	committed by permanent or contractual
	staff or Letter of Explanation for non-
	permanent staff
Contact information of DSWD FO-CAR	Any irregularity using the name of
	DSWD-CAR or involving any of its
	official may be submitted to the DSWD-
	CAR's office at No. 40 North Drive,
	Baguio City or through cellphone
	numbers: (6374) 661-0430/ (6302) 396
	6580/ +0917871 9893/ +63917-872
	0256/ +63919 065 5356- 68 or through
	email address: <u>focar@dswd.gov.ph</u> or
	through Facebook account: www.
	facebook.com/dswdfocar

## 180. Deployment of Interns

Office or Div	vision:	Lear	ning and Dev	elopment Section	
Classification:		Simple			
Type of Trans	saction:	Government to Clients			
Who may a	avail:		Externa	al Public	
CHECKLIST OF REC	QUIREMENTS:		WHERE TO	D SECURE:	
Pre-deployment Orienta		e condu	cted by the LD	DS	
Client steps	Section's Actions	Fees	Processing	Persons Responsible	
		to be	time		
	-	paid			
1. Attends the	1.1 Conducts the	None	2 hours	SIP Focal	
scheduled pre-	pre-deployment			Person/Technical Staff	
deployment	orientation				
orientation.	(includes tour and				
	physical				
	endorsement of the				
	interns if the area of				
	assignment is within the Field				
	Office, Regional				
	Haven for Girls and				
	Women, SWAD				
	Benguet, RLRC,				
	and Training				
	Center).				
	1.2 Prepares the	None	15-30	SIP Focal	
	memorandum for		minutes	Person/Technical Staff	
	endorsement and				
	ID of the interns.				
	1.3 Reviews the	None	1-5	LDS Head	
	memorandum and		minutes		
	checks the ID				
	templates.				
	1.4 Routes the	None	1-5	Administrative staff	
	memorandum for		minutes		
	signing.				
	1.5 Receives and	None	1-5	Administrative staff	
	routes/sends thru		minutes		
	email the				
2. Starts with the	memorandum.	None			
		None			
internship program	Foodbook and ear	nnlainte	mocheniam		
How to send feedback	Feedback and cor			edback/ Complaint form	
			f the Section		
		0			

How Feedbacks are processed	Feedback or complaint whenever
	available will be addressed and
	facilitated by the LDS Head.
How complaint is addressed	Any complaint written, through private
	message, text or complaint through
	quad-media will be immediately
	addressed by the LDS Head.
Complaint through 8888 Desk/ Hotline Desk /	LDS Head will facilitate the response
Hotline	within the reglementary period and send
	response to 8888 hotline and Internal
	Audit Unit
How complaints are processed	Concerned Division Chief may issue
	Show Cause Order for violations
	committed by permanent or contractual
	staff or Letter of Explanation for non-
	permanent staff
Contact information of DSWD FO-CAR	Any irregularity using the name of
	DSWD-CAR or involving any of its
	official may be submitted to the DSWD-
	CAR's office at No. 40 North Drive,
	Baguio City or through cellphone
	numbers: (6374) 661-0430/ (6302) 396
	6580/ +0917871 9893/ +63917-872
	0256/ +63919 065 5356- 68 or through
	email address: <u>focar@dswd.gov.ph</u> or
	through Facebook account: www.
	facebook.com/dswdfocar

## 181. Monitoring of Interns while on Deployment

Office or Div	/ision:		Lear	ning and Dev	elopment Section	
Classification:			Complex			
Type of Transaction:			Government to Clients			
Who may a	avail:			Externa	I Public	
CHECKLIST OF REC	QUIREMENTS:			WHERE TO	) SECURE:	
Internship Action Plan		-Tem	plate wi		by LDS during the pre-	
				prientation	, , , , , , , , , , , , , , , , , , , ,	
Client steps	Section's Action	ons	Fees	Processing	Persons Responsible	
			to be	time		
			paid			
1. Submit the	1.1 Encodes th	е	None	15-30	SIP Focal	
approved Internship	details of the			minutes	Person/Technical Staff	
Action Plan to the	interns in the					
SIP Focal	Database.					
Person/LDS.	1.2 Prepares		None	2-4 hours	SIP Focal	
	monitoring plan	for			Person/Technical Staff	
	the students.					
	1.3 Reviews an	d	None	10-15	LDS Head	
	approves the p	lan.		minutes		
	1.4 Implements		None	2 weeks-6	SIP Focal	
	Executes the			months	Person/Technical Staff	
	activities indica	ted		(depending		
	in the plan			on the		
	(conducts of			term of the		
	random spot-			internship		
	checks and/or r	nid-		program)		
	internship					
	monitoring					
	conferences,					
	attends to the					
	inquiries/needs	/				
	concerns of the	•				
	interns, reviews	s the				
	DTR and					
	accomplishmer	nt,				
	etc.)					
	1.5 Prepares th	e	None	4 hours-1	SIP Focal	
	monitoring repo			days	Person/Technical Staff	
	1.6 Reviews an		None	15-30	LDS Head	
	approves the			minutes		
	report.					
		nd <u>cor</u>	nplaints	mechanism		

How to send feedback	Accomplish feedback/ Complaint form
Tiow to seria recuback	of the Section
How Feedbacks are processed	Feedback or complaint whenever
	available will be addressed and
	facilitated by the LDS Head.
How complaint is addressed	Any complaint written, through private
	message, text or complaint through
	quad-media will be immediately
	addressed by the LDS Head.
Complaint through 8888 Desk/ Hotline Desk /	LDS Head will facilitate the response
Hotline	within the reglementary period and send
	response to 8888 hotline and Internal
	Audit Unit
How complaints are processed	Concerned Division Chief may issue
	Show Cause Order for violations
	committed by permanent or contractual
	staff or Letter of Explanation for non-
	permanent staff
Contact information of DSWD FO-CAR	Any irregularity using the name of
	DSWD-CAR or involving any of its
	official may be submitted to the DSWD-
	CAR's office at No. 40 North Drive,
	Baguio City or through cellphone
	numbers: (6374) 661-0430/ (6302) 396
	6580/ +0917871 9893/ +63917-872
	0256/ +63919 065 5356- 68 or through
	email address: <u>focar@dswd.gov.ph</u> or
	through Facebook account: www. facebook.com/dswdfocar
	Tacebook.com/uswulocal

## 182. Issuance of Certificate of Completion

Office or Division:       Learning and Development Section         Classification:       Simple         Type of Transaction:       Government to Clients         Who may avail:       External Public         CHECKLIST OF REQUIREMENTS:       WHERE TO SECURE:         1. Daily Time Record and Accomplishment Report       Template will be provided by LDS during the pre-deployment orientation         2. Evaluation Form       Template issued by the school and accomplishes by the Supervisor in the area of assignment         3. Feedback Report       Template will be provided by LDS         Client steps       Section's Actions       Fees         Processing       Persons Responsible to be         1. Notifies the SIP       1.1 Instructs the       None       5-10       SIP Focal         Parage Parage and       Intermed on the part       Descent Teachnical Staff
Who may avail:External PublicCHECKLIST OF REQUIREMENTS:WHERE TO SECURE:1. Daily Time Record and Accomplishment ReportTemplate will be provided by LDS during the pre- deployment orientation2. Evaluation FormTemplate issued by the school and accomplishes by the Supervisor in the area of assignment3. Feedback ReportTemplate will be provided by LDSClient stepsSection's ActionsFees to be time paid1. Notifies the SIP1.1 Instructs theNone5-10SIP Focal
CHECKLIST OF REQUIREMENTS:       WHERE TO SECURE:         1. Daily Time Record and Accomplishment Report       Template will be provided by LDS during the pre- deployment orientation         2. Evaluation Form       Template issued by the school and accomplishes by the Supervisor in the area of assignment         3. Feedback Report       Template will be provided by LDS         Client steps       Section's Actions       Fees         Processing       Persons Responsible to be         to be       time         paid       1.1 Instructs the       None
1. Daily Time Record and Accomplishment Report       Template will be provided by LDS during the pre- deployment orientation         2. Evaluation Form       Template issued by the school and accomplishes by the Supervisor in the area of assignment         3. Feedback Report       Template will be provided by LDS         Client steps         Section's Actions         Fees         Processing         Persons Responsible         time         Jaid
Accomplishment Report       deployment orientation         2. Evaluation Form       Template issued by the school and accomplishes by the Supervisor in the area of assignment         3. Feedback Report       Template will be provided by LDS         Client steps       Section's Actions       Fees       Processing       Persons Responsible to be         1. Notifies the SIP       1.1 Instructs the       None       5-10       SIP Focal
2. Evaluation Form       Template issued by the school and accomplishes by the Supervisor in the area of assignment         3. Feedback Report       Template will be provided by LDS         Client steps       Section's Actions       Fees       Processing       Persons Responsible to be         1. Notifies the SIP       1.1 Instructs the       None       5-10       SIP Focal
3. Feedback Report       Template will be provided by LDS         Client steps       Section's Actions       Fees       Processing       Persons Responsible         to be       time       paid       1.1 Instructs the       None       5-10       SIP Focal
Client stepsSection's ActionsFees to be paidProcessing timePersons Responsible1. Notifies the SIP1.1 Instructs theNone5-10SIP Focal
to be paidtime1. Notifies the SIP1.1 Instructs theNone5-10SIP Focal
1. Notifies the SIP     1.1 Instructs the     None     5-10     SIP Focal
Focal Person on interns on the post- minutes Person/Technical Staff
their last day of duty internship
in their area of requirements that
assignment. they need to submit
during the exit
conference.
1.2 Informs the None 5-10 SIP Focal
interns on the minutes Person/Technical Staff
schedule of the exit conference.
2. Attends the 2.1 Conducts the None 1-2 hours SIP Focal
scheduled exit exit conference. Person/Technical Staff
conference. 2.2 Informs interns None 1-5 SIP Focal
on the turnaround minutes Person/Technical Staff
time in processing
the Certificate of
Completion once
they have
submitted all their
post-internship
requirements.
3. Submits the post- 3.1 Prepares the None 10 minutes SIP Focal
internship Certificate of Person/Technical Staff
requirements. Completion.
3.2 Reviews the None 1-5 LDS Head
certificate and minutes
indicates initials.

	3.3 Routes the certificate for signing.	None	1-5 minutes	Administrative staff	
	3.4 Receives, logs, and endorses the signed certificate to the SIP Focal Person.	None	1-5 minutes	Administrative staff	
	3.5 Informs the interns on the availability of the certificate.	None	1-5 minutes	SIP Focal Person/Technical Staff	
4. Claims the certificate in the Field Office.	4.1 Releases the certificate to the interns.	None	1-2 days	Administrative staff or SIP Focal Person	
	Feedback and cor				
How to send feedbacl	K		Accomplish fe	edback/ Complaint form	
How Feedbacks are p	processed			omplaint whenever	
			available will be addressed and		
			facilitated by the LDS Head.		
How complaint is addressed Complaint through 8888 Desk/ Hotline Desk / Hotline			Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the LDS Head. LDS Head will facilitate the response within the reglementary period and send		
			•	8888 hotline and Internal	
How complaints are processed			Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non- permanent staff		
Contact information of	of DSWD FO-CAR	[ 0 6 7 6 0 6 0 0 6 1 1 1 1 1 1 1 1 1 1 1 1 1 1	DSWD-CAR official may be CAR's office Baguio City numbers: (637 5580/ +0917 0256/ +63919 email address	ity using the name of or involving any of its e submitted to the DSWD- at No. 40 North Drive, or through cellphone 74) 661-0430/ (6302) 396 871 9893/ +63917-872 065 5356- 68 or through s: focar@dswd.gov.ph or ebook account: www. /dswdfocar	

# **183.** Processing of Application for the Bayanihang Bayan Program (except during disaster Operations) for individuals

Office or Div	vision:		Lear	ming and Dev	velopment Section		
Classification:		Simple					
Type of Trans			Government to Clients				
Who may a				Externa	al Public		
CHECKLIST OF REC					O SECURE:		
1. Accomplished registration form		Form	Form to be provided by LDS				
2. Barangay Clearance		Issue	Issued by the barangay where the applicant resides				
3. Medical Certificate		Issue	Issued by any authorized government physician				
4. Photocopy of on	e valid ID	From	n the app	olicant			
5. Letter of Intent d the Regional Dir		From	n the app	licant			
6. One 2x2 ID pictu	ire	From	n the app	olicant			
<ul> <li>Additional requirements for foreign nationals:</li> <li>1. Clearance from the Philippine National Volunteer Service Coordinating Agency (PNVSCA)</li> <li>2. Proof of legality of stay in the Philippines</li> </ul>			ed by PN				
Client steps	Section's Action	ons	Fees		Persons Responsible		
			to be paid	time			
1. Submits	1. Receives, log	gs,	None	1-5	Administrative staff		
documents	and endorses the documents to the LDS Head for appropriate actions of the second secon	he		minutes			
	<ul><li>2. Screens the documents and checks availability of slots.</li><li>2.1 If the documents are</li></ul>		None	1-5 minutes	BBP Focal Person and LDS Head		
	complete and th are available sh proceed to step	ots,					

	2.2 If some			
	documents are			
	lacking or there are			
	no available slots,			
	proceed to the next			
	step.			
	3. Informs the	None	1-5	BBP Focal
	applicant thru		minutes	Person/Technical staff
	email, SMS, or			
	phone call.			
	3.1 If the applicant			
	only need to submit			
	lacking documents,			
	proceed to the next			
	step.			
	3.2 If there are no			
	available slots for			
	the requesting			
	party, they will be			
	considered as pool			
	of volunteers.			
2. Submits the	2.1 Receives, logs,	None	1-2 days	Administrative staff
lacking documents	and endorses the			
(walk-in or thru	documents to the			
email).	SIP Focal Person.			
	2.2 Coordinates	None	5-10	BBP Focal
	with the applicant		minutes	Person/Technical staff
	on the schedule of			
	the pre-deployment			
	orientation. Feedback and cor	nnlainte	mechanicm	
How to send feedbacl				edback/ Complaint form
			of the Section	•
How Feedbacks are p	rocessed	F	eedback or c	complaint whenever
				be addressed and
				he LDS Head.
How complaint is add	ressed		•	t written, through private
				t or complaint through
			luad-media	will be immediately
	00 Deels/ Lletting Deel			the LDS Head.
	88 Desk/ Hotline Desk			ill facilitate the response
Hotline			•	ementary period and send
				3888 hotline and Internal
		F	Audit Unit	

How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non- permanent staff
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: focar@dswd.gov.ph or through Facebook account: www. facebook.com/dswdfocar

184. Processing of Application for the Bayanihang Bayan Program (except during disaster Operations) for organizations

Office or Division:	Learning and Development Section
Classification:	Simple
Type of Transaction:	Government to Clients
Who may avail:	External Public
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:
1. Accomplished registration form	Form to be provided by LDS
2. Barangay Clearance of each of the members to be involved	Issued by the barangay where each member of the organization resides
<ol> <li>Medical Certificate of each of the members to be involved</li> </ol>	Issued by any authorized government physician
<ol> <li>Photocopy of one valid ID for each of the members to be involved</li> </ol>	From the applicant
<ol> <li>Letter of Intent duly approved by the Regional Director</li> </ol>	From the organization
<ol> <li>One 2x2 ID picture of each of the members to be involved</li> </ol>	From the applicant
7. List of members to be involved	From the organization
8. Memorandum of Agreement executed between the DSWD and the Organization	Template to be issued by LDS
<ol> <li>Parent consent of all members who are below 18 years' old</li> </ol>	From the applicant
Additional requirements for foreign	
nationals: 10. Clearance from the Philippine National Volunteer Service Coordinating Agency (PNVSCA)	Issued by PNVSCA
11. Proof of legality of stay in the Philippines	From the applicant
12. A bilateral agreement or memorandum of agreement between the head of the	Template to be issued by LDS

organization v the Philippine represented by Secretary.	•			
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
1. Submit documents	1. Receives, logs, and endorses the documents to the LDS Head for appropriate action.	None	1-5 minutes	Administrative staff
	2. Screens the documents and checks availability of slots.	None	1-5 minutes	BBP Focal Person and LDS Head
	2.1 If the documents are complete and there are available slots, proceed to step 4.2.			
	2.2 If some documents are lacking or there are no available slots, proceed to the next step.			
	3. Informs the applicant thru email, SMS, or phone call.	None	1-5 minutes	BBP Focal Person/Technical staff
	3.1 If the applicant only need to submit lacking documents, proceed to the next step.			
	3.2 If there are no available slots for the requesting party, they will be			

	considered as pool of volunteers.				
2. Submits the lacking documents (walk-in or thru email).	2.1 Receives, logs, and endorses the documents to the SIP Focal Person.	None	1-2 days	Administrative staff	
,	2.2 Coordinates with the applicant on the schedule of the pre-deployment orientation.	None	5-10 minutes	BBP Focal Person/Technical staff	
	Feedback and cor			a dha ala/ Qama laint fama	
How to send feedback	X		Accomplish te	eedback/ Complaint form	
How Feedbacks are p	processed	F	Feedback or complaint whenever available will be addressed and facilitated by the LDS Head.		
How complaint is addressed			Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the LDS Head.		
Complaint through 8888 Desk/ Hotline Desk / Hotline			LDS Head will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit		
How complaints are processed			Show Cause committed by	permanent or contractual r of Explanation for non-	
Contact information of DSWD FO-CAR			Any irregular DSWD-CAR official may be CAR's office Baguio City numbers: (63 5580/ +0917 0256/ +63919 email address	ity using the name of or involving any of its e submitted to the DSWD- at No. 40 North Drive, or through cellphone 74) 661-0430/ (6302) 396 871 9893/ +63917-872 065 5356- 68 or through s: focar@dswd.gov.ph or cebook account: www.	

## 185. Deployment of Volunteers

Office or Division:		Learning and Development Section			
Classification:		Simple			
Type of Transaction:		Government to Clients			
Who may avail:			Externa	al Public	
CHECKLIST OF REC	CHECKLIST OF REQUIREMENTS:		WHERE TO	D SECURE:	
Pre-deployment Orienta		e condu	icted by the LD	DS	
Client steps	Section's Actions	Fees	Processing	Persons Responsible	
		to be	time		
		paid			
1. Attends the	1.1 Conducts the	None	2 hours	BBP Focal	
scheduled pre-	pre-deployment			Person/Technical Staff	
deployment	orientation				
orientation.	(includes tour and				
	physical				
	endorsement of the				
	applicant if the area				
	of assignment is				
	within the Field				
	Office, Regional				
	Haven for Girls and				
	Women, SWAD				
	Benguet, RLRC,				
	and Training				
	Center).	None	15-30	BBP Focal	
	1.2 Prepares the memorandum for	none	minutes	Person/Technical Staff	
	endorsement and		minutes	Ferson/Technical Stan	
	ID of the volunteer.				
	1.3 Reviews the	None	1-5	LDS Head	
	memorandum and	NONC	minutes		
	checks the ID		minutes		
	template.				
	1.4 Routes the	None	1-5	Administrative staff	
	memorandum for	Nono	minutes		
signing.			minutee		
	1.5 Receives and	None	1-5	Administrative staff	
	routes/sends thru		minutes		
	email the				
	memorandum.				
2. Starts with the		None			
volunteer work.		_			
	Feedback and cor	nplaints	mechanism		
How to send feedbacl				edback/ Complaint form	
			f the Section	·	

How Feedbacks are processed	Feedback or complaint whenever
	available will be addressed and
	facilitated by the LDS Head.
How complaint is addressed	Any complaint written, through private
	message, text or complaint through
	quad-media will be immediately
	addressed by the LDS Head.
Complaint through 8888 Desk/ Hotline Desk /	LDS Head will facilitate the response
Hotline	within the reglementary period and send
	response to 8888 hotline and Internal
	Audit Unit
How complaints are processed	Concerned Division Chief may issue
	Show Cause Order for violations
	committed by permanent or contractual
	staff or Letter of Explanation for non-
	permanent staff
Contact information of DSWD FO-CAR	Any irregularity using the name of
	DSWD-CAR or involving any of its
	official may be submitted to the DSWD-
	CAR's office at No. 40 North Drive,
	Baguio City or through cellphone
	numbers: (6374) 661-0430/ (6302) 396
	6580/ +0917871 9893/ +63917-872
	0256/ +63919 065 5356- 68 or through
	email address: <u>focar@dswd.gov.ph</u> or
	through Facebook account: www.
	facebook.com/dswdfocar

186. Monitoring of Volunteers while on Deployment

Office or Div	/ision:		Lear	ning and Dev	elopment Section	
Classification:		Complex				
Type of Transaction:		Government to Clients				
Who may a					I Public	
CHECKLIST OF REC					) SECURE:	
Volunteer Work Plan				be provided b	y LDS during the pre-	
			-	prientation		
Client steps	Section's Actio	ns	Fees	Processing	Persons Responsible	
			to be	time		
			paid			
1. Submits the	1.1 Encodes the	•	None	15-30	BBP Focal	
approved Work Plan	details of the			minutes	Person/Technical Staff	
to the BBP Focal	volunteers in the	<b>;</b>				
Person/LDS.	Database.					
	1.2 Prepares		None	2-4 hours	BBP Focal	
	monitoring plan	for			Person/Technical Staff	
	the volunteers.					
	1.3 Reviews and	ł	None	10-15	LDS Head	
	approves the pla	an.		minutes		
	1.4 Implements/		None	2 weeks-1	BBP Focal	
	Executes the			year	Person/Technical Staff	
	activities indicate	ed		(depending		
	in the plan	•••		on the		
	(conducts of			term of the		
	random spot-			volunteer		
	checks, attends	to		program)		
	the inquiries/nee			program		
	concerns of the	203/				
	volunteers, etc.)					
	1.5 Prepares the		None	4 hours-1	BBP Focal	
			none			
	monitoring repor		None	days 15-30	Person/Technical Staff	
	1.6 Reviews and approves the	L	None	minutes	LDS Head	
				minutes		
	report.	door	nnlainte	mochaniam		
How to pand feedbard	Feedback and	a cor			adhaak/ Completet form	
How to send feedback			Accomplish feedback/ Complaint form			
			of the Section			
How Feedbacks are processed		Feedback or complaint whenever				
			available will be addressed and			
					he LDS Head.	
How complaint is add	ressed				t written, through private	
			message, text or complaint through			
				quad-media will be immediately		
			a	ddressed by	the LDS Head.	

Complaint through 8888 Desk/ Hotline Desk /Hotline	LDS Head will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non- permanent staff
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD- CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: <u>focar@dswd.gov.ph</u> or through Facebook account: www. facebook.com/dswdfocar

## 187. Issuance of Certificate of Appreciation

Office or Division:		Learning and Development Section			
Classification:		Simple			
Type of Transaction:		Government to Clients			
Who may a	avail:			Externa	I Public
CHECKLIST OF REC	QUIREMENTS:			WHERE TO	) SECURE:
1. Attendance shee	et			be provided b brientation	y LDS during the pre-
2. Accomplishmer	t Report	Tem	olate will	be provided b	y LDS
3. Feedback Repo	rt	Tem	olate will	be provided b	y LDS
Client steps	Section's Action	ons	Fees to be paid	Processing time	Persons Responsible
1. Notifies the BBP Focal Person on their last day of duty in their area of assignment.	1.1 Instructs the volunteers on th post-deploymen requirements th they need to su during the exit conference.	ne nt nat	None	5-10 minutes	BBP Focal Person/Technical Staff
	1.2 Informs the volunteers on the schedule of the exit conference.		None	5-10 minutes	BBP Focal Person/Technical Staff
2. Attends the scheduled exit	2.1 Conducts the exit conference.		None	1-2 hours	BBP Focal Person/Technical Staff
conference.	2.2 Informs volunteers on the turnaround time in processing the Certificate of Appreciation once they have submitted all their post-deployment requirements.		None	1-5 minutes	BBP Focal Person/Technical Staff
3. Submits the post- deployment requirements.	3.1 Prepares the Certificate of Appreciation.		None	10 minutes	BBP Focal Person/Technical Staff
	3.2 Reviews the certificate and indicates initials	-	None	1-5 minutes	LDS Head

	3.3 Routes the certificate for signing.	None	1-5 minutes	Administrative staff		
	3.4 Receives, logs, and endorses the signed certificate to the BBP Focal Person.	None	1-5 minutes	Administrative staff		
	3.5 Informs the volunteers on the availability of the certificate.	None	1-5 minutes	BBP Focal Person/Technical Staff		
4. Claims the certificate in the Field Office.	4.1 Releases the certificate to the volunteers.	None	1-2 days	Administrative staff or BBP Focal Person		
	Feedback and cor					
How to send feedbacl	K		Accomplish fe	edback/ Complaint form		
How Feedbacks are p	processed			omplaint whenever		
			available will be addressed and			
		fa	facilitated by the LDS Head.			
How complaint is addressed			Any complaint written, through private message, text or complaint through quad-media will be immediately			
Complaint through 8888 Desk/ Hotline		L v r	addressed by the LDS Head. LDS Head will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit			
How complaints are processed			Concerned D Show Cause committed by	ivision Chief may issue order for violations permanent or contractual of Explanation for non- ff		
Contact information of	of DSWD FO-CAR	E C E F C C C C C C C C C C C C C C C C	DSWD-CAR official may be CAR's office Baguio City numbers: (637 5580/ +0917 0256/ +63919 email address	ity using the name of or involving any of its e submitted to the DSWD- at No. 40 North Drive, or through cellphone 74) 661-0430/ (6302) 396 871 9893/ +63917-872 065 5356- 68 or through s: <u>focar@dswd.gov.ph</u> or ebook account: www. /dswdfocar		

188. Processing of Modified Work Schedule

Office or Div	vision:		Learning a	nd Developme	nt Section
	Classification:		Simple		
Type of Trans		G2G- Government to Government		vernment	
Who may a	avail:			ff (internal pub	
CHECKLIS	TOF		WHE	RE TO SECU	RE:
REQUIREM	ENTS:				
Records of work			•••		st may be used
and request or m		/ the	e requesting	g staff)	
requesting for wo					
Client steps	Section's		Fees to	Processing	Persons
	Actions		be paid	time	Responsible
1. Submit	1.1Receives		None	5 hours	Technical
request to the	request from th	ne			Staff
Regional	Office of the				
Director for	Regional				
approval	Director and	4. /			
	checks eligibili				
	of the requesting staff.	ng			
	1.2 If eligible,		None	1 day	Technical
	prepares,		NULLE	Tuay	Staff
	countersigns,				Otan
	and sends				
	response to the	е			
	Regional	-			
	Director for				
	signature				
	5				
	1.3 If not eligib	le,			
	prepares,				
	countersigns,				
	and sends				
	response to the	е			
	Regional				
	Director for				
	signature			-	
	1.4 Signs the		None	5 hours	Regional
	report				Director
	1.5 Releases		None	1 day	Administrative
	correspondence	e			Staff

to Records			
Section			
Feedback and complain	int mechanism		
How to send feedback	Accomplish feedback/ Complaint form of the Section		
How Feedbacks are processed	Feedback or complaint whenever available will be addressed and facilitated by the Head of LDI		
How complaint is addressed	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Head of Accounting Section		
Complaint/s through 8888 Desk/ Hotline	Head of Accounting Section will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit		
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non- permanent staff		
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917- 872 0256/ +63919 065 5356- 68 or through email address: <u>focar@dswd.gov.ph</u> or through Facebook account: www. facebook.com/dswdfocar		

## 189. Processing of Authority to Enroll

Office or D	ivision:	l e:	arning a	nd Developme	ent Section
Classification:		Learning and Development Section Simple			
Type of Tran		G2G- Government to Government			
Who may				ff (internal put	
CHECKLIS				ERE TO SECL	
REQUIREM					
Records of work s		t app	olicable (	Generic reque	est may be used
request or r			requestir	•	-
requesting author	ity to enroll		-		
Client steps	Section's Actions	S	Fees	Processing	Persons
			to be paid	time	Responsible
1. Submit	1.1 Receives		None	5 hours	Technical
request to the	request from th	ne			Staff
Regional	Office of th	ne			
Director for	Regional				
approval		nd			
	checks eligibili	-			
		ne "			
	requesting stat		Nono		Technical
	1.2 lf eligible,		None	1 day	Technical Staff
	prepares, countersigns,				Stall
	and send	ds			
	response to th				
	Regional				
	•	or			
	signature				
	1.3 If not eligibl	e,			
	prepares,				
	countersigns,				
	and send				
	response to th	ne			
	Regional				
	Director for				
	signature		Nami		Deviewst
	1.4 Signs the repo	ort	None	5 hours	Regional Director
	1.5 Releases		None	1 day	Administrative
	correspondence		-	5	Staff

to Reco Section	ords
Feedback and	complaint mechanism
How to send feedback	Accomplish feedback/
	Complaint form of the Section
How Feedbacks are processed	Feedback or complaint
	whenever available will be
	addressed and facilitated by
	the Head of LDI
How complaint is addressed	Any complaint written, through
	private message, text or
	complaint through quad-media will be immediately addressed
	by the Head of Accounting
	Section
Complaint/s through 8888 Desk/ H	
	facilitate the response within the
	reglementary period and send
	response to 8888 hotline and
	Internal Audit Unit
How complaints are processed	Concerned Division Chief may
	issue Show Cause Order for
	violations committed by
	permanent or contractual staff or Letter of Explanation for non-
	permanent staff
Contact information of DSWD FO-	
	of DSWD-CAR or involving any
	of its official may be submitted
	to the DSWD-CAR's office at
	No. 40 North Drive, Baguio City
	or through cellphone numbers:
	(6374) 661-0430/ (6302) 396
	6580/+0917871 9893/+63917-
	872 0256/ +63919 065 5356- 68
	or through email address:
	focar@dswd.gov.ph or through Facebook account: www.
	facebook account. www.

## 190. Facilitation of technical assistance

Office or Divi	sion:			Sectors	
Classification		Complex			
Type of Transaction:		G2G- Government to Government			
Who may av	vail:			Sectors' Bure	eau
CHECKLIST			WH	IERE TO SE	CURE:
REQUIREME					
Request form/Memora		Not app			
Client steps	Section's Actio		es	Processing	Persons
			be aid	time	Responsible
1. Submits	1.1 Receives		one	1 day	Administrative
request for		ind		T day	Staff
technical	logs in t				Clan
assistance	Data				
	Tracking				
	System	or			
	logbook				
	1.2Checks,	No	one	1 day	Technical
	reviews, a				Staff
	verify reque	est			
	1.3Travel to t		one	1 day	Technical
	place	of			Staff
	activity				

	1.4Delivers required technical assistance	None	1 day	Technical Staff
	1.5Travel back to station	None	1 day	Head of Sectors
	1.6Prepares and submit After Activity Report	None	1 day	Head of Sectors
	edback and compla			
How to send feedback			Accomplish	feedback/
How Feedbacks are p	rocessed	F V a t	- eedback or c whenever avai	lable will be d facilitated by oncerned
How complaint is addressed		t c r a	Any compl hrough private or complaint nedia will b	aint written, e message, text through quad- e immediately the Head of
Complaint/s through 8888 Desk/ Hotline		H t r r	Head of Sector he response reglementary p	ors will facilitate e within the period and send 888 hotline and
How complaints are processed		r f f	Concerned I may issue Sho or violations permanent or o	Division Chief ow Cause Order committed by contractual staff Explanation for
Contact information o	f DSWD FO-CAR	/ r i k C C	Any irregular name of D nvolving any o be submitted CAR's office a Drive, Baguio cellphone nu	

+091787	1 9893/ +6	3917-872
0256/+6	3919 065 53	356-68 Or
through	email	address:
focar@d	<u>swd.gov.ph</u>	or
through	Facebook	account:
WWW.		
facebook	.com/dswd	focar

191. Preparation of Sectoral Plans or Sectoral Accomplishment Reports:

Office or Divisi	on:		Sectors		
Classification		Complex			
Type of Transac		G2G- Government to Government			
Who may ava		020 0	Sectors' Bur		
CHECKLIST OF REQU		W	HERE TO SE		
Request form/Memorand		Not applic			
Client steps	Section's	Fees	Processing	Persons	
	Actions	to be	time	Responsible	
		paid			
<ol> <li>Submits request for Sectoral Plan or Sectoral Accomplishment Report (SAR)</li> </ol>	1.1 Receives request and logs i the Dat Tracking System c logbook	None n a	5 hours day	Administrative Staff	
	1.2Checks, reviews, and verif request	y None	5 hours day	Technical Staff	
	1.3 Prepares Sectoral Plan c SAR	None	1 day	Technical Staff	
	1.4 Proof read Sectoral Plan c SAR	s None or	1 day	Technical Staff	

	1.5 Signs Sectoral Plan or SAR	None	1 day	Head of Sectors
	1.6 Prepares and submits Sectoral Plan and SAR	None	1 day	Administrative staff
	dback and compla			
How to send feedback			Accomplish	feedback/
How Feedbacks are pro	cessed		Feedback or c	n of the Section
			whenever avail	
				d facilitated by
			he respective	
How complaint is addre	ssed		Any compl	
			• •	e message, text
				through quad- e immediately
				the Head of
			Accounting Se	
Complaint/s through 888	88 Desk/ Hotline			ors will facilitate
			•	e within the
			reglementary	•
			send respor	nse to 8888 ernal Audit Unit
How complaints are proc	cessed			Division Chief
				w Cause Order
			•	committed by
			permanent o	
				of Explanation
Contact information of [	NSW/D EO-CAR		<u>or non-perma</u> Any irregular	
			•	SWD-CAR or
				of its official
		r	may be sub	mitted to the
				office at No. 40
				Baguio City or
			•	none numbers: 30/ (6302) 396
			· /	17871 9893/
				0256/ +63919
		(	065 5356- 68 c	or through email

ad	ddress: focar@ds	swd.gov.ph
or	r through	Facebook
ad	ccount:	www.
fa	acebook.com/dsw	dfocar

192. Preparation of Sectoral Financial Plan:

Office or Division: Classification: Type of Transaction: Who may avail: CHECKLIST OF REQUIREMENTS:		Sectors Wł	Sectors Complex overnment to 'Bureau/ Bud HERE TO SEC	lget Section
Request form/Memora Client steps	Andum Section's Actions	Not applical Fees to be paid	Processing time	Persons Responsible
1. Submits request for Sectoral Financial Plan	1.1 Receives request a logs in t Data Tracking System logbook	None Ind	5 hours day	Administrative Staff
	1.2Checks, reviews, a verify reque		5 hours day	Technical Staff
	1.3Prepares Sectoral Financial Plan	None	1 day	Technical Staff
	1.4 Proof rea Sectoral Financial Plan	ads None	1 day	Technical Staff

	1.5 Reviews and signs Sectoral Financial Plan	None	1 day	Head of Sectors	
	1.6 Prepares and submits Sectoral Financial Plan	None	1 day	Administrative staff	
	edback and compla				
How to send feedback			Accomplish	feedback/	
How Feedbacks are p	rocessed		Feedback or c whenever avai addressed and	lable will be	
How complaint is add	How complaint is addressed		Any complaint written, through private message, text or complaint through quad- media will be immediately addressed by the respective section heads		
Complaint/s through 8888 Desk/ Hotline			the response reglementary p	period and send 388 hotline and	
How complaints are processed			for violations	w Cause Order committed by contractual staff Explanation for	
Contact information o	f DSWD FO-CAR		Any irregularity of DSWD-CAR of its official may the DSWD-CAF 40 North Drive (6374) 661-043 6580/ +091787 872 0256/ +639 or through focar@dswd.go	using the name or involving any y be submitted to R's office at No. , Baguio City or none numbers: 30/ (6302) 396 1 9893/ +63917- 19 065 5356- 68 email address: <u>v.ph</u> or through ccount: www.	

193. Provision of Drinking Water:

Office or Division:		General Services Section			
Classification:		Simple			
Type of Transaction:			Government to		
Who may av			Staff (Internal F	,	
CHECKLIST		V	VHERE TO SE	CURE:	
REQUIREME					
Logs in the logbook		t applic			
Client steps	Section's Actions			Persons	
		to be		Responsible	
		paid			
1. Submits	1.1 Receives	None	e 1 hour	Administrative	
request for	request and			Staff	
Sectoral	review logs				
Financial Plan	1.2 Verifies and	None	e 1 hour	Administrative	
	inspects			staff	
	number of				
	gallon				
	requested.				
	1.3 Signs on the	None	e 1 day	Technical	
	logbook after			Staff	
	drinking water				
	gallon has				
	been fetched.				
Ee	edback and comp	laints m	nechanism		
How to send feedback			Accomplish	feedback/	
				n of the Section	
How Feedbacks are p	rocessed		Feedback or c		
			whenever avai		
			addressed and		
			the Head of Ad		
			Section	J	
How complaint is add	ressed		Any compl	aint written,	
				e message, text	
			• •	through quad-	
				e immediately	
				the Head of	
			GSS		
Complaint/s through 8	888 Desk/ Hotline		Head of GSS v	will facilitate the	
			response within the		
			•	period and send	

	response to 8888 hotline and
	Internal Audit Unit
How complaints are processed	Concerned Division Chief
	may issue Show Cause Order
	for violations committed by
	permanent or contractual staff
	or Letter of Explanation for
	non-permanent staff
Contact information of DSWD FO-CAR	Any irregularity using the
	name of DSWD-CAR or
	involving any of its official may
	be submitted to the DSWD-
	CAR's office at No. 40 North
	Drive, Baguio City or through
	cellphone numbers: (6374)
	661-0430/ (6302) 396 6580/
	+0917871 9893/ +63917-872
	0256/ +63919 065 5356- 68 or
	through email address:
	focar@dswd.gov.ph or
	through Facebook account:
	www.
	facebook.com/dswdfocar

194. Facilitation of use of Training Center or Dormitory:

Office or Divi	sion:	Genera	al Services Se	ction (GSS)	
Classification:		Simple			
Type of Transaction:		G2G- Government to Government			
Who may a			staff (Internal F		
CHECKLIST		W	HERE TO SE	CURE:	
REQUIREME					
Signed Request Form			nared folder		
Client steps	Section's Actions			Persons	
		to be	time	Responsible	
		paid			
1. Submits	1.1 Receives	None	1 hour	Administrative	
request	request and			Staff	
signed	review logs				
request form	1.2 Verifies and	None	1 hour	Administrative	
to the GSS	inspects			staff	
	calendar of				
	use of				
	Training				
	Center or				
	Dormitory				
	1.3Calls and	None	1 hour	Administrative	
	informs the			staff	
	requesting				
	staff of				
	confirmation				
	or conflict of				
	schedule				
	1.4 Adjusts,	None	1 hour	Administrative	
	updates, and			staff	
	confirms				
	schedule with				
	the requesting				
	staff				
Fe	eedback and comp	laints m	echanism		
How to send feedback			Accomplish	feedback/	
		(	Complaint forn	n of the Section	
How Feedbacks are p	How Feedbacks are processed		Feedback or complaint		
		Ň	whenever avai	ilable will be	
		á	addressed and	d facilitated by	

	the Head of Accounting Section
How complaint is addressed	Any complaint written, through private message, text or complaint through quad- media will be immediately addressed by the Head of GSS
Complaint/s through 8888 Desk/ Hotline	Head of GSS will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD- CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: <u>focar@dswd.gov.ph</u> or through Facebook account: www. facebook.com/dswdfocar

195. Provision of Transportation Services:

Office or Division: Classification: Type of Transaction: Who may avail: CHECKLIST OF		General Services Section (GSS) Simple G2G- Government to Government Staff (Internal Public) WHERE TO SECURE:			
REQUIREME Signed Request Form	l			ared folder o g System	or Through the
Client steps	Section's Actio	to	ees be aid	Processing time	Persons Responsible
1. Submits request signed	1.1 Receives request a review logs	nd No	one	1 hour	Administrative Staff
request form to the GSS	1.2Verifies a inspects availability vehicle		one	1 hour	Administrative staff
		he of	one	1 hour	Administrative staff
	1.4 Adjusts, updates, a confirms schedule w the requesti staff	ind vith	one	1 hour	Administrative staff
	odbook and an	mplaint	0 00 0	chaniem	
How to send feedback	eedback and cor	mpiaint		ccomplish	feedback/
How Feedbacks are processed			C F w a	Complaint form eedback or co /henever avai	n of the Section omplaint lable will be I facilitated by

How complaint is addressed	Any complaint written, through private message, text or complaint through quad- media will be immediately addressed by the Head of GSS
Complaint/s through 8888 Desk/ Hotline	Head of GSS will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD- CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: focar@dswd.gov.ph or through Facebook account: www. facebook.com/dswdfocar

195. Provide Certification (IPCR / Good Moral Conduct):

Office or Division:		Human Resource Planning and Performance Management Section (HRPPMS)			
Classification	on:			Simple	)
Type of Transa		G		overnment to	Government
Who may av		-		aff (Internal F	
CHECKLIST				HERE TO SE	
REQUIREME					
Signed Request Form		HRF	PPMS		
Client steps	Section's Action	ons	Fees	Processing	Persons
			to be paid	time	Responsible
1. Submits request signed	1.1 Receives request review logs	and s	None	1 hour	Administrative Staff
request form to the GSS	Ŭ	and	None	1 hour	Administrative staff
	1.3 Prepares a counter sig on certification	gns the	None	1 hour	Technical staff
	1.4 Reviews a signs certification	the	None	1 hour	Head of HRPPMS
	5	of	None	1 hour	Administrative Staff
2. Present Claim Stub	2.1 Logs a Issues requested Certification	and the	None	1 Day	Administrative Staff
Fe	edback and co	ompla	aints me	chanism	

How to send feedback	Accomplish feedback/
	Complaint form of the Section
How Feedbacks are processed	Feedback or complaint
	whenever available will be
	addressed and facilitated by
	the Head of Accounting
	Section
How complaint is addressed	Any complaint written,
	through private message, text
	or complaint through quad-
	media will be immediately
	addressed by the Head of
	HRPPMS
Complaint/s through 8888 Desk/ Hotline	Head of HRPPMS will
	facilitate the response within
	the reglementary period and
	send response to 8888 hotline
	and Internal Audit Unit
How complaints are processed	Concerned Division Chief
	may issue Show Cause Order
	for violations committed by
	permanent or contractual staff
	or Letter of Explanation for
	non-permanent staff
Contact information of DSWD FO-CAR	Any irregularity using the
	name of DSWD-CAR or
	involving any of its official may
	be submitted to the DSWD-
	CAR's office at No. 40 North
	Drive, Baguio City or through
	cellphone numbers: (6374)
	661-0430/ (6302) 396 6580/
	+0917871 9893/ +63917-872
	0256/ +63919 065 5356- 68 or
	through email address:
	focar@dswd.gov.ph or
	through Facebook account:
	www.
	facebook.com/dswdfocar

196. Filling up of Vacant Plantilla Positions:

Office or D	ivicion:		Luma		Planning and
Office of D	IVISION.		Human Resource Planning and Performance Management Section (HRPPMS)		
Classifica	ation:			Highly Tec	,
Type of Trar	nsaction:		G2G- (		o Government
Who may				nterested Ap	plicants
CHECKLIST OF RE	QUIREMENTS:			VHERE TO S	ECURE:
1. Letter of Inte		Ар	plicant		
2. Personal Data Work Experier		ww	w.csc.g	ov.ph	
3. Performance rating period	rating in the last	Go	vernmer	nt employer	
* if previously with go	vernment service				
	of Eligibility /	Civ Pro (PF	ofessiona	vice Comm al Regulati	· · · ·
5. Transcript of F	Records (TOR)	· ·	/	niversity grad	duated
	6. Certificate of Trainings			of trainings at	
7. Certificate of		Pre	evious / (	Current Empl	loyer
Clearance					
8. NBI Clearance		National Bureau of Investigation			
Client steps	Section's Action	IS	Fees to be paid	Processin g time	Persons Responsible
1. Check	1.1 Publicize		None	10 Days	HR Staff
Agency's	Notice	of			
bulletin	Vacancy in	3			
board,	conspicuous				
Facebook		SC			
page,	website, offic				
website or	bulletin boa				
CSC website	website and	/or			
for list of vacancies	official Facebook pag				
vacancies	Γαυθυσκ βά	Je			
	*posting period is least 10 calend days	dar			
2. Submit	2.1 Paper scre	en	None	2 Days	HR Focal
application	applications				
with	received				

complete requirements	2.2 Prepare Long list of applicants	None	3 Days	HR Focal	
	2.3 Evaluate Education, Trainings and Experience of applicants based on the Preferred Qualification Standard (PQS)	None	5 Days	Hiring Head	Office
	*Only applicants with complete requirements, submitted within the application period and met the PQS will be contacted for further screening process				
3. Confirm attendance to and attend the	3.1 Schedule applicants for technical exam	None	4 Days	HR Focal	
technical examination	3.2 Administer technical exam	None	5 Days	HR Focal	
	3.3 Evaluate the technical exam outputs of applicants *Only applicants who passed the exam will be contacted for further screening process	None	6 Days	Hiring Head	Office
4. Confirm attendance to and attend the interview	4.1 Schedule applicants for interview with the HRMPSB	None	4 Days	HR Focal	
	4.2 Conduct panel interview		8 Days	HRMPSB members	
	4.3 Deliberate based on the assessment of	None	3 Days	HRMPSB members	

applicante during			
applicants during the interview			
4.4 Prepare the Resolution based on the result of ETE evaluation, technical examination and interview	None	5 Days	HR Focal
4.5 Facilitate signing of the Resolution and endorse for approval of the Appointing Authority	None	5 Days	HR Focal
4.6 Decide and select among the shortlisted applicants who will be appointed to the position	None	3 Days	Appointing Authority (Regional Director)
4.7 Prepare and send congratulatory letter to the selected applicant and regret letter to failed applicants	None	4 Days	HR Focal
4.8 Prepare and facilitate signing of appointment documents	None	5 Days	HR Focal/ Regional Director/ Appointee
4.9 Release of the appointment and list of requirements to selected applicant	None	3 Days	HR Focal
*The Appointing Authority may interview shortlisted applicants if he/she deems necessary			

5. Submit all pre- employment requirements and assume	5.1 Check requirements submitted by the appointee	None	20 Days	HR Focal	
office	5.2 Orient and facilitate Oath of Office of the appointee	None	5 Days	HR Focal	
	5.3 Deploy appointed applicant to his/ her area of assignment	None	5 Days	HR Focal	
	*Appointee should assume office within 30 days upon receipt of the congratulatory letter				
	Feedback and comp	laints m	nechanism		
How to send feedbac			Accomplish feedback/		
			Complaint form of the Section		
How Feedbacks are	processed		Feedback or o	complaint	
			whenever ava	ilable will be	
				d facilitated by the	
		_	Head of HRP		
How complaint is add	dressed		•	nt written, through	
				ssage, text or	
				ough quad-media	
				diately addressed	
Complaint through 88	888 Desk/ Hotline		by the Head of HRP	PMS will facilitate	
- complaint through oc			the response within the		
			•	period and send	
			• •	8888 hotline and	
			Internal Audit	Unit	
How complaints are	processed			ivision Chief may	
				Cause Order for	
			violations	committed by	
			•	contractual staff or	
				planation for non-	
Contact information			permanent sta		
				ty using the name R or involving any	
				ay be submitted to	

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the DSWD-CAR's office at No.
40 North Drive, Baguio City or
through cellphone numbers:
(6374) 661-0430/ (6302) 396
6580/ +0917871 9893/ +63917-
872 0256/ +63919 065 5356- 68
or through email address:
focar@dswd.gov.ph or through
Facebook account: www.
facebook.com/dswdfocar

197. Processing IPCR output, and IPC Checkpoint:

Office or Division:		Human Resource Planning and Performance Management Section (HRPPMS)		
Classific			Simple	
Type of Tran	nsaction:	G2G-G	overnment to	Government
Who may	avail:	S	taff (Internal F	Public)
CHECKLIST OF RE	EQUIREMENTS:	W	HERE TO SE	CURE:
IPC, IPCR output, IPC	C checkpoint form Ne	etwork sl	hared folder	
Client steps	Section's Actions	Fees	Processin	Persons
		to be paid	g time	Responsible
1. Submits IPCR	1.1 Receives forms	None	1 hour	Administrativ e Staff
output/Check point form to HRPPMS	1.2 Verifies and inspects form	None	1 hour	Administrativ e staff
	1.3 Prepares and counter signs forms	None	5 hours	Technical staff
	1.4 Encodes the result of forms to the database	None	5 hours	Head of HRPPMS
	Feedback and compla	ints mer	chanism	
How to send feedbac			Accomplish	feedback/
				form of the
How Feedbacks are	processed		Feedback or o whenever ava addressed an the Head of H	ailable will be d facilitated by
How complaint is ad	dressed		text or com quad-media immediately	ate message, plaint through will be

Complaint/s through 8888 Desk/ Hotline	Head of HRPPMS will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non- permanent staff
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: <u>focar@dswd.gov.ph</u> or through Facebook account: www. facebook.com/dswdfocar

# 198. Facilitates IPC rating:

Offic	e or Division:	Huma	an Resource I	Planning and	
			Performance Management Section		
	· · · · ·		(HRPPN	/	
	assification:		Simple		
	of Transaction:			o Government	
Wh	o may avail:		Staff (Internal		
CHECKLIST	OF REQUIREMENTS		VHERE TO S		
IPC request for		Network	shared folder		
Client steps	Section's Actions	Fees to be	Processing	Persons	
		paid	time	Responsible	
1. Submits IPCR	1.1 Receives forms	None	1 hour	Administrative Staff	
output/Ch eckpoint form to	1.2 Verifies and inspects form	None	1 hour	Administrative staff	
HRPPMS	1.3Prepares and counter signs forms	None	5 hours	Technical staff	
	1.4 Encodes the result of forms to the database	None	5 hours	Head of HRPPMS	
	1.5 Assigns PC secretariat	None	1 hour	Head of HRPPMS	
	1.6Conducts assistance to the supervisor during the IPC rating	None	1 day	Technical staff	
	1.7 Records result of the rating	None	1 day	Technical staff	
	Feedback and o	complaints me	echanism		
How to send fe			Accomplish	feedback/	
			Complaint	form of the	
			Section		
How Feedbacks are processed			Feedback of	r complaint	
				vailable will be	
			addressed a	ind facilitated by	
			the Head of		
How complain	t is addressed			plaint written,	
			through pr	ivate message,	

	text or complaint through quad-media will be immediately addressed by the Head of Accounting Section
Complaint/s through 8888 Desk/ Hotline	Head of HRPPMS will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non- permanent staff
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: <u>focar@dswd.gov.ph</u> or through Facebook account: www. facebook.com/dswdfocar

199. Preparation of Regional Situationer:

Office or Division: Classification:			RIACAT VAWC Simple	
Type of Transaction: Who may avail:		F	G2G- Government to Government RIACAT-VAWC Bureau	
Request form	OF REQUIREMENTS	Not Appl	NHERE TO S	ECURE:
Client steps	Section's Actions	Fees to be	Processing	Persons
		paid	time	Responsible
1. Submits request	1.1 Receives request	None	1 hour	Technical staff
form to HRWS	1.2Logs and records request	None	1 hour	Technical staff
	1.3 Prepares situationer	None	5 days	Technical staff
	1.4 Proofreads and signs the situationer	None	1 day	Technical staff
	1.5 Routes situationer to RAMS	None	1 day	Technical staff
	Feedback and o	complaints m	echanism	
How to send fe	edback		Accomplish Complaint Section	feedback/ form of the
How Feedbacks are processed			Feedback of whenever av addressed a	r complaint /ailable will be ind facilitated by RIACAT-VAWC
How complaint is addressed			Any com through pri text or col quad-media immediately	plaint written, ivate message, mplaint through
Complaint/s through 8888 Desk/ Hotline		tline	Head of R facilitate the	IACAT-VAC will response within ntary period and onse to 8888

	hotline and Internal Audit Unit
How complaints are processed	Concerned Division Chief
	may issue Show Cause
	Order for violations
	committed by permanent or
	contractual staff or Letter of
	Explanation for non-
Contract information of DOM/D FO. OAD	permanent staff
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or
	involving any of its official
	may be submitted to the
	DSWD-CAR's office at No.
	40 North Drive, Baguio City
	or through cellphone
	numbers: (6374) 661-0430/
	(6302) 396 6580/ +0917871
	9893/ +63917-872 0256/
	+63919 065 5356- 68 or
	through email address:
	focar@dswd.gov.ph or
	through Facebook account:
	www.
	facebook.com/dswdfocar

200. Provision of technical assistance (issues on hardware and software):

Office or Division: Classification:			RICTMS Complex	
Type of Transaction:		G2G-	G2G- Government to Government	
Who may avail:			RIACAT-VAW	
	OF REQUIREMENTS		WHERE TO S	
	n form and through t		icable	
ticketing system	m			
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
1. Submits request	1.1 Receives request	None	1 hour	Technical staff
form to HRWS	1.2Logs and records request	None	1 hour	Technical staff
	1.3Conducts repair and simulation	None	5 days	Technical staff
	1.4 Records updates and results of repair and simulation	None	1 day	Technical staff
	Feedback and o	complaints m	echanism	
How to send fe	eedback		Accomplish	feedback/
			Complaint Section	form of the
How Feedbacks are processed		Feedback o	r complaint	
The recubaci			whenever available will be addressed and facilitated by the Head of RICTMS	
How complain	nt is addressed			plaint written,
			through private message,	
				mplaint through will be
			quad-media immediately	
			the Head	
			Section	
Complaint/s through 8888 Desk/ Hotline		tline	Head of	RICTMS will
				response within
			•	ntary period and
				onse to 8888 I Internal Audit
			Unit	Audit Audit
How complain	ts are processed		Concerned	Division Chief
			may issue	Show Cause

	Order for violations
	committed by permanent or
	contractual staff or Letter of
	Explanation for non-
	permanent staff
Contact information of DSWD FO-CAR	Any irregularity using the
	name of DSWD-CAR or
	involving any of its official
	may be submitted to the
	DSWD-CAR's office at No.
	40 North Drive, Baguio City
	or through cellphone
	numbers: (6374) 661-0430/
	(6302) 396 6580/ +0917871
	9893/ +63917-872 0256/
	+63919 065 5356- 68 or
	through email address:
	focar@dswd.gov.ph or
	through Facebook account:
	www.
	facebook.com/dswdfocar

201. Gathering of information for policy development:

Office or Division:			RJJWC		
Classification: Type of Transaction:		G2G- (	Highly Technical G2G- Government to Government		
Who may avail:		020-0	RJJWC Bu		
	OF REQUIREMENTS	5: V	VHERE TO S		
Written reques			Not Applicable		
Client steps	Section's Actions	Fees to be		Persons	
1. Submits request	1.1 Receives request	paid None	time 1 hour	Responsible Technical staff	
form to RJJWC	1.2Logs and records request	None	1 hour	Technical staff	
	1.3Gather data and information	None	5 days	Technical staff	
	1.4Conducts interviews	None	5 days	Technical staff	
	1.5 Prepares draft policy	None	5 days	Technical staff	
	1.6 Proof reads and edits policy	None	5 days	Technical staff	
	1.7 Finalizes the policy	None	5 days	Technical staff	
	1.8 Submits to the Regional Director for approval or comment	None	1 day	Technical staff	
	1.9If no correction routes to RAMS for waybill	None	1 day	Administrative staff	
2. Submits comments for revision or amend- ment	2.1 Incorporates revision and resubmit to RD for final approval	None	1 day	Technical staff	

	2.2If no correction by the Regional Director, routes to RAMS for waybill	None	1 day	Administrative staff
	Feedback and o	complaints me	echanism	
How to send fe			Accomplish Complaint Section	feedback/ form of the
How Feedback	s are processed			ailable will be nd facilitated by
How complain	t is addressed		quad-media	vate message, mplaint through will be addressed by
Complaint/s th	rough 8888 Desk/ Ho	tline	the respon reglementary send respo	y period and
How complaint	s are processed		issue Show violations permanent of	vivision Chief may Cause Order for committed by r contractual staff cplanation for non- aff
Contact inform	ation of DSWD FO-C	AR	Any irregulari of DSWD-CA of its official in to the DSWI No. 40 North or through ce (6374) 661-0 6580/ +09178 872 0256/ +4 68 or throug focar@dswd.	ty using the name R or involving any may be submitted D-CAR's office at Drive, Baguio City ellphone numbers: 0430/ (6302) 396 871 9893/ +63917- 63919 065 5356- h email address: gov.ph or through account: www.

# 202. Processing of Resource Request

Classification:		ce Operations Section (ROS) Simple		
	of Transaction:	G2G-	Government to Government	
	o may avail:		RJJWC Bu	
CHECKLIST	OF REQUIREMENTS		NHERE TO S	ECURE:
Written reques		Not Appl		
Client steps	Section's Actions	Fees to be		Persons
		paid	time	Responsible
1. Submits request	1.1 Receives request	None	1 hour	Technical staff
form to ROS	1.2Logs and records request	None	1 hour	Technical staff
	1.3Gather data and information	None	5 hours	Technical staff
	1.4 Conducts inventory	None	5 hours	Technical staff
	1.5 Prepares draft inventory	None	5 hours	Technical staff
	1.6 Proof reads and signs inventory and routes to RAMS	None	5 hours	Technical/ Administrative staff
	Feedback and o	complaints m	echanism	
How to send fe			Accomplish Complaint Section	feedback/ form of the
How Feedbacks are processed		Feedback or whenever av	vailable will be and facilitated by	
How complaint is addressed		Any com through pri	plaint written, ivate message, mplaint through will be addressed by	
Complaint/s through 8888 Desk/ Hotline		tline	Head of RO the respon reglementar	

	send response to 8888 hotline and Internal Audit Unit
How complaints are processed	Concerned Division Chief
	may issue Show Cause
	Order for violations
	committed by permanent or
	contractual staff or Letter of
	Explanation for non-
	permanent staff
Contact information of DSWD FO-CAR	Any irregularity using the
	name of DSWD-CAR or
	involving any of its official
	may be submitted to the
	DSWD-CAR's office at No.
	40 North Drive, Baguio City
	or through cellphone
	numbers: (6374) 661-0430/
	(6302) 396 6580/ +0917871
	9893/ +63917-872 0256/
	+63919 065 5356- 68 or
	through email address:
	focar@dswd.gov.ph or
	through Facebook account:
	www.
	facebook.com/dswdfocar

203. Implementation of grievance machinery:

Office or Division: Classification: Type of Transaction: Who may avail: CHECKLIST OF REQUIREMENTS: Complaints form written and non- written form Client steps Section's Actions Fo		G2G- ( c: V n- Not Appli Fees to be	Highly Tech Government to RSCWC Bu VHERE TO S icable Processing	o Government ureau ECURE: Persons
6. Submits complaints to RSCWC	1.4 Receives request 1.5 Logs and records request	paid None None	time 1 hour 1 hour	Responsible Administrative staff Administrative staff
	1.6 Submits to the Office of the Regional Director (RD) for action	None	5 hours	Administrative staff
7. Submits complaints with marginal note of the RD to file LOE or SCO	2.1Receives complaint, and drafts Letter of Explanation (LOE) to the concerned MOA staff 2.2 If the staff is permanent, drafts Show Cause Order (SCO) to the concerned staff	None	1 day	Technical staff
	2.3 Routes to the concerned Division Chief for signature	None	1 day	Administrative staff
8. Submits responses to the LOE or SCO	Receives responses to LOE or SCO	None	1 day	Administrative staff
	Reviews responses and prepares recommendation	None	1 day	Technical staff

	Submit recommendation to the Division Chief	None	5 hours	Technical staff
	Submit recommendation to RD	None	5 hours	Concerned Division Chief
9. Submit approval, dis-	Receives approval	None	1 hour	Administrative staff
approval or order of the Regional	Convenes and deliberates with the concerned committee	None	2 days	Technical staff
Director	Documents deliberation by the committee	None	1 day	Technical staff
	Conduct consultation with the concerned staff	None	1 day	Technical staff
10. Imple- ments recommen dation by the committee	If staff is decided to undergo a progressive disciplining, refer to HRWS all related documents with transmittal for processing	None	1 day	Technical staff
	If complaint has no basis based on deliberation then draft notice of dismissal of grievance	None	1 day	Administrative staff
	RoutesNoticeofDismissalofGrievancetoRAMS	None	1 day	Administrative staff
	Feedback and o	complaints me		
How to send feedback			Accomplish Complaint Section	feedback/ form of the
How Feedback		Feedback or complaint whenever available will be addressed and facilitated by the Head of SLP		

How complaint is addressed	Any complaint written,
	through private message,
	text or complaint through
	quad-media will be
	immediately addressed by
	the Head of SLP
Complaint/s through 8888 Desk/ Hotline	Head of SLP will facilitate the
	response within the
	reglementary period and
	send response to 8888
	hotline and Internal Audit
	Unit
How complaints are processed	Concerned Division Chief
· ·	may issue Show Cause
	Order for violations
	committed by permanent or
	contractual staff or Letter of
	Explanation for non-
	permanent staff
Contact information of DSWD FO-CAR	Any irregularity using the
	name of DSWD-CAR or
	involving any of its official
	may be submitted to the
	DSWD-CAR's office at No.
	40 North Drive, Baguio City
	or through cellphone
	numbers: (6374) 661-0430/
	(6302) 396 6580/ +0917871
	9893/ +63917-872 0256/
	+63919 065 5356- 68 or
	through email address:
	focar@dswd.gov.ph or
	through Facebook account:
	www.
	facebook.com/dswdfocar

204. Conduct of Regional Monitoring Team Meeting:

Type of Transaction:G2G- Government to GovernmentWho may avail:TARACHECKLIST OF REQUIREMENTS:WHERE TO SECURE:Request formNot ApplicableClient stepsSection's ActionsFees to be paidProcessing timeClient stepsSection's ActionsFees to be paidProcessing timePersons Responsible1. Submits request for conduct of Monitoring Meeting (RMM)1.1 Drafts signsand Project Proposal (PP)None1 dayAdministrative staff1.2 Submits project Monitoring Meeting (RMM)1.2 Submits project Procurement SectionNone1 hourAdministrative staff2.Returns approved PD2.1 Request RFQ Processing PDNone1 dayTechnical staff
CHECKLIST OF REQUIREMENTS:WHERE TO SECURE:Request formNot ApplicableClient stepsSection's ActionsFees to be paidProcessing timePersons Responsible1. Submits request for conduct of Regional Monitoring (RMM)1.1 Drafts request for proposal (PP)None1 dayAdministrative staff1.2 Submits project Monitoring (RMM)1.2 Submits project Proposal with PPMP SectionNone1 hourAdministrative staff2.Returns approved2.1 Request RFQ processing withNone1 dayTechnical staff
Request formNot ApplicableClient stepsSection's ActionsFees to be paidProcessing timePersons Responsible1. Submits request for conduct of Regional Monitoring (RMM)1.1 Drafts signs Project Proposal (PP)None1 dayAdministrative staff1.2 Submits project Meeting (RMM)1.2 Submits project proposal with PPMP and SectionNone1 hourAdministrative staff2.Returns approved2.1 Request RFQ processing withNone1 dayTechnical staff
Client stepsSection's ActionsFees to be paidProcessing timePersons Responsible1. Submits1.1 Draftsand signsNone1 dayAdministrative staff1. Submits1.1 Draftsand signsNone1 dayAdministrative staffconduct of Regional MonitoringProposal (PP)1 hourAdministrative staffMonitoring Meeting (RMM)PPMPand PPMP1 hourAdministrative staff2.Returns approved2.1 Request RFQ processingNone1 dayTechnical staff
1. Submits request for conduct of Regional (RMM)1.1 Drafts signsand Project Project NoneNone1 dayAdministrative staff1.2 Submits project Monitoring (RMM)1.2 Submits project proposal with PPMP NoneNone1 hourAdministrative staffMeeting (RMM)PPMP WFP SectionNone1 hourAdministrative staff2.Returns approved2.1 Request RFQ processing withNone1 dayTechnical staff
request for conduct of Regional Monitoring (RMM)signs Proposal (PP)Project Nonestaff1.2 Submits project proposal with PPMP Procurement SectionNone1 hourAdministrative staff2.Returns approved2.1 Request RFQ processing withNone1 dayTechnical staff
conduct of Regional Monitoring (RMM)Proposal (PP)1.2 Submits project proposal with PPMP and WFP to Procurement SectionNone1 hourAdministrative staff2.Returns approved2.1 Request RFQ processing withNone1 dayTechnical staff
Regional Monitoring (RMM)1.2 Submits project proposal with PPMP and WFP to Procurement SectionNone1 hour hour StaffAdministrative staff2.Returns approved2.1 Request RFQ processing withNone1 dayTechnical staff
Monitoring Meeting (RMM)proposal PPMP WFP Procurement Sectionwith and to Procurement Sectionstaff2.Returns approved2.1 Request RFQ processing withNone1 dayTechnical staff
Meeting (RMM)       PPMP and WFP to Procurement Section       And Description         2.Returns approved       2.1 Request RFQ processing with       None       1 day       Technical staff
Procurement SectionProcurement Section2.Returns approved2.1 Request RFQ processing withNone1 dayTechnical staff
SectionSection2.Returns2.1 Request RFQNone1 dayTechnical staffapprovedprocessingwithImage: Section of the s
2.Returns approved2.1 Request RFQ processingNone1 dayTechnical staff
approved processing with
PP Procurement Section
3.Submits 3.1 Coordinates None 5 hours Technical staff
approved with winning bidder
Purchase on schedule of
Order meeting
3.2 Prepares None 1 hour Technical staff
Regional Special
Order and request
for reservation of
Training Center     Technical staff       3.3Conducts     and     None     1 day     Technical staff
3.3ConductsandNone1 dayTechnical stafffacilitatesthe
meeting
3.4 Drafts and None 1 day Technical staff
signs Minutes of
the Meeting (MOM)
3.5 Submits signed None 1 hour Technical staff
MOM to the
supervisor
Foodback and complaints mechanism
Feedback and complaints mechanismHow to send feedbackAccomplishfeedback
Complaint form of the
Section

How Feedbacks are processed	Feedback or complaint
	whenever available will be
	addressed and facilitated by
	the Head of TARA Unit
How complaint is addressed	Any complaint written,
	through private message,
	text or complaint through
	quad-media will be
	immediately addressed by
	the Head of TARA Unit
Complaint/s through 8888 Desk/ Hotline	Head of SMU will facilitate
	the response within the
	reglementary period and
	send response to 8888
	hotline and Internal Audit
	Unit
How complaints are processed	Concerned Division Chief
	may issue Show Cause
	Order for violations
	committed by permanent or
	contractual staff or Letter of
	Explanation for non-
	permanent staff
Contact information of DSWD FO-CAR	Any irregularity using the
	name of DSWD-CAR or
	involving any of its official
	may be submitted to the
	DSWD-CAR's office at No.
	40 North Drive, Baguio City
	or through cellphone
	numbers: (6374) 661-0430/
	(6302) 396 6580/ +0917871
	9893/ +63917-872 0256/
	+63919 065 5356- 68 or
	through email address:
	focar@dswd.gov.ph or
	through Facebook account:
	www.
	facebook.com/dswdfocar

## 205. Generation of Dromic Report:

Office or Division:		Disaster Response Information Management Section (DRIMS-DREMD)				
Classification:		Complex				
Type of Transa		(		overnment to	Government	
Who may av		,	20 00	CIS Burea		
CHECKLIST			WH	HERE TO SE		
REQUIREME						
Request form/Memorandum			Not applicable			
Client steps	Section's Acti			Processing	Persons	
			to be paid	time	Responsible	
1. Submits	1.1 Receives		None	1 day	Administrative	
request for	request	and		-	Staff	
report	logs in	the				
	Data					
	Tracking					
	System	or				
	logbook					
	1.2Checks,		None	1 day	Technical	
	reviews,				Staff	
	verify requ	lest				
	1.3Prepares		None	1 day	Technical	
		and			Staff	
	submits					

	1.4 Receives, reviews, and counter signs the report	None	1 day	Technical Staff		
	1.5 Proof reads and signs the report	None	1 day	Head of DRIMS or OIC if the latter is not available		
	1.6Logs and records form and routes to client	None	1 day	Administrative staff		
Fe	edback and compla	aints me	echanism			
How to send feedback			Accomplish	feedback/		
			•	n of the Section		
How Feedbacks are p	rocessed		Feedback or complaint			
	1000000		whenever available will b			
			addressed and facilitated by the Head of DREMD			
How, complaint is add	Iroccod		Any compl			
How complaint is addressed				e message, text		
			• •	•		
				through quad- e immediately		
			DREMD	the Head of		
Complaint/a through 0	0000 Deels/ Lietline	_				
Complaint/s through 8	8888 Desk/ Hotline		_	IS will facilitate		
			he response			
			• • •	period and send		
				388 hotline and		
How compleinte are r	raaaad		Internal Audit Unit Concerned Division Chie			
How complaints are p	IUGESSEO					
				w Cause Order		
				committed by		
				contractual staff		
				Explanation for		
Contact information of DSWD FO-CAR			non-permanen			
Contact Information C	IDSWDF0-CAR		Any irregular name of D			
			involving any of its official may be submitted to the DSWD-			
				at No. 40 North		
			11 NO. 40 NOLLI			

Drive, Baguio City or through
cellphone numbers: (6374)
661-0430/ (6302) 396 6580/
+0917871 9893/ +63917-872
0256/ +63919 065 5356- 68 or
through email address:
<u>focar@dswd.gov.ph</u> or
through Facebook account:
www.
facebook.com/dswdfocar

### 206. Admission of Client

Admission of new client/ residents at the center is a vital process in case management because it where the rehabilitation process commences. The admission facilitates initial contact with the client and his families to new LGU partners whom referral is facilitated. General orientation on the programs and services are being presented by the different component to the family and partners that will result to the formulation of the intervention/ rehabilitation contract.

Over- all, main objective of the admission is the orientation and formulation of the rehabilitation contract of new residents as basis of the assessment, monitoring, and reporting.

Office:	Regional Rehabilitation Center for Youth		
Classification:	Highly Technical		
Type of Transaction:	G2G – Government to Government		
Who May Avail:	Social workers/case managers, center psychologist, center nurse, manpower development officer, house parent supervisors, house parents and house parent relievers, security personnel		
Checklist of Requirements:	Where to Secure:		
Attendance Sheet	Social worker in-charge/ admitting Officer		
Admission Contract	Social worker in-charge/ admitting Officer		
Intake Sheet	Social worker in-charge/ admitting Officer		
<ul> <li>Turn- over documents:</li> <li>a. Social Case Study Report</li> <li>b. Court Order/ Commitment Order</li> <li>c. Execution of Judgement</li> <li>d. Sworn Statement</li> <li>e. Form 138 (if available)</li> <li>f. Certificate of trainings (if available)</li> <li>g. Birth Certificate</li> <li>h. Medical Certificate</li> <li>i. Discharge Slip</li> <li>j. Receipt of Ward</li> </ul>	LGU/ LSWDO partner/ Referring agency		
Orientation Materials	Rehabilitation Team		
Rehabilitation Plan	Rehabilitation Team		

Client Steps	Section Actions	Fees to be paid	Processing Time	Person/s Responsibl e
1. Receipt of Court Order/ Commitment Order forwarded by the Court to RRCY	1.1. Center head/ staff receives the order of commitment to RRCY and supervisors/ center head identify to confirm commitment order to partner LGU and confirm the transfer of the client to RRCY.	None	2 hours	Social Worker
2. Admission Conference	2.1. Intake and Assessment	None	30 minutes	Social Worker
	<ul> <li>2.2. Checking of Admission Documents i.e.</li> <li>Social Case Study Report</li> <li>Court Order/ Commitment Order</li> <li>Execution of Judgement</li> <li>Sworn Statement</li> <li>Form 138 (if available)</li> <li>Certificate of trainings (if available)</li> <li>Birth Certificate</li> <li>Medical Certificate</li> <li>Discharge Slip</li> <li>Receipt of Ward</li> </ul>	None	5 minutes	Social Worker
<ol> <li>Orientation on RRCY Programs and Services</li> </ol>	3.1. Orientation on the different component services	None	30 Minutes	Social Worker

4. Formulation of Rehabilitatio n Program	4.1. Identification of activities and commitment based on the identified concerns/ issues.	None	30 minutes	Social Worker		
5. Approval of rehabilitation program	<ul> <li>5.1 Identified plan forwarded to the center head for comments and or approval.</li> <li>5.1 a. if approved, proceed to Step #6.</li> <li>5.1 b. if not approve, worker to finalized additional input/ revisions then proceed to Step #6.</li> </ul>	0 none	1day	Supervisor and/or Center Head		
6. Copy of Rehabilita- tion Plan Approved	6.1 Approved Rehabilitation plan forwarded to stakeholders	None	1 day	Center Head and the administrate staff in- charge		
	6.1a Draft letter of endorsement.	None	30 hour	Case Manager		
	6.1b Approved letter and copy of Rehabilitation Plan forwarded to stakeholders (committing court, LGU Social Welfare Office, Parents, BCPC, and file copy) as reference of monitoring and reporting.	None	1 Day	Case Manager and the administrate staff in- charge		
How to send fe	Feedback and com	plaints mech	nanism Accomplish	feedback/		
				Complaint form of the Section		
How Feedback	s are processed	Feedback or complaint whenever available will be addressed and				

	facilitated by the Head of IAU
How complaint is addressed	Any complaint written,
	through private message,
	text or complaint through quad-media will be
	immediately addressed
	by the Head of RRCY
Complaint/s through 8888 Desk/ Hotline	Head of RRCY will
	facilitate the response
	within the reglementary
	period and send
	response to 8888 hotline and Internal Audit Unit
How complaints are processed	Concerned Division Chief
	may issue Show Cause
	Order for violations
	committed by permanent
	or contractual staff or
	Letter of Explanation for
Contact information of DSM/D EQ CAR	non-permanent staff
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or
	involving any of its official
	may be submitted to the
	DSWD-CAR's office at
	No. 40 North Drive,
	Baguio City or through
	cellphone numbers:
	(6374) 661-0430/ (6302) 396 6580/ +0917871
	396 6580/ +0917871 9893/ +63917-872 0256/
	+63919 065 5356- 68 or
	through email address:
	focar@dswd.gov.ph or
	through Facebook
	account: www.
	facebook.com/dswdfocar

#### 207. Provision of Therapeutic Modality Programs and Services

The Therapeutic Modality Programs and Services is a 24-hour professional help extended to the clients at the centers. This include the interventions that seek to restore/develop social functioning of the clients from admission to discharge and preparation for their reintegration to their families. This includes the Social and Legal Services, Health and Wellness, Psychological, Economic and Productivity, Home Life, Education, Recreational, Developmental, and Spiritual (SHEPEREDS Services)

The service is a combination of Skills for Life and Home Life enhancement that gears towards improving one's decision making, communication patterns, and spiritual upliftment that will lead to self- development of a person or the skills needed to deal well and effectively with the challenges of daily life conducted in the daily structured activities of the residents.

Office:		Regional	nal Rehabilitation Center for Youth				
Classification:		Technical					
Type of Transaction:				nt services wh	ose client		
			is the transacting public				
Who May Avail:			Resident/ clients, parents				
Checklist of Re			Secure:	/ 1	<u><u></u></u>		
Feedback Repo	ort Form	Social wo	orker in-chai	rge/ admitting	Officer		
Individual Personal Sharing Template		Social wo	Social worker in-charge/ admitting Officer				
HP Anecdotal Report		House Pa	House Parents				
Client Steps Section Actions		Fees to be paid	Processin g Time	Person/s Responsi			
1. Skill for Life	1.1 Residents/ client participates in the life skills session on a specific topic. here is no definitive list of life skills. Certain skills may be more or less relevant to the behavioral concern of the residents focused on the six key areas of life skills: <u>Communication and interper</u> <u>sonal skills</u> . This broadly describes the skills needed to get on and work with other people, and particularly to		None	2 hours	ble Rehabilita tion Team / Person in Charge		

transfer and receive messages either in writing or verbally. Decision-making and problem-solving. This describes the skills required to understand problems, find solutions to them, alone or with others, and then take action to address them. Creative thinking and critical thinking. This describes the ability to think in different and unusual ways about problems, and find new solutions, or generate new ideas, coupled with the ability to assess information carefully and understand its relevance.	
to you. Assertiveness and equanimity, or self-control. These describe the skills needed to stand up for yourself and other people, and remain calm even in the face of considerable provocation. Resilience and ability to cope with problems, which describes the ability to recover from setbacks, and treat them as opportunities to learn, or simply experiences.	

2. Home Life	2.1 Training on home life atmosphere that includes waking up, upkeep of beddings, personal hygiene, laundry, dishwashing, and other related chores	0	3 Hours	House Parents
3. Psychol ogical	3.1 Initial behavioral assessment	0	2 Hours	Psycholog ist
	3.2 Client/ residents report forwarded to the supervisor for review and or additional input.	0	2 hours	
	<ul> <li>3.3 Client Referral to Psychological Testing and Therapy Session</li> <li>3.3.1 Request Letter for referral</li> </ul>	0	1 day	
	3.4 Psychological Therapy Session/s	5,000	1 Year	
	3.5 Feedback Report and Assessment	0	1 month	
4. Educatio n	<ul> <li>4.1 Profiling</li> <li>4.1.1 Educational Assessment and enlistment</li> <li>Enrollment for ALS</li> <li>Enrollment for Open High School</li> <li>Enrollment for Formal Education and non- formal Education</li> </ul>	0	1Day	
	4.2 Tutorial Session - ALS Tutorial - Modular Tutorials		2 Hours 1 Hour 1 Hour	

	- Assistance to			
	Assignments and projects			
	4.3 Lectures	0	2 Hours	
	4.4 Monthly Feedback Reporting			
5. Health and Wellnes s	5.1 Over- all Physical Assessment and BMI Check Up	0	30 minutes	Nurse
	5.2 For residents with immediate health concerns referral to health concerns (skin rashes, history of asthma, and others)	0 none	1day	Nurse
	5.3 Daily health monitoring and personal hygiene	0	30 minutes	Nurse
	5.4 Participation to Health and wellness lectures	0	2 Hours	Nurse
	5.5 Enrollment to PhilHealth	0	1 Day	Nurse
	5.5 Monthly Feedback Reporting	0	2 Hours	Nurse
6. Spiritual	6.1 Participation to Daily Devotions	None	1 Hour	Staff-in- Charge
7. Economic and Productivity	7.1 Skills Profiling	0	30 Minutes	

7.2 Enrolment to Vocational Training and endorsement to the Educational Component if Eligible	
Feedback and complain How to send feedback	Accomplish feedback/ Complaint form of the
How Feedbacks are processed	Section Feedback or complaint whenever available will be addressed and facilitated by the Head of IAU
How complaint is addressed	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by
Complaint/s through 8888 Desk/ Hotline	the Head of RRCY Head of RRCY will facilitate the response within the reglementary period and send response to 8888 hotline and
How complaints are processed	Internal Audit Unit Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for
Contact information of DSWD FO-CAR	non-permanent staff Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address:

focar@dswd.gov	v.ph or
through	Facebook
account:	www.
facebook.com/d	swdfocar

### 208. Regular Case Conferences (Quarterly) or as need Arises

The case conference serves as a venue of quarterly reporting on the participation and performance of the residents/ clients towards his rehabilitation plan. It is also a venue on assessing the individual for his possible reintegration in the community.

The parents, LGU Social Worker, BCPC Representative, court social worker, and the RRCY staff are present to sit down together in presenting the current progress of the residents as supported by the monthly progress report forwarded by the different component staff as basis for the evaluation. Also, it is the venue to discuss pressing issues/ concern and identify appropriate interventions.

Office:	Regional Rehabilitation Center for Youth
Classification:	Technical
Type of Transaction:	G2C – for government services whose client is
	the transacting public
Who May Avail:	Resident/ clients, parents, LGU partners
<b>Checklist of Requirements:</b>	Where to Secure:
Feedback Report Form	Social worker in-charge/ admitting Officer/
	component Staff
Individual Personal Sharing	Social worker in-charge/ admitting Officer
Template	
	House Parents
HP Anecdotal Report	
	Social worker in-charge/ admitting Officer
Attendance Sheet	
	Social worker in-charge/ admitting Officer
Rehabilitation Program	

Client Steps	Section Actions	Fees to be paid	Processing Time	Person/s Responsi ble
1. Stakehol ders are informed on a set Case Confere nce	1.1 Draft letter for approval of the Regional Director	None	10 Minutes	End- User/ Case Manager
	<ul><li>1.1a If approved, proceed to number 2</li><li>1.1b If not, end user provide necessary</li></ul>	None		

2. Forward	correction based on the input provided by the supervisor. Then follow step 1.1a. 2.1 A follow up on the	None	1 day
letter to stakeholders	invitation must be made to ensure attendance of the set meeting at least 2 days before the set activity.		
3. Conference Proper	3.1 Objective of the meeting oriented by the case manager	None	5 minutes
	3.2 Rehabilitation team provide updates on the performance of the residents.	None	2 hours
	3.3 LGU partners, BCPC, parents, and residents provide feedback based on the update provided.	None	5 minutes
	3.4 Case manager provide over- all assessment and recommendation on the presented resident.	None	5 minutes
4. Documenta tion	4.1 Case manager draft documentation of meeting capturing salient features and agreement.	None	1 day
	<ul> <li>4.2 Draft documentation forwarded to the supervisor/ center head for review, input and or approval.</li> <li>4.2.1 If approved proceed to Step Number 5</li> </ul>	None	1 day
	4.2.2 If not approved, end- user to finalize documentation with the input of the supervisor. Then follow step 4.2a.		

5. Follow up on Action areas	5.1 filling of documentation of meeting	None	10 mins
How to send fe	Feedback and compla edback	ints mecha	nism Accomplish feedback/ Complaint form of the Section
How Feedback	s are processed		Feedback or complaint whenever available will be addressed and facilitated by the Head of IAU
How complain	t is addressed		Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Head of RRCY
Complaint/s th	ough 8888 Desk/ Hotline		Head of RRCY will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit
How complaint	s are processed		Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non- permanent staff
Contact information	ation of DSWD FO-CAR		Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: focar@dswd.gov.ph or through Facebook account: www. facebook.com/dswdfocar

#### 209. Submission of Progress Report of Client

Progress Reporting of clients/ residents serves as a documentation of their progress being accomplish by the direct case manager that serves as basis of assessing and evaluating the participation of the client as well as the commitment of the rehabilitation team. The report summarizes the performance of the client using the Behavioral and Social Functioning Checklist. It also serves as basis for service continuation, trial-reintegration, and or recommendation for the termination of case. Report should be submitted every after three (3) months upon the admission, discharge for trial-reintegration, aftercare, and or termination of case.

Copy of the report should be provided to the parents, LGU Social Worker, BCPC Representative, court social worker, the admitting court, and the RRCY to retain a file copy attached to the individual folders of the clients.

Office: Classification Type of Trans Who May Ava Checklist of Requirements Progress Repo	Technica G2G – G Resident Where to	l overnment t / clients, par o <b>Secure:</b>	on Center for N o Government ents, LGU par ge/ admitting (		
Steps	Section A	Actions	Fees to be paid	Processing Time	Person/s Responsible
1. Case Manager Prepare the Progress Report	1.1 Draft rep on the pertin- or updates for by the compo- staff, LGU- L partners, BC Concern, and	ent data prwarded pnent SWDO PC	None	1 day	End- User/ Case Manager
	<ol> <li>1.2 Docume forwarded to direct super review, inpu approval.</li> <li>1.2a If appro proceed to s number 2.</li> <li>1.2b. If not approved, o staff to prov revision of</li> </ol>	ent to be o the visor for it, and or oved, step	None	1 day	End- User/ Case Manager Center Head

	documents based on the input of the supervisor.			
2. Forward letter to signatories for endorsement and approval.	<ul> <li>2.1 Approved document to be forwarded to the Division Chief for review, input, and or approval.</li> <li>2.1.1 If approved, proceed to step number 2.2.</li> <li>2.1.2 If not approved, concern staff to provide revision of documents based on the input of the Division Chief.</li> </ul>	None	1 day	End- User/ Case Manager PSD Division Chief
	<ul> <li>2.2 Approved document to be forwarded to the ARD for Operation for review, input, and or approval.</li> <li>2.2a If approved, proceed to step number 2.3.</li> <li>2.2b. If not approved, concern staff to provide revision of documents based on the input of the ARD for Operation.</li> </ul>	None	1 day	End- User/ Case Manager Office of the ARDO
	2.2 Approved document to be forwarded to the Office of the Regional Director for final review, input, and or approval.	None	1 day	End- User/ Case Manager Office of the Regional Director

	<ul> <li>2.2a If approved, proceed to step number 3.</li> <li>2.2b. If not approved, concern staff to provide revision of documents based on the input of the Regional Director.</li> </ul>				
3. Furnish Copy of Report to the Committing Court, LGU Partners, BCPC Concern, and parent/ guardian of the client.	3.1 Copy of report forwarded to partners via e- mail and or delivery mail.	None	1 day		End- User/ Case Manager
4. File Copy of the Report	3.4 Copy of report attached in the case folders and is readily available for future reference.	None	2 minutes		End- User/ Case Manager
5. Follow up on Action areas	5.1 filling of documentation of meeting	None	10 Minu	utes	
	Feedback and o	complaints r	nechanisi	m	
How to send fe	edback		A C S	ccom ompla ectior	aint form of the
How Feedback		w be	henev e add cilitat	ack or complaint ver available will ressed and ed by the Head of	
How complaint is addressed			Ai th te qu im	ny o rough xt or uad-m nmedi	complaint written, n private message, complaint through nedia will be iately addressed by ad of RRCY

Complaint/s through 8888 Desk/ HotlineHead of RRCY will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit UnitHow complaints are processedConcerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staffContact information of DSWD FO-CARAny irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through Facebook account: www. facebook.com/dswdfocar		
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Letter of Explanation for non-permanent staffContact information of DSWD FO-CARAny irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: focar@dswd.gov.ph or through Facebook account: www.		committed by permanent
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name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: <u>focar@dswd.gov.ph</u> or through Facebook account: www.		non-permanent staff
involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: <u>focar@dswd.gov.ph</u> or through Facebook account: www.	Contact information of DSWD FO-CAR	Any irregularity using the
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No.       40       North       Drive,         Baguio       City       or       through         cellphone       numbers:       (6374)       661-0430/       (6302)         396       6580/       +0917871       9893/       +63917-872       0256/         +63919       065       5356-       68       or         through       email       address:          focar@dswd.gov.ph       or       or       through       Facebook         account:       www.       www.       www.       www.		may be submitted to the
Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: <u>focar@dswd.gov.ph</u> or through Facebook account: www.		DSWD-CAR's office at
cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: <u>focar@dswd.gov.ph</u> or through Facebook account: www.		No. 40 North Drive,
(6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: <u>focar@dswd.gov.ph</u> or through Facebook account: www.		Baguio City or through
396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: <u>focar@dswd.gov.ph</u> or through Facebook account: www.		cellphone numbers:
9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: <u>focar@dswd.gov.ph</u> or through Facebook account: www.		(6374) 661-0430/ (6302)
+63919 065 5356- 68 or through email address: <u>focar@dswd.gov.ph</u> or through Facebook account: www.		396 6580/ +0917871
through email address: <u>focar@dswd.gov.ph</u> or through Facebook account: www.		9893/ +63917-872 0256/
focar@dswd.gov.ph or through Facebook account: www.		+63919 065 5356- 68 or
through Facebook account: www.		through email address:
through Facebook account: www.		focar@dswd.gov.ph or
facebook.com/dswdfocar		account: www.
		facebook.com/dswdfocar

### 210. Submission of Accomplishment Report (Monthly Quarterly Report/ Semestral/ Annual)

The accomplishment report to be submitted serves as a documentation capturing the outputs of the center based on the approved plan. This would also include identification of challenges, action taken, resource generation, best practices, and action areas needed for follow up.

The identified operational plan based on the mandate of the center in support to the organizational outcome of the department is being assess during this period. Organized and implemented activities are being monitored as well as its goals, evaluate performance of staff and the availability of resources using the prescribed reporting templates.

Office: Classification: Type of Transaction: Who May Avail: Checklist of Requirements: Accomplishment Reports • Monthly Quarterly Report/ Semetral/ Annual Accomplishment Report • HPEMS		Te G2 Sta	chnical 2 <u>G – Governn</u> aff h <b>ere to Secu</b> enter Head/ S	<u>pilitation Center</u> nent to Governn re: ocial worker in-	nent	
1.	Steps The multi- disciplinary inter-center staff provides updates in their respective component s	Section Actio 1.1 Staff reviews reports and elicits suggestions recommend ons to be included in t report due for submission.	/ ati he	Fees to be paid None	Processing Time 1 Day	Person/s Responsible Center heads, social workers, psychologists, nurses, manpower development officer, house parents/ Admin Officer
2.	Submission of draft report	2.1 Draft report forwarded to the center head for review, additional input, and o approval		None	1 day	

	<ul> <li>2.1a If approved, proceed to step #</li> <li>3.</li> <li>2.1b If not approved, concern staff to provide revision of documents based on the input of the Center Head.</li> </ul>			
3. Forward report for endorsement and approval.	<ul> <li>3.1 Approved document to be forwarded to the Division Chief for review, input, and or approval.</li> <li>3.1a If approved, proceed to step number 3.2.</li> <li>3.1b. If not approved, concern staff to provide revision of documents based on the input of the Division Chief.</li> </ul>	0	1 day	End- User/ Admin Officer PSD Division Chief
	<ul> <li>3.2 Approved document to be forwarded to the ARD for Operation for review, input, and or approval.</li> <li>3.2a If approved, proceed to step number 3.3.</li> <li>3.2b. If not approved, concern staff to provide revision of documents based on the input of the ARD for Operation.</li> </ul>	0	1 day	End- User/ Case Manager Office of the ARDO

	<ul> <li>3.3 Approved document to be forwarded to the Office of the Regional Director for final review, input, and or approval.</li> <li>3.3a If approved, proceed to step number 3.</li> <li>3.3b If not approved, concern staff to provide revision of documents based on the input of the Regional Director.</li> </ul>	0	1 day	End- User/ Admin Officer Office of the Regional Director
3. Furnish Copy of Report to the Central office or bureau counterpart	3.1 Copy of report forwarded to partners via e- mail and or delivery mail.	0	1 day	End- User/ Admin Officer
4. File Copy of the Report	4.1 Copy of report is readily available for future reference.	0	2 minutes	End- User/ Admin Officer
How to send fee	Feedback and edback	complaints	Accor Comp	nplish feedback/ plaint form of the
How Feedbacks	s are processed		comp availa addre facilita Head	back or laint whenever ble will be ssed and ated by the of IAU
How complaint	is addressed		throug mess comp	age, text or

Complaint/s through 8888 Desk/ Hotline	immediately addressed by the Head of RRCY Head of RRCY will facilitate the response within the
How complaints are processed	reglementary period and send response to 8888 hotline and Internal Audit Unit Concerned Division Chief may issue Show Cause Order for violations committed
Contact information of DSWD FO-CAR	by permanent or contractual staff or Letter of Explanation for non-permanent staff Any irregularity using
	the name of DSWD- CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive,
	Baguio City or through cellphone numbers: (6374) 661- 0430/ (6302) 396 6580/ +0917871 9893/ +63917-872
	0256/ +63919 065 5356- 68 or through email address: <u>focar@dswd.gov.ph</u> or through Facebook
	account: www. facebook.com/dswdfo car

### 211. Parent and Child Encounter

Sec.44 of the RA 9344 provides that the objective of rehabilitation and reintegration of children in-conflict with the law is to provide the interventions, approaches and strategies that will enable them to improve their social functioning with the end goal reintegrating them back to their families and as productive members of their communities.

The Parent and Child Encounter (PCE) has been an annual event intended to build strong relationship, give comfort and support among family members. This activity obliges to strengthen family relationship, resolve family misunderstanding, and ventilate their feelings and show love and care. Parent and child will learn to appreciate family connection and see that it is significant that there is a need in helping each other to achieve family goals specifically in relation to the rehabilitation program of the residents.

Outcome of the activity is to create a more participative environment where parents/ guardian and or family members show active involvement of parents manifested in their regular visits, complete attendance in case conferences and court hearings, encouragement of children, and emotional support to their children under RRCY. Likewise, RRCY residents to actively participates in the different activities and follow rules and policy of the center, and complete their rehabilitation program.

In general, the activity aims to support the Administrative Order No. 11 s 2017 of the department in the provision and ensuring the family healing approach and obligation of the government and its partners as duty- bearers to undertake necessary measures to ensure the respect, protection and fulfillment of the rights of the poor, the vulnerable, and the disadvantage.

Office:		Regional Rehabilitation Center for Youth				
Classification:	Technical					
Type of Transaction	n:	G2C – fo	r governme	nt services who	ose client is the	
		transacti	ng public			
Who May Avail:				nily members		
Checklist of Requir	ements:	Where to		<b>,</b>		
LDI Session Docume		-		orker in-charge/	RRCY Staff	
				<b>.</b>		
Steps	Section /	Actions	Fees to	Processing	Person/s	
			be paid	Time	Responsible	
1. The multi-	1.1 The cer	nter head	None	1 Day	Center heads,	
disciplinary	or his/her d	uly-			social workers,	
rehabilitation	designated				psychologists,	
team members	representat	ive			nurses,	
provide	assigns the	staff in-			manpower	
recommendatio	charge for				development	
ns/ suggestions	implementa	ition,			officer, house	
to arrive to a	timeline for	•			parents/ Admin	
common	accomplishment of				Officer	
consensus on the task, resour		sources				
which activities/	needed, an	d the				
theme to be	desired out	put and				

adopted and implemented based on the approved proposal.		outcome resulting from the agreed plan.	None	2 Dava	Contor boods
	Parent a	ementation of the and Child Encounter	None	3 Days	Center heads, social workers, psychologists, nurses, manpower development officer, house parents/ Admin Officer
2. Docu menta tion	docume conduct highlight and con	gned staff draft ntary result of the ed LDI capturing ts of activities, issues cerns, action areas eral evaluation of the	None	2 Days	Admin Officer
	forwarde for revie approva 2.2a If a step nur 2.2b. If staff to	pproved, proceed to nber 2.3. not approved, concern provide revision of nts based on the input of	0	1 day	End- User/ Case Manager Center Head
	forwarde for revie approva 2.3a If a step nur 2.3b. If r staff to p docume	roved document to be ed to the Division Chief w, input, and or l. pproved, proceed to nber 3.2. not approved, concern provide revision of nts based on the input ivision Chief.	0	1 day	End- User/ Admin Officer PSD Division Chief
	2.4. App forwarde Operatio	proved document to be ed to the ARD for on for review, input, approval.	0	1 day	End- User/ Case Manager

	<ul><li>2.4a If approved, proceed to step number 2.5.</li><li>2.4 b. If not approved, concern staff to provide revision of documents based on the input of the ARD for Operation.</li></ul>			Office of the ARDO
	<ul> <li>2.5 Approved document to be forwarded to the Office of the Regional Director for final review, input, and or approval.</li> <li>2.5 a If approved, proceed to step number 3.</li> <li>2.5 b If not approved, concern staff to provide revision of documents based on the input of the Regional Director.</li> </ul>	0	1 day	End- User/ Admin Officer Office of the Regional Director
3. Furnish Copy of document ation to Finance for Liquidatio n.	3.1 Liquidation documents are prepared and forwarded to the finance department attached other support document.	0	1 day	End- User/ Admin Officer
4. File Copy of the Document ation	4.1 Documentation report is readily available for future reference.	0	2 minutes	End- User/ Admin Officer
How to ser	Feedback and con nd feedback	nplaints med	chanism Accomplish	feedback/
	backs are processed		Complaint for Feedback or of whenever ava	m of the Section complaint ilable will be d facilitated by
How comp	plaint is addressed		Any comp through privat or complaint media will b	-

Complaint/s through 8888 Desk/ Hotline	Head of RRCY will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: focar@dswd.gov.ph or through Facebook account: www. facebook.com/dswdfocar

#### 212. Trial Reintegration

The recommendation for the possible reintegration of the resident depends on his performance and assessment of the rehabilitation team. RRCY conducts monthly rehabilitation meeting where it aims to update status of cases based on the identified rehabilitation plan. It's also a venue for the different component staff to provide their observation on the behavior and participation of the residents in the Social, Home Life, Education, Psychological, Economic and Productivity, Recreational, Health and Wellness, Developmental, and Spiritual (SHEPERDS) Services being provided.

The concern Social Case Manager will provide its over-all assessment and recommendation if the resident is now ready to be re-integrated in the community considering the positive behavior and participation. The recommendation will be supported by the Social Functioning Tool, Rehabilitation Tool, Psychological Evaluation report administered to the residents. Component staff may also confirm based on their observation.

Ideal period for the recommendatory phase is at least six (6) months of the stay of the residents at RRCY. A case conference will be now requested by the case manager inviting the referral agency/LSWDO, parents/ guardian of the client, representative of the Barangay Council for the Protection of Children particularly the Social Committee Chairperson to be joined by the rehabilitation team.

Office:	Regional Rehabilitation Center for Youth			
Classification: Type of Transaction: Who May Avail: Checklist of Requirements: a. Updated Social Case Study Report b. Progress Report c. Form 138 (if applicable) d. Certificate of trainings e. Birth Certificate f. Medical Certificate g. Court Order h. Discharge Slip i. Receipt of Ward j. Reintegration Plan	Technical         G2C – for government services whose client is the transacting public         Residents and their family members         Where to Secure:         Center Head/ Social worker in-charge/ RRCY         Y			
Steps Section Actio	ons Fees to P be paid	Processing Time	Person/ s Respon sible	
1. The multi- disciplinary rehabilitatio n team1.1 The Rehabilitatior consultation with the parents/guardians, LSWDO, shall responsible individual	CICL, the and the identify		Case Manage r/ Rehab team	

provide recommen dations/ suggestion s to arrive to a common consensus on who is eligible for the trial- reintegratio n.	capable to take full responsibility over the child during the trial-reintegration period.		
	1.2. The center shall coordinate with the Local Social Welfare and Development Office (LSWDO) where the proposed guardians/relatives/parents reside to conduct assessment as to their capability in providing the basic needs and monitoring over the CICL.	None	
	1.3. Upon receipt of the Parenting Capability Assessment report, the Rehabilitation Team shall conduct evaluation.	None	
	1.4. Within 45-day upon receipt of the PCA report, the case manager shall facilitate submission of progress report to court recommending the trial-reintegration	None	
2. Trial- Reintegration Phase	2.1. Upon order of the court to effect the trial-reintegration, the rehabilitation team shall ensure the conduct of discharge program with the participation of all the residents of the center, the staff, and the parents/guardians of the CICL.	None	
	2.2. The case manager, in coordination with Nurse shall ensure that the CICL attended	None	

	medical check-up prior to discharge.	
	<ul> <li>2.3. The case manager shall facilitate turn-over of the CICL to the LSWDO and the parents/guardians with the needed documents:</li> <li>2.4. The case manager shall inform the court on the release of the CICL within five-day from the time of released.</li> </ul>	None
	2.5. The case manager, within 60-day from the time of release, shall schedule a case conference with the Social Worker of the LSWDO, the CICL and his parents/guardians, and the BCPC to evaluate effectivity of the trial-reintegration.	None
	2.6. The case manager shall monitor the submission of quarterly progress report to the center, BCPC, LGU Social Worker, and to the committing court.	None
	2.7. Before the lapse of the trial-reintegration period, the case manager shall conduct conference/s with the Social Worker of the C/MSWDO, LCPC, the CICL and his parents/guardians to evaluate the trial-reintegration program and determine whether to recommend extension of the trial-reintegration or termination of the case. As much as possible, the trial-period shall be minimum of six months.	None
3. After-care Phase:	3.1. Upon the termination of the case, the case manager shall convene meeting with the Social Worker of the LSWDO,	None

	the LCPC, and the CICL and his parents/guardians for final turn-over of the case and ensure the crafting of six-month after-care support services as stipulated under Sec. 56 of the Republic Act 9344.			
4. Monitoring Phase/ Termination Phase:	4.1. The case manager shall conduct monitoring within the period of six (6) month from the time the case is terminated/closed/dismissed.	None		
	<ul> <li>4.2 Draft report forwarded to the center head for review, additional input, and or approval</li> <li>4.2a If approved, proceed to step # 4.3.</li> <li>4.2b If not approved, concern</li> </ul>	None		
	staff to provide revision of documents based on the input of the Center Head.			
	<ul> <li>4.3 Approved document to be forwarded to the Division Chief for review, input, and or approval.</li> <li>4.3 a. If approved, proceed to step number 3.2.</li> <li>4.3b. If not approved, concern staff to provide revision of documents based on the input of the Division Chief.</li> </ul>	0	1 day	End- User/ Admin Officer PSD Division Chief
	4.4 Approved document to be forwarded to the ARD for Operation for review, input, and or approval.	0	1 day	End- User/ Case Manage r
	<ul><li>4.4a If approved, proceed to step number 4.5.</li><li>4.4b. If not approved, concern staff to provide revision of documents based on the input of the ARD for Operation.</li></ul>			Office of the ARDO

	<ul> <li>4.5 Approved document to be forwarded to the Office of the Regional Director for final review, input, and or approval.</li> <li>4.5a If approved, proceed to step number 3.</li> <li>4.5b If not approved, concern staff to provide revision of documents based on the input of the Regional Director.</li> </ul>	0	1 day	End- User/ Admin Officer Office of the Regiona I Director
5. Furnish Copy of Report to partners/ stakeholders	5.1 Copy of report forwarded to partners via e- mail and or delivery mail.	0	1 day	End- User/ Admin Officer
6. File Copy of the Report	6.1 Copy of report is readily available for future reference.	0	2 minutes	End- User/ Admin Officer
	Feedback and complaint			
How to send fee	edback		ccomplish omplaint form	feedback/ of the
		Se	ection	
How Feedbacks	s are processed	wi	eedback or comp nenever availabl Idressed and fac the Head of IAU	e will be silitated
How complaint is addressed		Ar th te qu im	ny complaint rough private xt or complaint lad-media w imediately addr	written, message, t through <i>i</i> ll be essed by
Complaint/s thro	ough 8888 Desk/ Hotline	He th re se	e Head of RRCY wil ead of RRCY wil e response w glementary pe end response otline and Inter	I facilitate ithin the riod and to 8888
How complaints	are processed	Co m O	oncerned Divisi ay issue Shov	v Cause violations

	contractual staff or Letter of
	Explanation for non-
	permanent staff
Contact information of DSWD FO-CAR	Any irregularity using the
	name of DSWD-CAR or
	involving any of its official
	may be submitted to the
	DSWD-CAR's office at No.
	40 North Drive, Baguio City
	or through cellphone
	numbers: (6374) 661-0430/
	(6302) 396 6580/ +0917871
	9893/ +63917-872 0256/
	+63919 065 5356- 68 or
	through email address:
	focar@dswd.gov.ph or
	through Facebook account:
	www.
	facebook.com/dswdfocar

# 213. Provision of technical assistance in case management to the center RRCY rehabilitation team/staff.

Technical assistance is a vital process in case management because it facilitates the identification of gaps, barriers, needs and solutions to address these. In the RRCY, technical assistance to the center rehabilitation team members are given in various forms such as supervisee-supervisor consultation/coaching (supervision), rehabilitation team meetings, case load inventory and learning and development sessions/activities.

Office:	
Classification:	Highly Technical
Type of Transaction:	G2G – Government to Government
Who May Avail:	Social workers/case managers, center psychologist, center
	nurse, manpower development officer, house parent
	supervisors, house parents and house parent relievers
Checklist of	Where to Secure:
Requirements:	
For supervisor-	
supervisee	
consultation/coaching	
Social worker	Social worker in-charge of the case
reports/documents	Ğ
(1 original copy or	
photocopy)	Center psychologist for psychological/psychiatric concerns
	specifically on psychosocial interventions/psychological tests
Psychologist	
reports/documents	
(1 original copy or	Center nurse for medical/psychiatric concerns specifically on
photocopy)	intake of medications
	Social worker in-charge of the case
Medical	
reports/documents	
(1 original or	Manpower development officer
photocopy)	
	Social worker in-charge of the case
Anecdotal	
reports/incident reports	
(1 original or	
photocopy)	

· · ·	
Center activity reports	
(1 original or	
photocopy)	
Other documents	
related to staff	
concern/issue (1	
original or photocopy)	
For rehabilitation team	
meetings	
	Conton haad on conict work owner ison
Notice of meeting	Center head or social work supervisor
disseminated either	
through text	
messaging, social	
media (Messenger	
group chat or	
Facebook, etc.), or	
written memorandum (1	social worker in-charge of the case, center psychologist,
original or photocopy)	center nurse, house parents
Progress report of each	
resident including	
issues and concerns	
currently being	
encountered by the	house parent supervisors and house parents
rehabilitation team	
(1 original or	
photocopy)	
photocopy	social worker in-charge of the case
Monthly anecdotal	Social worker in charge of the case
report of each resident	
(1 original or	social worker in-charge of the case
photocopy)	Social worker in-charge of the case
рпотосору)	
la side at non onto on	
Incident reports on	
resident/s, if any (1	
original or photocopy)	
Updated multi-	
disciplinary team	
intervention plan of	
each resident including	
information on the	
status of	
accomplishment (1	
original or photocopy)	
For case load inventory	
(CRI)	
(For this purpose, it is	
assumed that the CRI	
activities has been	
	l

· · ·	
previously proposed	
and approved and has	
undergone the	
procurement process	
before its	
implementation.)	
Approved Regional	Records Section
Special Order specific	
to staff attendance to	
the CRI	
(1 original or	
photocopy)	Social workers in-charge of the cases
Case summary reports	
of residents including	
issues and concerns	
currently being	
encountered	
(1 original or	
photocopy)	
For in-house learning	
and development	
intervention (LDI)	
sessions/activities.	
(For this purpose, it is	
assumed that all LDI	
activities have been	
previously proposed	
and approved and have	
undergone the	
procurement process	
before their	
implementation.)	
Approved Regional	Records Section
Special Order specific	
to staff attendance to	
the LDI activity/session	
(1 original or	
photocopy)	center rehabilitation team staff participants to the LDI activity
Copies of documents	
with inputs/corrections	
of the supervisor/center	
head which are related	
to the LDI	
sessions/topics/activitie	
s (1 original or	
photocopy) - Optional	
or when required by the	
LDI subject matter	
expert	

Client Steps	Section Actions	Fees to be paid	Processing Time	Person/s Responsible
<ol> <li>Staff raise prevalent issues/concer ns being encountered in case management</li> </ol>	1.2 Center head and supervisors identify the appropriate form of technical assistance to be provided to the staff to address raised issues/concern / Gaps / barriers			Center head and supervisors
	impinging goal achievement in case management through any of the following mechanisms:	None	2 hours	Supervisor and/or Center Head
	<ul> <li>For one-on- one supervision/ consultation proceed to</li> </ul>	None	1 day	Center Head
	<ul> <li>For rehabilitation</li> </ul>	None	4 days	Center Head & the Regional Center Coordinator (RCC)
	team meetings, proceed to client step nos. 3-6.	None	3 days	Center Head & the RCC
	<ul> <li>For case load inventory, proceed to client step nos. 7-11.</li> </ul>			
	<ul> <li>For in-house LDI activities/ sessions,</li> </ul>			
	proceed			

		to client step nos. 12-15. Provision of technica	l assistance i	n case manager	nent to the center
2.	Staff brings to the center head or supervisor's attention a particular difficulty being encountered in a certain case	RRCY rehabilitation t 1.1 The supervisor concerned (social work supervisor or house parent supervisor) provides the necessary technical assistance to address the issue/concern/g ap/barrier encountered by the staff under her direct supervision.	None	1 hour	Supervisor and/or Center Head
		1.2 The center head is informed about the issue/concern/g ap/barrier encountered by the staff and the concrete action taken to address the matter and provides further technical assistance as necessary. If resolving a certain issue/concern/g ap/ barrier requires technical assistance from either the Division Chief, ARDO, RD, or any member of the Regional	None	1 hour	Center Head

			r		
		Management			
		Team			
		(whichever			
		supervisory			
		level may			
		apply),			
		proceed to			
		section action			
		no. 3.1.			
		1.3 The center	None	1 hour	Center Head
			NONE	THOUT	Center Head
		head prepares			
		an inter-office			
		memorandum			
		addressed to			
		the RMT			
		official			
		concerned.			
3.	Center	3.1 The center	None	1 day	Center Head
	Rehabilitation	head through			and the
	Team	the			administration
	members of	administration			staff in-charge
	the center	staff			Ũ
	raises all	disseminates			
	issues/concer	information on			
	ns/	the conduct of			
	gaps/barriers	a rehabilitation			
	encountered	team meeting			
	during the	3.2 The center	None	1 hour	Center Head or
	given time	head as the	None	THOU	his/her duly-
	period	chairperson of			designated
	•	-			
	(usually on a	the meeting or			representative
	monthly	her/his duly-			
	basis)	designated			
		representative			
		includes the			
		issue/concern/g			
		aps/			
		barrier in the			
		agenda for			
		discussion and			
		assigns the			
		documenter for			
		the meeting.			
4	The staff	4.1 The center	None	4 hours	Center Head or
	concerned	head or his/her			his/her duly-
	discusses in	duly-designated			designated
	detail the	representative			representative,
	matter at-	elicits concrete			social workers,
	hand.	and specific			psychologist,
	nanu.	and specific			
1					nurse,

		recommendatio ns/ suggestions from the multi- disciplinary team members (which also may lead to peer coaching among the rehabilitation team members) then provides further supervisory inputs as necessary to address the matter at-hand.			manpower development officer, house parent supervisors and house parents and house parent relievers
5	The multi- disciplinary rehabilitation team members provide recommendati ons/ suggestions to address the matter at- hand	5.1 The center head or his/her duly-designated representative elicits the consensus regarding which recommendatio n/ suggestion is most prudent and provides further supervisory inputs/manage ment directions.	None	2 hours	Center Head or his/her duly- designated representative, social workers, psychologist, nurse, manpower development officer, house parent supervisors, house parents and house parent relievers
6	The multi- disciplinary team members arrive to a common consensus on which intervention to implement	6.1 Center head or his/her duly- designated representative assigns the staff in-charge of implementation, timeline for accomplishmen t of the task, resources needed, and the desired output and outcome	None	1 hour	Center Head, supervisor, and the staff in- charge

		resulting from the agreed-			
		upon intervention			
7	All center staff identified to attend the CRI through an approved Regional Special Order	7.1 The center heads with the regional center coordinator lay out the CRI program flow giving emphasis on discussion of issues/concern s/gaps/ barriers encountered by the centers in case management.	None	1 day	Center Heads and the RCC
8	The social workers in- charge of the cases discuss the case summary reports of the residents served. The reports include specific information on issues/concer ns/	8.1 Each center head reports how the issues/concern s/gaps/ barriers encountered were addressed in his/her respective center.	None	6 hours	Center Heads and social workers in- charge of cases
	gaps/barriers encountered in case management	<ul> <li>8.2 The RCC analyzes the center reports and summarizes the presentations as to:</li> <li>good practice s/ innovati ons employe d to address the</li> </ul>	None	4 hours	RCC

		ioouoo			
1		issues at-hand			
		<ul> <li>areas</li> </ul>			
		still			
		needing			
		further			
	<b>TI</b> 141	action	N.		
9	The multi-	9.1 The RCC elicits	None	4 hours	RCC, center
	disciplinary	suggestions/			heads, social
	inter-center	recommendatio			workers,
	staff provides	ns of the multi-			psychologists,
	suggestions/	disciplinary			nurses,
	recommendati	inter-center			manpower
	ons on how to	staff in			development
	address	addressing			officer, house
	prevailing	prevailing			parents
	issues in case	issues/concern			
	management	s/gaps/			
		barriers to case			
		management			
10	The multi-	10.1 The RCC	None	3 hours	RCC and the
	disciplinary	facilitates a			center heads
	inter-center	session for the			
	staff arrives at	body to arrive			
	a consensus	at a consensus			
	to standardize	on which			
	intervention/s	suggested			
	to be provided	interventions			
	or actions to	are to be			
	be taken	adopted in			
		particular			
		situations.			
		10.2 The RCC	None	2 hours	RCC
		further provides			
		supervisory			
		inputs/manage			
		ment direction			
		to address			
		prevailing			
		issues/concern			
		s/gaps in case			
		management			
11	The multi-	11.1 The center	None	3 hours	RCC, center
	disciplinary	heads assign	NOTIC	0 110013	heads, social
	inter-center	staff in-charge,			workers,
	staff plans on	identifies			psychologist,
	how to carry	duration of the			nurse,
	out the	intervention/acti			manpower
	agreed-upon	on to be taken,			development
	interventions/	resources			officer, house

	a s s d s d			(
actions to be	needed,			parent
taken	desired output			supervisors,
	and outcome			house parents
	resulting from			and house
	the intervention			parent relievers
	provided/action			
	taken.			
	11.2 The RCC	None	2 hours	RCC
	provides further			
	inputs/correctio			
	ns as needed			
	then concurs			
	the plan.			
12 All center staff	12.1 The center	None	30 minutes	Center heads
identified to	heads identify			
attend the	the center staff			
CRI through	who will be			
an approved	attending the			
Regional	LDI activity			
Special Order				
participates in				
and				
completes the				
whole				
duration of				
the LDI				
activity.				
13 The LDI	13.1 The RCC	None	30 minutes	RCC and center
center staff	with the center			heads
participants	heads ensure			
prepare all	full participation			
sample	of the staff			
documents	identified in the			
required by	RSO.			
the SMF	1.00.			
which will be				
used during				
the LDI				
sessions.				
14 The LDI	14.1 The RCC	None	2 days and 4	RCC, center
center staff	with the center	NULLE	hours	heads, and LDI
participants	heads and LDI		nouis	Section staff
have	Section staff			Section Stan
accomplished	ensure that			
•				
all expected	stipulated			
workshop	activities in the			
outputs	LDI program			
especially	have been			
	conducted.			

their re-entry action plans	14.2 The RCC with the center heads and the LDI Section staff ensure that all participants have submitted their individual or group re- entry action plans	None	2 hours	RCC, center head, and LDI Section staff	
15 All participants comply to post-activity feedback mechanism/re ports	15.1 The RCC with the center heads and the LDI Section staff ensure that all attending staff individually submit his/her completely filled-up after- activity evaluation form	None	1 hour	RCC, center head and LDI Section staff	
	Feedback and c	omplaints m			
How to send feed	back		Accomplish Complaint Section	feedback/ form of the	
How Feedbacks a	are processed		whenever av addressed a	Feedback or complaint whenever available will be addressed and facilitated by the Head of IAU	
How complaint is addressed		through pri text or con quad-media	addressed by		
Complaint/s through 8888 Desk/ Hotline		Head of RR the respon- reglementar send respon- hotline and Unit	CY will facilitate se within the y period and onse to 8888 I Internal Audit		
How complaints are processed		Concerned may issue Order fe			

	committed by permanent or contractual staff or Letter of Explanation for non- permanent staff
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: focar@dswd.gov.ph or through Facebook account: www.
	facebook.com/dswdfocar

# 214. Technical Assistance to LGU Partners on the Case Management of CICL and children at Risk

The Technical Assistance (TA) provided to the LGU partners, Barangay Council for the Protection of Children, NGO partners, and other institutions particularly handling cases of Children- In- Conflict with the Law (CICL) and Children at Risk (CAR) will be an essential contribution of the center to its partners. As per Memorandum Circular of the DSWD Number 2018-010, the TA consist of non- monetary interventions in various forms which are designed to enhance the capability of LSWDOs based on the request and needs assessment, for the effective implementation of SWD programs, projects and services.

For specific services provided by the Regional Rehabilitation Center for Youth, the TA provided will focused in the management of CICL and or Children at Risk to include other related policies and laws, and procedures.

Office:		Regional Re	ehabilitation (	Center for Youth			
Classification:		Technical	Technical				
Type of Transa	ction:	G2G – Gove	ernment to Go	overnment			
Who May Av	ail:	Residents	and their far	nily members			
Checklist of	Requirements:	Where to					
		Center He	ad/ Social w	orker in-charge/	RRCY Staff		
Steps	Section Actio	ons	Fees to be paid	Processing Time	Person/s Responsible		
1. Endorse ment from the office of the Regional Director/ ARD for Operation s, and Division Chief based on the identified request.	1.1 The center head of duly-designated representative elic concrete and spe recommendations will provide the Te Assistance.	cits cific s on who	None	4 hours	Center Head or his/her duly- designated representative, social workers, psychologist, nurse, manpower development officer, house parent supervisors and house parents and house parent relievers.		
	1.2 The center head duly-designated representative pre travel order or loc and coordinate to	epares, ator slip,	None	2 hours	Center Head or his/her duly- designated representative, social workers, psychologist,		

	requesting LGU for confirmation. 1.3 The center head or his/her duly-designated representative presents his/ her presentation	None	1 Day	nurse, manpower development officer, house parent supervisors, house parents and house parent relievers Center Head, supervisor, and the staff in- charge	
	1.4 Concerned staff prepares feedback report to his/ her immediate supervisor	None	1 Day	Center Head, supervisor, and the staff in- charge	
	Feedback and com			fa a dha a da (	
How to send	ITEEODACK		Accomplish feedback/ Complaint form of the Section		
How Feedba	acks are processed		Feedback or complaint		
How complaint is addressed		whenever available will be addressed and facilitated by the Head of IAU Any complaint written, through private message, text or complaint through quad-media will be immediately addressed			
Complaint/s through 8888 Desk/ Hotline			response reglementary p response to 88	will facilitate the within the period and send 888 hotline and	
How complaints are processed			issue Show C violations c permanent or c	ision Chief may ause Order for ommitted by contractual staff lanation for non-	
Contact information of DSWD FO-CAR			Any irregularity of DSWD-CAR of its official ma to the DSWD-	using the name or involving any ay be submitted CAR's office at rive, Baguio City	

or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/+0917871 9893/+63917-872 0256/ +63919 065 5356-68 or through email address: <u>focar@dswd.gov.ph</u> or through Facebook account: www. facebook.com/dswdfocar

## 215. Response to letter/ communication/ memorandum

A response letter provides the answers or information requested in a letter and or memorandum of inquiry. Objective of this is to satisfy the requesting unit, LGU partners, and other stakeholders with an action that fulfill to their request and by attaching the requested documents. It also serves as protocols on formal request was endorsed for immediate actions.

Office:		Regional R	ehabilitation C	Center for Youth	
Classification: Type of Transaction: Who May Avail: Checklist of Requirements:		Technical G2G – Government to Government Residents and their family members Where to Secure:			
Steps	Section Actio		Fees to	orker in-charge/ Processing	Person/s
1. Endorseme nt letter from the office of the Regional Director/ ARD for Operations , and Division Chief based on the identified request.	1.1 The center head o duly-designated representative draf response letter with attached documen on the identified re or inquiry.	ft h the t based	be paid None	Time         4 hours	Responsible Center Head or his/her duly- designated staff.
	<ul> <li>1.2 Document to be f to the direct supervise review, input, and or</li> <li>1.2a If approved, pro- step number 2.</li> <li>1.2b. If not approved, staff to provide revision documents based on of the supervisor.</li> </ul>	or for approval. ceed to , concern on of	none	1 day	End- User/ Case Manager Center Head
2. Forward letter to signatories for endorseme	<ul><li>2.1 Approved docume forwarded to the Divis for review, input, and approval.</li><li>2.1a If approved, pro- step number 2.2.</li></ul>	sion Chief or	none	1 day	End- User/ Case Manager PSD Division Chief

nt and approval.	<ul> <li>2.1b. If not approved, concern staff to provide revision of documents based on the input of the Division Chief.</li> <li>2.2 Approved document to be forwarded to the ARD for Operation for review, input, and or approval.</li> <li>2.2a If approved, proceed to step number 2.3.</li> <li>2.2b. If not approved, concern staff to provide revision of documents based on the input of the ARD for Operation.</li> </ul>	none	1 day	End- User/ Case Manager Office of the ARDO
	<ul> <li>2.3 Approved document to be forwarded to the Office of the Regional Director for final review, input, and or approval.</li> <li>2.3a If approved, proceed to step number 3.</li> <li>2.3b. If not approved, concern staff to provide revision of documents based on the input of the Regional Director.</li> </ul>	none	1 day	End- User/ Case Manager Office of the Regional Director
3. Furnish Copy of Report to the Committing Court, LGU Partners, BCPC Concern, and parent/ guardian of the client.	3.1 Copy of report forwarded to partners via e- mail and or delivery mail.	0	1 day	End- User/

4. File Copy of the request	4.1 Copy of the request is filed	0	2 minutes	End- User/
5. Follow up on Action areas	5.1 filling of documentation of meeting	0	10 Minutes	

216. Facilitation of grievances through 8888 hotline:

		88	388 Focal Person (IAU)		
Classification: Type of Transaction:		626 (	Simple G2G- Government to Government		
	o may avail:	626-0	TARA		
CHECKLIST	OF REQUIREMENTS	S: V	VHERE TO S		
Request form		Not Appli			
Client steps	Section's Actions	Fees to be		Persons	
	4.4.5	paid	time	Responsible	
1. Submits copy of grievance	1.1 Receives and logs copy of grievance	None	5 minutes	Administrative staff	
through email	1.2 Transmit to concerned proper owner the copy of the grievance	None	1 hour	Administrative sta	
2.Returns response to grievance	2.1 Ensures that response is sent to the 8888 focal person at the Central Office	None	1 hour	Technical staff	
	2.2 Documents response to the databse	None	1 hour	Technical staff	
	Feedback and o	complaints me	echanism		
How to send fe	edback		Accomplish Complaint Section	feedback/ form of the	
How Feedbacks are processed				ailable will be nd facilitated by	
How complaint is addressed			through pri text or cor quad-media immediately		
Complaint/s through 8888 Desk/ Hotline		Head of IAU response reglementar send respo			

	hotline and Internal Audit Unit
How complaints are processed	Concerned Division Chief
	may issue Show Cause
	Order for violations
	committed by permanent or
	contractual staff or Letter of
	Explanation for non-
	permanent staff
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or
	involving any of its official may be submitted to the
	DSWD-CAR's office at No.
	40 North Drive, Baguio City
	or through cellphone
	numbers: (6374) 661-0430/
	(6302) 396 6580/ +0917871
	9893/ +63917-872 0256/
	+63919 065 5356- 68 or
	through email address:
	focar@dswd.gov.ph or
	through Facebook account:
	www.
	facebook.com/dswdfocar

# 217. Conduct of pre-audit

Office or Division: Classification: Type of Transaction:		G2G- (	Internal Audit Unit Simple G2G- Government to Government	
CHECKLIST Disbursement	· · · · · · · · · · · · · · · · · · ·		TARA VHERE TO S icable	
complete attac Client steps		Fees to be paid	Processing time	Persons Responsible
2. Submits DV with complete	1.3 Receives and logs copy of grievance	None	5 minutes	Management Audit Analyst
attachmen ts	1.4 Reviews the DV and attachments	None	1 hour	Management Audit Analyst
	2.1 Forwards signed DV with or without comments to the Accounting or Cash Section	None	5 minutes	Management Audit Analyst
	1.4 Keeps one copy of the pre- audit sheet.	None	1 minute	Management Audit Analyst
	Feedback and o	complaints me	echanism	
How to send feedback How Feedbacks are processed			Accomplish Complaint Section Feedback or whenever av	ailable will be nd facilitated by
How complaint is addressed			through pri text or cor quad-media	addressed by
Complaint/s through 8888 Desk/ Hotline		line	Head of IAU response reglementar	onse to 8888

How complaints are processed	Concerned Division Chief
	may issue Show Cause
	Order for violations
	committed by permanent or
	contractual staff or Letter of
	Explanation for non-
	permanent staff
Contact information of DSWD FO-CAR	Any irregularity using the
	name of DSWD-CAR or
	involving any of its official
	may be submitted to the
	DSWD-CAR's office at No.
	40 North Drive, Baguio City
	or through cellphone
	numbers: (6374) 661-0430/
	(6302) 396 6580/ +0917871
	9893/ +63917-872 0256/
	+63919 065 5356- 68 or
	through email address:
	focar@dswd.gov.ph or
	through Facebook account:
	www.
	facebook.com/dswdfocar
	Iacebook.com/uswulocal

218. Conduct of management or operations audit:

Office or Division: Classification: Type of Transaction: Who may avail: CHECKLIST OF REQUIREMENTS: National Audit Agenda		RM	IANCOM or the NHERE TO S	nnical o Government ne IAS-CO
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
3. Submits copy of the National	1.5 Receives and logs copy of the NAA	None	5 minutes	Management Audit Analyst
Audit Agenda	1.6 Reviews the NAA and attachments	None	1 hour	Management Audit Analyst
	2.1 Prepares Audit Engagement Plan (AEP)	None	5 minutes	Management Audit Analyst
	1.4 Submits AEP	None	1 minute	Management Audit Analyst
Approves and returns AEP to IAU	2.1 Receives and process travel orders for the team members	None	1 day	Management Audit Analyst
	2. 3. Conducts opening conference with the auditee	None	2 days	Management Audit Analyst
	2.2 Executes the AEP	None	7 days	Management Audit Analyst
	2.3 Generate reports	None	3 days	Management Audit Analyst
	2.4 Conduct Exit conference	None	2 days	Management Audit Analyst
	2.5 Monitors audit recommendations	None	6 months	Management Audit Analyst
	2.6 Prepares Terminal Reports	None	2 days	Management Audit Analyst

Feedback and complaints	mechanism
How to send feedback	Accomplish feedback/
	Complaint form of the
	Section
How Feedbacks are processed	Feedback or complaint
	whenever available will be
	addressed and facilitated by
	the Head of IAU
How complaint is addressed	Any complaint written,
	through private message,
	text or complaint through
	quad-media will be
	immediately addressed by
O a second a size that the second a OOOO D a she ( ) has the	the Head of IAU
Complaint/s through 8888 Desk/ Hotline	Head of IAU will facilitate the
	response within the reglementary period and
	reglementary period and send response to 8888
	hotline and Internal Audit
	Unit
How complaints are processed	Concerned Division Chief
	may issue Show Cause
	Order for violations
	committed by permanent or
	contractual staff or Letter of
	Explanation for non-
	permanent staff
Contact information of DSWD FO-CAR	Any irregularity using the
	name of DSWD-CAR or
	involving any of its official
	may be submitted to the
	DSWD-CAR's office at No.
	40 North Drive, Baguio City
	or through cellphone
	numbers: (6374) 661-0430/
	(6302) 396 6580/ +0917871 9893/ +63917-872 0256/
	9893/ +63917-872 0256/ +63919 065 5356- 68 or
	through email address:
	focar@dswd.gov.ph or
	through Facebook account:
	www.
	facebook.com/dswdfocar

## 219. Facilitation of Administrative Cluster Meeting

Office or Division:		Offi	Office of the Assistant Regional		
			Director		
Classification:			Simp		
Type of Tra	insaction:		G2G- Government to Government		
Who may	v avail <sup>.</sup>	Ad	Administrative Cluster Division		
			Chiefs/ I		
CHECKLIST OF R	EQUIREMENTS:		WHERE TO	SECURE:	
None			Applicable		
Client steps	Section's	Fees	Processing	Persons	
	Actions	to be	time	Responsible	
1. Processing	1.1 Prepare and	paid None	2 days	Administrative	
of	sign the	None	2 duy5	staff	
Procurement	proposal and				
Requirements	PPMP				
	1.2Forward the	None	1 day	Administrative	
	proposal to			staff/	
	the Learning and			Technical Expert	
	Development			стрен	
	Section for				
	review				
	1.3Submit the	None	2 days	Administrative	
	reviewed			staff/	
	proposal to			Technical	
	the Procurement			Expert	
	Section for				
	processing				
	1.4Float the	None	3 days	Administrative	
	approved			Staff	
	RFQ to				
	potential bidders.				
	1.5 Submit the	None	3 days	Administrative	
	quotations to		0 0030	Staff/	
	the			Technical	
	Procurement			Expert	
	Section for				
	processing.				

	1.6Coordinate with the winning bidder	None	1 day	Administrative Staff
2. Pre-meeting Preparations	2.1 Craft a notice of meeting	None	10 minutes	Administrative staff
	2.2 Disseminate the signed notice to the Administrative Cluster (AdD, FMD, HRMDD, and ICTS)	None	15 minutes	Administrative staff
	2.3 Inform the caterer of the schedule and venue of the meeting	None	5 minutes	Administrative staff
	2.4 Remind the DCs one hour prior to the set time of the meeting	None	5 minutes	Administrative staff
	2.5 Print an attendance sheet	None	2 minutes	Administrative staff
3. Meeting Proper	3.1 Sign the attendance sheet	None	10 minutes	DCs, OIC ARDA
	3.2 Call the meeting to order and present the agenda of the meeting	None	15 minutes	OIC ARDA
	3.3 Present and discuss issues and concerns of different divisions	None	6 hours	DCs, OIC ARDA
	3.4 Adjourn the meeting	None	5 minutes	OIC ARDA

4. Documentation of the Meeting	4.1 Record the meeting and take down notes	None	6 hours	Administrative Staff
	4.2. Craft and sign the minutes of the meeting	None	3 days	Administrative Staff
	4.3 Submit draft of minutes to the Immediate Supervisor/ OIC ARDA for review and approval	None	2 days	Administrative Staff
	4.4 Prepare the IDCBA Accomplishment Report for approval of Immediate Supervisor/ OIC ARDA	None	1 day	Administrative Staff
	edback and compla	aints me		
How to send feedback			Accomplish Complaint Section	
How Feedbacks are pro	ocessed			vailable will be and facilitated
How complaint is addressed			Any comp through pri- text or con quad-media immediately	plaint written, vate message, nplaint through
Complaint/s through 88		Head of SM the respon reglementar send respo	y period and	
How complaints are processed			may issue Order fo committed b	Division Chief Show Cause or violations by permanent or staff or Letter of

	Explanation for non- permanent staff
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: <u>focar@dswd.gov.ph</u> or through Facebook account: www.
	facebook.com/dswdfocar

#### 220. Provision of Technical Assistance

Office or D Classifica		Office of the Assistant Regional Director for Administration		
Type of Transaction:		Complex G2G- Government to Government		
Who may avail:		All		
CHECKLI REQUIREN		WHERE TO	SECURE:	
Documents re the Issue Concerns	elevant to Concerne	d ODSUs		
Client steps	Section's Actions	Fees to be paid	Processin g time	Persons Responsible
1. Setting the Schedule	1.1 Check the Availability of the OIC ARDA		1 minute	Administrativ e staff
	1.2 Calendar the schedule of the meeting if the OIC ARDA is not available during the time of request for TA		2 minutes	Administrativ e staff
2. Meeting Proper	2.1 Discuss the issues/ concerns	None	1 hour	Technical staff
	2.2 Give recommendations/s uggestions/appropri ate interventions on how to resolve the issues/concerns	None	2-3 hours	OIC ARDA
	2.3 Log the technical assistance provided	None	1 hour	OIC ARDA
		nd complaints mecha		
How to send			Section	form of the
How Feedba	cks are processed			or complaint available will ed and

	facilitated by the Head of OARDA
How complaint is addressed	Any complaint written,
	through private message,
	text or complaint through quad-media will be
	quad-media will be immediately addressed by
	the Head of Accounting
	Section
Complaint/s through 8888 Desk/ Hotline	Head of SMU will facilitate
	the response within the
	reglementary period and
	send response to 8888
	hotline and Internal Audit Unit
How complaints are processed	Concerned Division Chief
	may issue Show Cause
	Order for violations
	committed by permanent
	or contractual staff or
	Letter of Explanation for
Contact information of DSWD FO-CAR	non-permanent staff
Contact mormation of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or
	involving any of its official
	may be submitted to the
	DSWD-CAR's office at
	No. 40 North Drive,
	Baguio City or through
	cellphone numbers:
	(6374) 661-0430/ (6302) 396 6580/ +0917871
	9893/ +63917-872 0256/
	+63919 065 5356- 68 or
	through email address:
	focar@dswd.gov.ph or
	through Facebook
	account: www.
	facebook.com/dswdfocar

## 221. Management of Documents

Office or Division: Classification: Type of Transaction: Who may avail: CHECKLIST OF REQUIREMENTS: Financial, Personnel, and Administrative related Documents or Communications		own Shai	G2G- C End W es subm ers (tem red Fold	-users/ Proce /HERE TO S nitted by the oplates are av er)	e Government ess Owners ECURE: end-users/ process vailable in the File-
Client steps	Section's Action	IS	Fees to be paid	Processing time	Persons Responsible
1. Review and receipt of documents	1.1 Review the documents as to correctness/ compliance to th standard templa	ne	None	5 minutes	Administrative Assistant (Office Secretary)
	compliant, documents will be recei Documents	ions/ the ates. are non- the not ived.	None	1 minute	Administrative Assistant (Office Secretary)
	1.3 Log the docum in the monito sheet with tim- receipt.	oring	None	3 minutes	Administrative Assistant (Office Secretary)

	1.4 Endorse the documents to the Regional Executive Assistant for review.	None	5 minutes	Regional Executive Assistant
	1.5 Endorse the documents to the Regional Director for appropriate action.	None	1 minute	Regional Executive Assistant
2. Approval, Disapproval	2.1 Review of documents	None	30 minutes	Regional Director
or Annotation of Documents	2.2 If disapproved, return the document to concerned office. If approved, sign the document and proceed to next step. Documents requiring specific actions/instructions are annotated.	None	10 minutes	Regional Director
3. Release of documents	3.1 Check if all the documents are signed/ annotated.	None	5 minutes	Administrative Assistant
	3.2 Sort the documents according to type of documents	None	5 minutes	Administrative Assistant
	3.3 Log the documents in the monitoring sheet with time of release. If documents are annotated, notations are encoded in the Document Tracking System (DTS).	None	5 minutes	Administrative Assistant
	3.4 Route the documents to the concerned ODSUs	None	10 minutes	Administrative Assistant
	3.5 Ask the receiver of the documents to	None	1 minute	Administrative Assistant of End-

	sign and indicate date and time in the logsheet as proof of receipt	user/ Process Owner
	Feedback and comp	plaints mechanism
How to send fee	edback	Accomplish feedback/ Complaint form of the Section
How Feedbacks	are processed	Feedback or complaint whenever available will be addressed and facilitated by the Head of ORD or Head of Section, as applicable.
How complaint	is addressed	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Head of the Section
Complaint/s thro	bugh 8888 Desk/ Hotline	Head of the Section will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit
How complaints	are processed	Concerned Division Chief/Head may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non- permanent staff
Contact informa	tion of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917- 872 0256/ +63919 065 5356- 68 or through email address: <u>focar@dswd.gov.ph</u> or through Facebook account: www. facebook.com/dswdfocar

# 222. Assessment of Applicants for Minors Travelling Abroad:

Office or Division:	SWAD - Community-Based Section
Classification:	Simple
Type of Transaction:	Walk-in Client
Who may avail:	End-Users/ Process owners
CHECKLIST OF	WHERE TO SECURE:
REQUIREMENTS: Application with complete requirements submitted to SWAD office.	Birth Certificate of minor- PSA Marriage Contract of Parents- PSA Certificate of No Marriage if necessary-PSA Death Certificate if necessary – PSA/LCR Affidavit of Consent of Parents from any notary public.
	Affidavit of consent of parents from Philippine Consulate Abroad if parents are abroad Photocopy of Passport of travelling companion 2 copies passport size photo of the minor.
	If travelling alone: Affidavit of consent and support of parent/s local or abroad/Invitation letter from relatives abroad and waiver from the Airline to accept responsibility.
	If attending sport: Additional Requirements- Invitation from the sponsoring organization abroad, Local endorsement of the minor from his/her school or association
	If Medical Reasons: Additional Requirements- Certification from Hospital Abroad and Recommendation of local attending physician/hospital.
	Other documents needed from the applicants
Client steps Section's A	ctions Foos to Drocossing Dorospo
Client steps Section's A	ctions Fees to Processing Persons be paid time Responsible

1. Applicant inquires requirements for minors traveling abroad	<ul> <li>1.1 Log in names of the applicant at the logbook</li> <li>1.2 Initial interview conducted to the applicant.</li> <li>1.3 Explained the requirements to favorable applicants</li> </ul>	None	20 mins	PACD Social Worker
2.Applicant submit requirements	2.1 Review of requirements and final interview to applicants	None	20 mins	Social Worker
	2.2 Prepares assessment report recommendation,	None	30 mins	Social Worker
	2.3 the absence of pre signed Record name of minor and other details at the logbook. The applicants received the approved application & assessment report with complete attached. Endorsed application to the nearest DSWD for final assessment and issuance of Permit.	None	15 mins	Social Worker
Feedback and complaints mechanismHow to send feedbackAccomplish feedback/ Complaint form of the Section				

How Feedbacks are processed	Feedback or complaint
	whenever available will be
	addressed and facilitated by the
	SWAD STL or concerned Social
	Worker at SWAD office.
How complaint is addressed	Any complaint written, through
	private message, text or
	complaint through quad-media
	will be immediately addressed by
	the Team Leader.
Complaint through 8888 Desk/ Hotline	The Team Leader will facilitate
Desk / Hotline	the response within the
	reglementary period and send
	response to 8888 hotline and
	Internal Audit Unit
How complaints are processed	Concerned Division Chief may
	issue Show Cause Order for
	violations committed by
	permanent or contractual staff or
	Letter of Explanation for non-
	permanent staff
Contact information of DSWD FO-CAR	Any irregularity using the name of
	DSWD-CAR or involving any of
	its official may be submitted to the
	DSWD-CAR's office at No. 40
	North Drive, Baguio City or
	through cellphone numbers:
	(6374) 661-0430/ (6302) 396
	6580/ +0917871 9893/ +63917-
	872 0256/ +63919 065 5356- 68
	or through email address:
	focar@dswd.gov.ph or through
	Facebook account: www.
	facebook.com/dswdfocar

# 223. Provision of Financial Assistance to individuals and families in Crisis Situation:

Office or Division:	SWAD- Protective Services Division
Classification:	Simple
Type of Transaction:	Referral and Walk-in Clients
Who may avail:	End User/Beneficiaries
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:
Complete requirements submitted by the applicants for financial assistance	To be secured by the applicants : <b>For Medical assistance</b> : a. Medical Certificate and Hospital Bill(If
	necessary) from the Hospital/Clinic b. Prescribed medicines by attending doctor
	<ul><li>c. Photocopy of valid ID of the client</li><li>d. Barangay Certificate of client</li></ul>
	For Burial assistance a. Death Certificate – LCR or Certification
	from the Chieftain b. Funeral Contract and Bill – Funeral Homes (If applicable)
	c. Photocopy of valid ID of client d. Barangay Certificate of client
	For Educational assistance: a. School registration/Enrollment form of
	student from his/her school b. Statement of Account (Balance)
	<ul><li>c. Copy of School ID of student</li><li>d. Copy of valid ID of client</li><li>e. Barangay certificate of client</li></ul>
	For Transportation assistance a. Copy of valid ID of client b. Police Blotter
	Food assistance for hos. Watcher a. Medical Certificate b. Copy of valid ID of client
Client steps Section's Actions	Fees to Processin Persons be paid g time Responsibl e

1. Inquires desired assistance	1.1 Client secures all requireme nts depends on type of assistance	None	5 mins	Social Worker
2. Client submit complete requirements	2.1 Review requirement	None	10 mins	Social Worker
3. Intensive Interview/Psychosocia I Intervention	<ul> <li>3.1 Prepared assessment report/Filled out Petty Cash Voucher and eligibility and approved by SDO</li> <li>3.2 Provided outright cash</li> </ul>	None	30 mins	Social Worker/STL
4. Provision of Guarantee Letter	4.1 Prepared supplemental assessment report for referrals for Guarantee Letter		20 mins	Social Worker
	4.2 Let applicant, Social Worker & SDO sign at Certificate of Illegibility for Guarantee Letter	None	5 mins	Applicant, SW and SDO

5.1. Submits Guarantee Letter to Service Provider	5.1 Submitted doc for guarantee letter to DSWD Field Office for action	None	1 day	Regional Director
	5.2 Receives Promissory Note from DSWD Field Office and submit to service provider	None	1 hour	Social Worker
	5.3 Receives and deliveres checks for service provider		1 day	Social Worker
Feedback and complaints	mechanism			
How to send feedback			Accomplish Complaint fo Section	feedback/ rm of the
How Feedbacks are proce	ssed		Feedback or co whenever avail addressed and the SWAD Lea supervisors	able will be facilitated by
How complaint is addresse	ed		Any compla through priva text or comp quad-media immediately a	te message, laint through will be
Complaint through 8888 D	esk/ Hotline		The STL and su facilitate the re the reglementa send response	sponse within ry period and

How complaints are processed	Concerned Division Chief
	may issue Show Cause
	Order for violations
	committed by permanent or
	contractual staff or Letter of
	Explanation for non-
	permanent staff
Contact information of DSWD FO-CAR	Any irregularity using the
	name of DSWD-CAR or
	involving any of its official
	may be submitted to the
	DSWD-CAR's office at No.
	40 North Drive, Baguio City
	or through cellphone
	numbers: (6374) 661-0430/
	(6302) 396 6580/ +0917871
	9893/ +63917-872 0256/
	+63919 065 5356- 68 or
	through email address:
	focar@dswd.gov.ph or
	through Facebook account:
	www.
	facebook.com/dswdfocar

224. Validation and disbursement of stipend to Indigent Social Pensioners and Senior Citizens

Office or Divisi	on:	Protective Services Division				
	Classification:		Simple			
Type of Transaction:		Government to Government				
Who may ava	ail:		E	nd-Use	rs/ Proc	ess owners
CHECKLIST (	ЭF			WHEF	RE TO S	ECURE:
REQUIREMEN	ITS:					
Disbursement of Social Pension fund in Kalinga to illegible senior citizen.		benef issued benef with a repres	Requirements: valid ID(Senior Citizen ID) o beneficiary, Authorization letter prescribed and issued by the DSWD duly signed by the beneficiaries, barangay captain and neighbo with attached copy of valid ID of authorized representative.			
Client steps	Section <sup>*</sup> Actions			to be aid	Proces time	
CIS forwards the	1.1 Rec		pe	None	10	Administrative
validated	mas		list/		days	Staff/Focal
masterlist of	payr	oll re	eady		-	Person/STL
eligible senior		ayout				
citizen to	1.2Coo		-			
City/Municipalities		LGU's				
for dissemination		ne logi				
		ng pa	-			
	as	well	as			
		power	to the			
	•	ment ir	i the			
	payout. 1.3Coordinates					
	with PNP for					
		urity/eso				
		ring m				
	to	g	the			
		ardous				
	areas of					
	Kalinga.					
	1.4 Review payroll			None	1 day	Focal
	and liquidation					Person/Paymasters,
	papers. Let				C/MSWDO	
		naster,				
		SWDO				
		the pa				
	aller	the pa	iyout			

	5Submit payroll and remit unclaimed fund to the SDO for submission to cash section	
Fe How to send feedback	edback and compla	nts mechanism Accomplish feedback/
		Complaint form of the Section
How Feedbacks are p	rocessed	Feedback or complaint
		whenever available will be
		addressed and facilitated by the Focal Person/STL
How complaint is addr	ressed	Any complaint written, through
		private message, text or
		complaint through quad-media
		will be immediately addressed
Complaint through 888	38 Desk/ Hotline	by the C/MSWDO, DSWD focal The STL and supervisors will
Complaint anough oc		facilitate the response within
		the reglementary period and
		send response to 8888 hotline
How complaints are p	rocessed	and Internal Audit Unit Concerned Division Chief may
now complaints are p	00003500	issue Show Cause Order for
		violations committed by
		permanent or contractual staff
		or Letter of Explanation for non- permanent staff
Contact information o	f DSWD FO-CAR	Any irregularity using the name
		of DSWD-CAR or involving any
		of its official may be submitted
		to the DSWD-CAR's office at
		No. 40 North Drive, Baguio City or through cellphone numbers:
		(6374) 661-0430/ (6302) 396
		6580/+0917871 9893/+63917-
		872 0256/ +63919 065 5356-
		68 or through email address: focar@dswd.gov.ph or through
		Facebook account: www.
		facebook.com/dswdfocar

225. Validation and review of project proposal of LGU's for ESA/ESCAP and RRP\_CCAM for Cash grant and cash for work.

Office or Division: Classification: Type of Transaction: Who may avail: CHECKLIST OF REQUIREMENTS: Submit Project proposals and other requirements for the Cash for Work/ESCAP or FNFI		DReMD Simple G2G- Government to Government WHERE TO SECURE: To be secured by the MLGU's from BLGU's and the laborer concern.			
Client steps 1. LGU informed	-	rients	Fees to be paid None	Processing time 1 month	Persons Responsible Focal
of the Program of DRemD	implementat of program	ion			Person/PDO's
	1.2 Reviews submitted documents for Cash for Work, ESCAP and ESA		None	1 month	PDO's
	1.3 Submits documents to RPMO for final review		None	30 mins	CCAM PDO I
	1.4 Rec Project Proj from the R and comply the findings the level of F	PMO with son	None	1 project proposal with supporting documents reviewed/ 3 hrs	CCAM PDO II

1.5 Orients in the barangay	None	2 hrs.	PDO II
1.4 Implements Project	None	10 days	L/BLGU
1.5.Monitors of RPP-CCAM projects	None	3 days	DSWD Focal/PDO II
1.6. Receives and Review documents from LGUs	None	4 days per LGU	SWAD Focal
1.7. Coordinate/ write letter to inform lacking documents to LGU	None	2 hours	SWAD Focal
1.8 Submit favorable complete documents to DREMD, DSWD- CAR for final review	None	3 hours	
1.9 Coordinate with LGU/ Distribute checks/cash to the beneficiaries	None	5 days	

2. Provision of Food and Non Food	2.1 Receives, review and validate Report/data from the source	None	2 hours	PDOs & STL
	2.2 Submit report including request of augmentation to DSWD Regional Office	None	2 hours	PDOs & STL
	2.3 Conduct Proper distribution and monitoring of goods to LGU	None	2 hours	PDOs & STL
	2.4 Ensure proper documentation and liquidation report	None	2 hours	PDOs & STL
How to send feed	Feedback and c back	omplaint n	nechanism	
			complish feedb m of the Section	ack/ Complaint
How Feedbacks a	Fe ava fac	edback or comp ailable will be ad ilitated by the Fo rson/STL	laint whenever dressed and	
How complaint is	An pri thr im	y complaint w	essed by the	
Complaint throug	e RF the reg	MO/Focal Pers	on will facilitate within the iod and send	
How complaints a	Co iss vio	ncerned Division ue Show Cau lations committe	on Chief may use Order for ed by permanent ff or Letter of	

	Explanation for non-permanent staff
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661- 0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: <u>focar@dswd.gov.ph</u> or
	through Facebook account: www. facebook.com/dswdfocar

# 226. Implementation of Executive Order No. 70

with attached documents as		SWAD-Promotive Service Division Highly Technical Referral Former Rebels WHERE TO SECURE: To be secured by the FR/Endorsement from DILG and PLGU				
evidence. Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible		
1. Endorsement of Former Rebels/Conflict Vulnerable Areas	1.1 Reviewed Documents	None	20 Mins	Focal Person		
	1.2 Confirmation of the project identified by the FR/CVA	ot	5 mins.	Focal Person		
	1.3 Orientatio on the proces for the the availment of Livelihood Project in the designated safe area.	s e of e	1 day	Focal Person		
	1.4 Coordination with othe	n e	1 day	Focal Person		
	1.5 Prepar Project proposal	e None	1 day	Focal		
2. Submission of PP to Field Office	2.1 Subm approved project	it None	20 mins	SLP-PC/Focal Person		

	proposal by SLP-Provincial Coordinator 2.2 Coordinate with concerned agencies re disbursement of assistance to FR/CVA 2.3 Consistent monitoring of	None	2 months	Focal Person Focal Person/C/MLGU	
	project				
How to send feedb		fo	orm of the Sect		
How Feedbacks ar	e processed	a fa	Feedback or complaint whenever available will be addressed and facilitated by the Focal Person & SLP-PC		
How complaint is addressed		p ti ir	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Focal Person/SLP-PC		
Complaint through 8888 Desk/ Hotline		e T fa re	he RPMO F acilitate the res eglementary p	ocal Person will sponse within the period and send 888 hotline and	
How complaints are processed		C is v p L	Concerned Div Sue Show C iolations c ermanent or c	rision Chief may Cause Order for	
Contact information of DSWD FO-CAR		0 0 0 0 0 9 5 5 F	SWD-CAR or i fficial may be SWD-CAR's off rive, Baguio ellphone numb 430/ (6302) 39 893/ +63917-872 356- 68 or thro ocar@dswd.gov.	using the name of nvolving any of its submitted to the ice at No. 40 North City or through pers: (6374) 661- 6 6580/ +0917871 2 0256/ +63919 065 ugh email address: ph or through account: www. wdfocar	

## 227. Implementation of the Payapa at Masaganang Pamayanan (PAMANA)

Office or Division:			Promotive Division			
Classifica	ation:	Simple				
Type of Transaction:			Referral			
Who may	avail:			Commun	1	
CHECKLIST OF RE	QUIREMENTS:		W	HERE TO S	ECURE:	
Referral from OPAP	P with complete	То	be secu	ured by the F	Focal Person and	
documents as evid		the	Associa	ation identified	d by OPAPP	
Barangay Resolution	•					
DSWD and MLGU ar						
Client steps	Section's Action	ns	Fees	Processing	Persons	
			to be	time	Responsible	
4 Dec			paid	4	<b>F</b> acal	
1. Pre-	Engagement of	: .	None	1 day	Focal	
implementation	M/BLGU to get th	ieir			Person/M/BLGU	
stage	full support and success of the					
	program.					
	program.					
	The participants		None	1 day	Focal Person	
	would be able to			-		
2. Social	understand their					
Preparation stage	own circumstanc	es				
	by looking at their					
	current situation					
	and able to					
	visualize their					
	desired future					
	condition for	ico				
	themselves/famil Training activities		None	2 day	Focal	
	and other related		INDIE		Person/SLPA	
	sessions on skill	•			Members	
	development for					
2 Conacity Building	entrepreneurship	).				
3. Capacity Building	Presentation of	-				
	agreed proposed	1				
	project to SLPA					
	members.					
		and	None	15 days	Focal	
4. Resource	access to finan				Person/SLPA	
Mobilization	and or non-finan					
	resources	to				
	operationalize	the				
	SLPA propo	sed				

	enterprise. Fund will be release from DSWD SLP-RPMO directly to SLPA bank account. The SLPA will then manage and implement the projects and safeguard the fund.				
5. Monitoring and Sustainability	Provision of technical assistance through mentoring with coaching and monitoring.	None	5	Years and 3 mos.	SLPA members/ BLGU/ MLGU RPMO, DSWD- CAR and Focal Person
	Feedback and compl				
How to send feedbac	ck		Accomplish feedback/ Complaint form of the Section		
How Feedbacks are	processed	Fe av	Feedback or complaint whenever available will be addressed and facilitated by the Focal		
How complaint is addressed			erso iy o vate mpl II be	n/SLP-PC complaint e mess aint thro e immediat	; written, through age, text or ugh quad-media tely addressed by
Complaint through 8888 Desk/ Hotline			e Fo spoi rioc 88	ocal perso nse within I and se	n/SLP-PC on will facilitate the the reglementary and response to nd Internal Audit
How complaints are processed			sue plati	Show Cons c	rision Chief may Cause Order for committed by ontractual staff or
Contact information of DSWD FO-CAR			tter <u>rma</u> iy ir SW[ offi	of Expla anent staff regularity D-CAR or cial may b	anation for non-

North Drive, Baguio City or
through cellphone numbers:
(6374) 661-0430/ (6302) 396
6580/ +0917871 9893/ +63917-
872 0256/ +63919 065 5356- 68
or through email address:
focar@dswd.gov.ph or through
Facebook account: www.
facebook.com/dswdfocar

## 228. Implementation of Alternative Parental Care Services

Office or Div	vision:	on: SWA		SWAD - Protective Services Division			
Classifica	tion:		Complex				
Type of Transaction:		Referral/Walk-in					
Who may a	avail:	End-user					
CHECKLIS			WHE	RE TO SECU	RE:		
REQUIREM							
For Prospective A				y the PAPs at			
Parents (PAPs); E				Station and at	SWAD office		
Certificate, Marria	0	tor th	e Home Sti	udy Report.			
Contract, Employ Certificate or ITR,							
Certificate, NBI or							
Clearance, Family							
and Home Study							
Client steps	Section'	s	Fees to	Processing	Persons		
	Actions		be paid	time	Responsible		
1. Inquires	1.1. Explair	n the	None	20 mins	Social Worker		
requirements	requiremen	ts					
from SWAD	and proces						
Office	Adoption						
	and Foster	Care					
	service						
	1.2. Rec	eives					
		eives eview	None	30 mins	Social Worker		
	requested		None	30 111115			
	requiremen	ts					
	requirement	.0					
	1.3. Cor	nduct	None	40 mins	Social Worker		
	interview	with	Nono				
	the couple	-					
	1.4 Conducts		None	45 mins	Social Worker		
	collateral						
	interviews,						
		ducts	None	1 hour	Social Worker		
	home visitat	tions					

	1.6 Prepares Home Study Report	None	2 days	Social Worker	
	1.7 Transmit Home Study Report with complete attached requirements to ARRS, DSWD- CAR	None	20 mins.	Administrative Assistant	
	1.5. Attendance to Matching Conference for adoption or Foster Care	None	1 hour	Social Worker	
	1.6.Receives Foster Child Placement Authority and Foster Parent License. Turn- over documents to PAPs for	None	1 hour	Social Worker Social Worker	
	Court filing and Foster Parents for reference and action on the provisions				
	1.7 Attends and testify on adoption cases	None	4 hrs.	Social Worker	
	1.5 Submit HPMES Report every 5 <sup>th</sup> of the month thru email	None	5 mins	Social Worker	
Feedback and complaint mechanism How to send feedback Accomplish feedback/ Complaint form of the Section					

How Feedbacks are processed	Feedback or complaint whenever available will be addressed and facilitated by the Head of ARRS, DSWD-CAR.
How complaint is addressed	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the ARRS and SWAD Focal
Complaint through 8888 Desk/ Hotline Desk / Hotline	ARRS and SWAD Focal will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917- 872 0256/ +63919 065 5356- 68 or through email address: <u>focar@dswd.gov.ph</u> or through Facebook account: www. facebook.com/dswdfocar

# 229. Provision of Programs and services to OFWs

Office or Division:		SWAD- Protective Service Division			
Classification:		Simple			
Type of Transaction:		Assessment and Referral			
Who may av CHECKLIST			\\/_	Individual	
REQUIREMEN			VVF	IERE TO SEC	JUNE.
	and other	The	client n	nay secure	from OWWA/
documents for	immediate		E/ DSW		
reference in availing a	ssistance.				
Client steps	Section		Fees	Processing	Persons
	Actions	6	to be paid	time	Responsible
1.Client sought			None	5 mins.	Social
assistance with		eview			Worker
documents	documents				
	1.2.Interviev		None	10 mins	Social
		ntake			Worker
	Sheet				
	1.3.Provide		None	30 mins	Social
	counseling				Worker
	1.4. Coordinate		None	2 days	Social
	with SLP				Worker
	C/MLGU an				
	other agend the other	•			
	of the client				
	1.5. Pre		None	1 day	Social
	documentat	•			Worker
	referral				
F	eedback and	comp	aint me	chanism	
How to send fee	dback	Acco	mplish f	eedback/ Cor	mplaint form of
		the Section			
How Feedbacks are	processed	Feedback or complaint whenever			
		available will be addressed and			
		facilitated by the Head of ARRS, DSWD-CAR.			AKKS, DSWD-
How complaint is a	ddressed	Any	complai	nt written, thro	ough private
		message, text or complaint through			
		quad-media will be immediately			
		addressed by the ARRS and SWAD Focal			na SvvAD
		1000	1		

Complaint through 8888 Desk/ Hotline Desk / Hotline	ARRS and SWAD Focal will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit
Contact information of DSWD FO- CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: <u>focar@dswd.gov.ph</u> or through Facebook account: www. facebook.com/dswdfocar

#### VI. List of Offices

Office	Name, Contact Number and Address
Office of the Regional Director	LEO L. QUINTILLA
	OIC- Regional Director
	09959649609
	DSWD-Field Office CAR No. 40 North
	Drive, Baguio City
Social Marketing Unit	NERIZZA FAYE G. VILLANUEVA
	Information Officer II
	09162865737
	DSWD-Field Office CAR No. 40 North
	Drive, Baguio City
Internal Audit Unit	JESSE REY F. RIOS
	Management and Audit Analyst II
	09164920003
	DSWD-Field Office CAR No. 40 North
	Drive, Baguio City
Policy and Plans Division	MARIFIL C. JUGAL
	Planning Officer IV
	09168248261
	DSWD-Field Office CAR No. 40 North
	Drive, Baguio City
Policy and Plans Development	MS. LIEZYL T. ASTODILLO
Section	Planning Officer III
	09982553511
	DSWD-Field Office CAR No. 40 North
	Drive, Baguio City
Standards Section	CLARISSA O. PADIO
	Project Development Officer III
	09279725415
	DSWD-Field Office CAR No. 40 North
	Drive, Baguio City
National Household Targeting Unit	DEXTER B. SAMIDAN
	Regional Field Coordinator
	09982557869
	DSWD-Field Office CAR No. 40 North
Lineanditional Cook Transfer	Drive, Baguio City
Unconditional Cash Transfer	BRENDEN KIM J. QUINTOS
	Project Development Officer IV
	09212813155
	DSWD-Field Office CAR No. 40 North
	Drive, Baguio City

Office of the Assistant Regional Director for Operations	AMELYN P. CABRERA Social Welfare Officer V and OIC ARDO 09176780799 DSWD-Field Office CAR No. 40 North Drive, Baguio City JOANNE F. GANGGANGAN
Convergence Secretariat	Social Welfare Officer IV 09291270577 DSWD-Field Office CAR No. 40 North Drive, Baguio City
Social Welfare and Development Provincial Offices	JOHNNY L. BUMAKIL – SWAD- ABRA Social Welfare Officer II 09201084503
	JACKIELYN O. GUITANGAN- SWAD-APAYAO Social Welfare Officer II 09266742058
	MANUELA S. ORTIZ- BENGUET SWAD- BENGUET Social Welfare Officer II 09981986226
	ERLINDA M. TAQUIQUI- SWAD- KALINGA Social Welfare Officer II 09204384526
	JOY G. ADACLOG- MT. PROVINCE Social Welfare Officer II 09189657165
Designed Dehebilitation Contar for	IMELDA TUGUINAY IFUGAO- SWAD Social Welfare Officer II 09276160086
Regional Rehabilitation Center for the Youth	EDNA S. BENITEZ Social Welfare Office IV 09158006449 DSWD-Field Office CAR No. 40 North Drive, Baguio City

Community Record Corriges	
Community Based Services	
	Social Welfare Officer III
	09179780078
	DSWD-Field Office CAR No. 40 North
	Drive, Baguio City
Reception and Study Center for	NELLY L. MASON
Children	Social Welfare Officer III
	09164291581
	DSWD-Field Office CAR No. 40 North
	Drive, Baguio City
Sectors	LIBERTINE A. BALICDANG
	Social Welfare Officer IV
	09981966877
	DSWD-Field Office CAR No. 40 North
	Drive, Baguio City
Crisis Intervention Section	JUDITH L. DE GUZMAN
	Social Welfare Officer IV
	09393743541
	DSWD-Field Office CAR No. 40 North
	Drive, Baguio City
Capacity Building Section	JERRY D. JULIAN
	Training Specialist III
	09205118518
	DSWD-Field Office CAR No. 40 North
	Drive, Baguio City
Disaster Response Management	MARY ANN G. BUCLAO
Division	Social Welfare Officer IV
	09285518093
	DSWD-Field Office CAR No. 40 North
	Drive, Baguio City
Social Technology	BRENDA C. CONSOLACION
	Project Development Officer III
	09123219930
	DSWD-Field Office CAR No. 40 North
	Drive, Baguio City
Promotive Divison	ARNOLD D. LARTEC
	Social Welfare Officer IV
	09157276719
	DSWD-Field Office CAR No. 40 North
	Drive, Baguio City
Pantawid Pamilya Dilining Program	FATIMA D. FLORENDO
Pantawid Pamilya Pilipino Program	
	Project Development Officer V
	091833917282
	DSWD-Field Office CAR No. 40 North
	Drive, Baguio City

Quetainable Liveliber d Dreaman	
Sustainable Livelihood Program	NOVELIA B. POCDING
	Social Welfare Officer III
	09205650451
	DSWD-Field Office CAR No. 40 North
	Drive, Baguio City
Office of the Assistant Regional	ENRIQUE H. GASCON JR
Director for Administration	Chief Administrative Officer & ARDA
	09397514186
	DSWD-Field Office CAR No. 40 North
	Drive, Baguio City
Administrative Division	RINA CLAIRE L. REYES
	Supervising Administrative Officer
	09209084230
	DSWD-Field Office CAR No. 40 North
	Drive, Baguio City
Human Resources Management and	RONILO R. FLORES
Development Division	Administrative Officer V
	09217663188
	DSWD-Field Office CAR No. 40 North
	Drive, Baguio City
Property and Asset Management	JESSIE F. CHELIM
Section	Administrative Officer V
	09565406060
	DSWD-Field Office CAR No. 40 North
	Drive, Baguio City
Procurement Section	LANY LIZEL G. DIAZ
	Administrative Officer V
	09053950689
	DSWD-Field Office CAR No. 40 North
	Drive, Baguio City
Records and Management Section	RAINIER C. PENA
	Administrative Officer III
	09174934359
	DSWD-Field Office CAR No. 40 North
	Drive, Baguio City
Building and Grounds Maintenance	BERNARD ANGAYON
Section	Administrative Officer I
	09468064729
	DSWD-Field Office CAR No. 40 North
	Drive, Baguio City
Protective Division	CONCEPCION E. NAVALES
	Social Welfare Officer IV
	09155242368
	DSWD-Field Office CAR No. 40 North
	Drive, Baguio City
	Ento, Euglio Oly

Personnel Administration Section	JULIE A. GASCON Administrative Officer V
	09997890216
	DSWD-Field Office CAR No. 40 North
	Drive, Baguio City
Human Resource Welfare Section	KATHLEEN GLORY V. CASUGA
	Administrative Officer IV 09352179521
	DSWD-Field Office CAR No. 40 North
Human Resource Diapping and	Drive, Baguio City JOHN ELY PETRAS
Human Resource Planning and Performance Section	Administrative Officer II
	09298988313
	DSWD-Field Office CAR No. 40 North Drive, Baguio City
	Drive, Dagalo Orty
Learning and Development Section	BONAFE B. RAMOS Training Specialist I
	09126739037
	DSWD-Field Office CAR No. 40 North
	Drive, Baguio City
Financial Management Division	ROSE C. MOLDERO
	Administrative Officer V 09185831172
	DSWD-Field Office CAR No. 40 North
	Drive, Baguio City
Budget Section	NORIE C. CASTANEDA
	Administrative Officer V
	09291358173 DSWD-Field Office CAR No. 40 North
	Drive, Baguio City
Accounting Section	WILBOURN B. BACOLONG
	Accountant III
	09267053713 DSWD-Field Office CAR No. 40 North
	Drive, Baguio City
Cash Section	OLIVE B. LABUTEN Administrative Officer III
	09305979511
	DSWD-Field Office CAR No. 40 North
	Drive, Baguio City

Contact information:

Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: <u>focar@dswd.gov.ph</u> or through Facebook account: www. facebook.com/dswdfocar

Prepared by:

Approved by:

Sgd. JESSE REY F. RIOS MAA, Internal Audit Unit **LEO L. QUINTILLA** OIC-Regional Director