

DEPARTMENT OF SOCIAL WELFARE AND DEVELOPMENT

CORDILLERA ADMINISTRATIVE REGION

Third 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 Sec	ction
Classification:			Simple		
Type of Transaction:		G2G- Government to Government			
Who may avail:		End-Users/ Process owners			
CHECKLIST OF REQUIR				WHERE TO SEC	
1. Proposal or Purchase Re 2. All procurement documer	nts			itted by the end b s are available fro	oudget section om the end user)
(Request for Quotations, Ph posting if required, Abstract					
Quotations, BAC Resolution					
documents required depend					
mode of procurement)	-				
3. Purchase Order					
4. ORS/BURS			_		
Client steps	Section's		Fees	Processing	Persons
	Actions		to be paid	time	Responsible
1. Submits Purchase	1.1 Receive	s	None	5 minutes per	Budget Section
Order (PO) with	the Purchas			document	Clerk
supporting documents	Order (PO)				
	with suppor	ting			
	documents				
	from the				
	Budget Sec		None	10	Assessmenting
	1.2 Encode the details of	-	None	10 minutes per PO	Accounting Section Clerk
	the docume			per PO	Section Clerk
	in the MS	////			
	Excel File for	or			
	incoming				
	documents				
	1. 3 Distribu		None	5 minutes per	Accounting
	the PO to th			document	Section Clerk
	Accounting Section stat				
	for processi				
		шy			

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	None	3 working days (including review and initial signing or preparation of memorandum)	Accounting Staff
Memorandum. 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

availability. 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 details of the document in the MS Excel File (for outgoing), and in the DTS	None	10 minutes	Accounting Section Clerk
1.7 If the documents are compliant to the 3Cs, forwards the PO to the Office of the Regional Director for approval. However, if the documents are not compliant to the 3Cs, and thus is not signed by the Regional Accountant, forwards the documents to the Chief of the Financial Management Division for	None	15 minutes	Accounting Section Clerk

			r		,
	signing	of the			
	Memora	andum			
	for retur	'n.			
	1.8 For		None	1 day	Chief, Financial
	non-con			,	Management
	docume	•			Division
		•			DIVISION
	the sign				
	Memora				
	and forw				
	the documents				
	to the				
	Procure				
	Section	or			
	concern	ed Unit			
	1.9 For	the	None	1 day and 10	Accounting
	complia	nt		minutes	Section Clerk
	docume				
	forward	•			
	Regiona	al			
	Director				
	approva				
	PO, and				
	forwards				
	PO to th				
	Procure				
	Section				
	coordina				
	with the				
	Supplier	[/			
	Service				
	Provide				
	conform	ne of			
	the PO				
				echanism	
How to send feedback			lish fee	edback/ Compla	int form of the
		Section			
How Feedbacks are process	sed	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			• •
				• •	ead of Accounting
Complaint/s through 8888 D	-				
Hotline	CSN	Head of Accounting Section will facilitate the			
Hotime		response within the reglementary period and send response to 8888 hotline and Internal Audit Unit			
	respons		o nouine and int		

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

2. Processing of Disbursement Voucher:

			Accounting Section Highly Technical G2G- Government to Government External or Internal Auditors / FMS		
1. DV; 2. ORS; and		ST OF REQUIREMENTS:WHERE TO SEand mentary requirements as y the transaction (Refer to ular 2012-001 for the ary Requirements, and emorandum Circulars/ s for Project/ProgramTo be secured by the tech available and/ or active wr reports by the Accounting Se		by the technic or active writte	cal staff from the en and electronic
Client steps	Section Actions		Fees to be paid	Processing time	Persons Responsible
1. Submits Disbursement Voucher (DV) with supporting documents.	1.1 Receives the Disbursement Voucher (DV) with supporting documents		None	5 minutes	End User or Budget Section Clerk
	1.2 Encode details of document in MS Excel F incoming documents, a the DTS	the n the ile for	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 the completeness, correctness and consistency (3C) of the documents. If the documents are found compliant to the 3Cs, computes for the withholding taxes and other deductions (i.e., retention fee, liquidated damages); (2) 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	None	3 working days	Accounting Staff
Budget Section.			

Г	For odivetes			1
	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:			
	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/			

			1
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			
incoming			
documents, 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, 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			
i illaliudi			

	N.A			
	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	None	1 day	Budget Section
	compliant		. day	Head
	documents with			
	NORSA, the			
	reviews and			
	signs as			
	"verified by" on			
	the NORSA			
	1.10 Approves	None	1 day	Division Chief
	Box D of the DV	NONE	Tuay	Division Onici
	1.11 If the	None	1 day	Management
	transaction is	NONE	Tuay	Audit Analyst
	pertaining to 1st			Addit Analyst
	payment for procured items			
	which has			
	undergone			
	competitive			
	bidding, the			
	reviews the			
	documents, and			
	signs the Pre-			
	Audit Form		10	
	1.12 Receives		10 minutes	Cash Section
	the approved			Clerk
	DV			
	Feedback and com			
How to send feedback		lish feedb	ack/ Complai	nt 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

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

			Δ.			
	Office or Division:		Accounting Section			
Classification	1:			Complex		
Type of Transac	tion:		G2G- Gov	ernment to Go	vernment	
Who may ava	il:		End-Us	sers/ Process c	wners	
CHECKLIST C)F		WH	ERE TO SECU	RE:	
REQUIREMEN	TS:					
requirements as requirements as requirements as requirements at 2012-001 for the De Requirements, and	OV; ORS; and all documentary equirements as required by the ransaction (Refer to COA Circular 012-001 for the Documentary Requirements, and specific Memorandum Circulars/ Guidelines				r/ process owner O shared folder)	
Client steps	Section's A	ctions	Fees to be paid	Processing time	Persons Responsible	
1. Submit signed and accomplish DV with complete	1.1 Receives the Disbursement Voucher (DV) with supporting documents		None	5 minutes	Accounting Section Clerk	

attachments to Accounting Section	from the Budget 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	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, ACCOUNTING STAFF (1) Initials under the name of the Accounting 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	None	3 days	Accounting Staff

			I
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) 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,			
ACCOUNTING			
STAFF prepares			
the Memorandum			
for the findings,			
and initials on the			
Memorandum.			
1.5 Reviews the	None	2 days	Regional
DV and			Accountant
supporting			nooountant
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 details of the document in the MS Excel File (for outgoing), and in the DTS	None	10 minutes	Accounting Section Clerk
1.7 If the documents are <u>compliant</u> 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	None	15 minutes	Accounting Section Clerk

	D. · ·				
	Regional				
	Accountai	•			
	forwards t				
	document				
	Chief of th	ne			
	Financial				
	Management				
	Division for	or signing			
	of the				
	Memoran	dum (for			
	return)				
	1.8 For th	e non-	None	1 day	Chief of
	complia	ant		,	Financial
	docum				Management
	signs t	he			Division
		andum,			DIVISION
	and for	•			
	the doo	cuments			
	to the				
	Procur	ement			
	Sectior	n or			
	concer	ned Unit			
	1.9 For th		None	1 day	Budget Section
	compliant				Head
	document				
	NORSA, I				
	and signs				
	"verified b	y" on the			
	NORSA				
	1.10 Appr		None	1 day	Concerned
	Box D of t				Division Chief
	1.11 Rece		None	1 day	Cash Section
	approved				Clerk
	(Note: The				
	preparatio				
	processin	0			
	Check or				
	another p				
	Feedback		nplaints mec		
How to send feedback					rm of the Section
			•	int whenever a	
				ated by the He	ad of
			ing Section		
How complaint is addressed			•		ate message, text
	or co		laint through	quad-media w	ill be immediately
			ed by the He	ad of Accounti	ng Section
Complaint/s through 888	88 Desk/	Head o	of Accountin	ng Section w	ill facilitate the
Hotline				•	period and send
				tline and Intern	•
					-

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

4. Petty Cash Fund Replenishment Processing

Office or Divisio	n.		Δ	ccounting Sec	tion
Classification:		Highly Technical			
Type of Transaction:			G2G- Government to Government		
				or Internal Aud	
Who may avai					
requirements as requir transaction (Refer to C	documentary ed by the OA Circular ocumentary specific Guidelines	WHERE TO SECURE: To be secured by the technical staff from th available and/ or active written and electronic reports by the Accounting Section			cal staff from the en and electronic
Client steps	Section's Ac	ctions	Fees to be paid	Processing time	Persons Responsible
1. Submits Disbursement Voucher for petty cash replenishment with supporting documents	for Petty Cash Fund (PCF) replenishment, with supporting documents from the End-		None	5 minutes	Accounting Section Clerk
	User 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	3Distributes the DV to the Accounting Section staff for processing	None	5 minutes	Accounting Section Clerk
	A 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 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 of the Budget Section. For adjustment swherein the time of adjustment is	None	10 working days	Head of Accounting Section

		T	
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			
· ·	1		
concern for			

inclusion in the Memorandum for return.			
1.6 Encodes the details of the document in the MS Excel File (for outgoing), and in the DTS	None	10 minutes	Accounting Section Clerk
1.7 If the documents are <u>compliant</u> to the 3Cs, and thus the DV is signed by the Regional Accountant, the ACCOUNTING SECTION CLERK: (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	None	15 minutes	Accounting Section Clerk

		cuments to				
		e Chief of the				
	Fir	nancial				
	Ma	anagement				
	Div	ision for				
	sig	ining of the				
	Me	emorandum				
	(fo	r return)				
		r the non-	None	1 day	Division	Chief,
	CO	mpliant			Financial	,
		cuments,			Managem	ont
		ins the			Division	CIII
	•	emorandum,			DIVISION	
		d forwards				
		documents				
		the				
		ocurement				
		ction or				
		ncerned Unit				
	1.9 Fo		None	1 day	Budget S	ection
	CO	mpliant		,	Head	
	do	cuments with				
	NC	DRSA, the ,				
	BL	JDGET				
	SE	CTION				
	HE	AD reviews				
	an	d signs as				
	"ve	erified by" on				
	the	NORSA				
	1.10	Approves	None	1 day	Concerned	b
	Bo	x D of the		-	Division C	hief
	D٧	/				
	1.11	Receives	None	1 minute	Head,	Cash
		e approved			Section	
	D٧	/				
Feedback and complaint r	nechar	nism				
How to send feedback		Accomplish	feedback/	Complaint for	m of the Se	ction
How Feedbacks are proce	essed	Feedback o	r complair	t whenever av	ailable will b	be
		addressed and facilitated by the Head of Accounting				
		Section				
How complaint is address	sed		aint written	, through priva	ate message	e. text
				quad-media w	•	
			•	d of Accountin		alatory
Complaint/s through 8888				ection will facil		nonsa
			0			
Desk/ Hotline				ry period and	senu respo	1150 10
	8888 hotline and Internal Audit Unit re processed Concerned Division Chief may issue Show Caus					
How complaints are proce	essed					
		Urder for	violations	committed b	y permane	ent 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

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

			Δ		tion
Office or Divisio		Accounting Section			
Classification		Simple G2G- Government to Government			
Type of Transact					
Who may avai				or Internal Auc	
CHECKLIST OF REQUI				IERE TO SEC	
Approved Disbursement	Vouchers				cal staff from the
					en and electronic
				accounting Sec	
Client steps	Section's Ac	tions	Fees to		Persons
			be paid	time	Responsible
 Request copy of LDDAP-ADA or summary of LDDAP- ADAs issued and invalidated ADA through issuance of memorandum 	1.1 Receives approved (sorted type) Disbursen Vouchers (DVs) fro Cash Sec 1.2 Encodes details o DVs in Summary	m the tion the f the the	None	5 minutes 5 minutes	Accounting Section Clerk Accounting Section Clerk
	1.3 Prepares List of Du Demanda Accounts Payable Advice to Accounts (LDDAP-A	ble - Debit	None	10 minutes	Accounting Section Clerk

	1.4 Returns the	None	5 minutes	Accounting Staff	
	DVs to the Cash Section	None	5 minutes	Accounting Stan	
	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 exceeding P1M or ARDA Signs/approves for amounts exceeding P1M	None	2 hour	Chief, Financial Management Division	
	1.10 Forwards the document to the Land Bank of the Philippines (Note: Separate process under the Cash Section)	None	1 day	Cash Section Clerk	
	Feedback and comp				
How to send feedback How Feedbacks are processed	Feedback or c addressed and	Accomplish feedback/ Complaint form of the Section Feedback or complaint whenever available will be addressed and facilitated by the Head of Accounting			
How complaint is address	sed Any complaint complaint thr	Section			

Complaint/s through 8888	Head of Accounting Section will facilitate the response
Desk/ Hotline	within the reglementary period and send response to
	8888 hotline and Internal Audit Unit
How complaints are	Concerned Division Chief may issue Show Cause Order
processed	for violations committed by permanent or contractual staff
	or Letter of Explanation for non-permanent staff
Contact information of	Any irregularity using the name of DSWD-CAR or
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

6. Post-Audit of Paid Disbursement Vouchers

Office or Division Classification: Type of Transact Who may avai CHECKLIST OF REQUIT DV; ORS; and all d requirements as require transaction	ion: l: REMENTS: ocumentary	Accounting Section Complex G2G- Government to Government External or Internal Auditors / FMS WHERE TO SECURE: The COA may send request for paid DV.			overnment litors / FMS URE:
Client steps 1. Submits request for post audit documents	Section's Ac 1.1 Receives following the Section: Paid Disbursen Vouchers the month Report Checks Is (RCI); (3) Advice to Account (A	the from Cash (1) nent for h; (2) of ssued) and Debit	Fees to be paid None	Processing time 5 minutes	Persons Responsible 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	None	10 minutes	Accounting Staff	
	transmittal. 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 com				
How to send feedback How Feedbacks are processed	Accomplish feedback/ Complaint 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 through 8888	Head of Accounting Section will facilitate the response
Desk/ 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	Any irregularity using the name of DSWD-CAR or
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

7. Filing of Paid Disbursement Vouchers

Office or Divisio	n.		Ac	counting Secti	ion
Classification:			Complex		
Type of Transact			G2G- Gov	vernment to Go	overnment
Who may avail				or Internal Audi	
CHECKLIST OF REQUI				ERE TO SECL	
Request form		Δηγ α	eneric requ		
					Deveene
Client steps	Section's A	clions	Fees to	Processing	Persons
			be paid	time	Responsible
 Request copy of filed paid disbursement vouchers 	on Summary attached Check/Al Disburse Journal, the DVs forwards DVs	to the DA ments sorts s, and	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 payrolls; and remittances for all staff). For MOA/JO payrolls, forwards the payrolls to the Accounting Section - mainstreamed staff for filing	None	4 hours	Accounting staff
	Feedback and comp			of the Section
How to send feedback	Accomplish	eeuback/ (complaint form	of the Section

How Feedbacks are	Feedback or complaint whenever available will be		
	•		
processed	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	Head of Accounting Section will facilitate the response		
Desk/ Hotline	within the reglementary period and send response to		
	8888 hotline and Internal Audit Unit		
How complaints are	Concerned Division Chief may issue Show Cause		
processed	Order for violations committed by permanent or		
	contractual staff or Letter of Explanation for non-		
	permanent staff		
Contact information of	Any irregularity using the name of DSWD-CAR or		
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		

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

Office or Division:		Accounting Section		
Classification		Complex		
Type of Transaction:		G2G- Government to Government		
Who may avail:		External or Internal Auditors / FMS		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Request form		Any generic request form is acceptable		
Client steps	Section's Ac	tions Fees	Processing	Persons
		to be	time	Responsible
		paid		
1. Request copy o payroll	of 1.1 For the file which were scanned a saved mor sorts the fi per Employme Status (i.e. regular, contractua MOA) and Program, a Remittance (i.e, GSIS,	es None e ind nthly, iles ent , il and and e	1 day	Accounting staff

		ſ	1
SSS, PHIC, HDMF, LBP- Loan, Treasury of the Philippines, HealthCard,			
DSWD-MBA) 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
Pantawid) 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	None	15 minutes	Accounting Section Clerk

	the Records and Archives Management Section (RAMS) for binding 1.8 After the binding of the documents c/o RAMS, files the documents	None	10 minutes	Accounting staff
How to send feedback	back and complaint			of the Section
How to send leedback How Feedbacks are	Accomplish feedba			
processed	Feedback or complaint whenever available will be addressed and facilitated by the Head of Accounting			
processed	Section			
How complaint is	Any complaint written, through private message, text or			
addressed	complaint through quad-media will be immediately			
	addressed by the Head of Accounting Section			
Complaint/s through 8888	Head of Accounting Section will facilitate the response			
Desk/ Hotline	within the reglementary period and send response to			
	8888 hotline and Internal Audit Unit			
How complaints are	Concerned Division Chief may issue Show Cause Order			
processed	for violations committed by permanent or contractual			
Contact information of	staff or Letter of Explanation for non-permanent staff			
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	Facel	book acc	count: www.
	facebook.com/dsw	dfocar		

9. Annualization of Taxes

Office or Division:		Accounting Section			
Classification:		Simple			
Type of Transaction:		G2G-Go	vernment to Go	vernment	
Who may avail:		External of	or Internal Audit	ors / FMS	
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:			
Request form	Any re	Any request generic form			
Client steps Sec	tion's Actions	Fees to be paid	Processing time	Persons Responsible	

1. Request Annualization of Taxes	1.1 Receives the names of staff and their monthly salaries from the Personnel Administration Section (PAS)		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 com					
How to send feedback			omplaint form			
How Feedbacks are processed		Feedback or complaint whenever available will be addressed and facilitated by the Head of Accounting Section				
How complaint is addres	complaint th	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 Acc within the re	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	for violations	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 irregula involving an DSWD-CAR or through ce 396 6580/ +	rity using y of its off s office at l ellphone nu 0917871 98 8 or through gh Fac	the name of ficial may be No. 40 North [mbers: (6374) 893/ +63917-8 n email addres cebook ac	DSWD-CAR or submitted to the Drive, Baguio City 661-0430/ (6302) 72 0256/ +63919 s: focar@dswd.gov.ph ccount: www.		

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

Office or Divisi	on:	Α	Accounting Sec	tion	
Classification	:		Simple		
Type of Transac	tion:	G2G- Government to Government			
Who may ava			taff or BIR req		
Request forn			request gener	ic form	
Request form		request gen			
Client steps	Section's Actions		Processing	Persons	
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		time 5 hours	Responsible Accounting staff	
	1.2 Opens the Alphalist Data Entry v6.1 (BIR E-Form) and completes the Form	None	4 hours	Accounting staff	
	1.3Generates 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	

		<u>.</u>			· · · · · ·		
		Checks errors	None	2 minutes	Accounting staff		
		or to submission					
		Submits the	None	1 day	Accounting staff		
		AT File					
	1.1	0 If there are	None	12 minutes	Accounting staff		
	no	errors on the			, C		
	Re	port, such is the					
		d of the					
	pro	cess. However,					
	if th	nere are errors					
	on	the report,					
		idates and					
	rec	onciles the					
		or, generates					
		ain the .DAT					
	-	e, and re-					
		mits the .DAT					
	File						
	Fe	edback and con	nplaint mec	hanism			
How to send feedback			-		the Section		
How Feedbacks are		Accomplish feedback/ Complaint form of the Section Feedback or complaint whenever available will be					
processed		addressed and facilitated by the Head of Accounting					
		Section					
How complaint is		Any complaint written, through private message, text or					
addressed		complaint through quad-media will be immediately					
		addressed by the Head of Accounting Section					
Complaint/s through 8888	8	Head of Accounting Section will facilitate the response					
Desk/ Hotline		within the reglementary period and send response to 8888					
		hotline and Inte	• •		•		
How complaints are		Concerned Division Chief may issue Show Cause Order for					
processed					contractual staff or		
processeu							
Content information	Letter of Explanation for non-permanent staff Any irregularity using the name of DSWD-CAR or involving						
Contact information of			•		0		
DSWD FO-CAR					the DSWD-CAR's		
					o City or through		
		cellphone num	nbers: (637	74) 661-0430/	(6302) 396 6580/		
		+0917871 989	3/ +63917-	872 0256/ +63	3919 065 5356- 68		
		or through e	mail addre	ess: focar@dswd	.gov.ph or through		
		Facebook acco			• · · • •		

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 F	REQUIREME			HERE TO SE	CURE:		
Request form				generic form			
Client steps	Section	's Actions	Fees	Processing	Persons		
			to be paid	time	Responsible		
1. Request copy of Liquidation report through issuance of memorandum			None	10 minutes	Accounting Staff		
memorandum	1.2 Reconcile withheld Check/Al	e the taxes in the DA DJ with the ation schedule	None	10 minutes	Accounting Staff		
	1.3Remits 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		
	Feedback	and complain	ts mecha	anism			
How to send feedbac					rm of the Section		
How Feedbacks are p					vailable will be		
		addressed and facilitated by the Head of Accounting Section					
How complaint is add	lressed	Any complain	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			y permanent or anation for non-		
Contact information of FO-CAR	of DSWD	involving any DSWD-CAR's through cellpho	of its of office at None numb	ficial may be No. 40 North Dr ers: (6374) 66′	f DSWD-CAR or submitted to the rive, Baguio City or 1-0430/ (6302) 396 0256/ +63919 065		

5356-	68 or through	email address:	focar@dswd.g	gov.ph
or	through	Facebook	account:	www.
facebo	ok.com/dswdf	ocar		

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

Office or	Division:	Accounting Section				
Classifi			Simple			
Type of Tra	ansaction:	G2G- Government to Government				
Who ma		St	taff or BIR requ	uest		
CHECKLIST OF R	EQUIREMENTS:	WF	IERE TO SEC	URE:		
Request form		request gen				
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible		
1. Request Report on BIR Form 1601E	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		
	1.3 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)		20 minutes	Accounting staff		
	1.7 Generates the .DAT File	None	3 minutes	Accounting staff		

		errors prior to	None	1 minute	Accounting staff		
	submissi	on the .DAT File	None		A accuration a staff		
			none	1 day	Accounting staff		
		re are no	None	12 minutes	Accounting staff		
		the Report,					
		he end of the					
		However, if errors on					
	the report						
	ACCOU						
	STAFF v	alidates and					
		s the error,					
	•	s again the					
	.DAT File submits f	e, and re-					
		Excel File is					
	also print						
		ack and com	plaint mech	nanism			
How to send feedba	How to send feedback		Accomplish feedback/ Complaint form of the Section				
How Feedbacks ar	9	Feedback o	Feedback or complaint whenever available will be				
processed		addressed a	and facilitat	ed by the Head	d of Accounting		
		Section					
How complaint is a	addressed				e message, text or		
			complaint through quad-media will be immediately addressed by the Head of Accounting Section				
Complaint/s throug	h 8888		0		tate the response		
Desk/ Hotline			•		send response to		
		8888 hotline and Internal Audit Unit					
How complaints are	e processed						
		Order for violations committed by permanent or					
		contractual staff or Letter of Explanation for non-					
Contact information	of DSWD	permanent staff Any irregularity using the name of DSWD-CAR or					
FO-CAR					submitted to the		
		-	•	•	Drive, Baguio City		
					6374) 661-0430/		
			•	•	63917-872 0256/		
					email address:		
		focar@dswd.go	v.ph or thro	ough Faceboo	k account: www.		
		facebook.co	om/dswdfoc	ar			

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

Office or Division:	Accounting Section
Classification:	Simple

Whor	Transaction: nay avail: REQUIREMENTS:	S W	overnment to Staff or BIR red HERE TO SEC generic form	quest
Client steps	Section's Actions	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 also printed. Feedback and complation 	None	12 minutes	Accounting staff

How to send feedback	Accomplish feedback/ Complaint form of the Section
How Feedbacks are	Feedback or complaint whenever available will be addressed
processed	and facilitated by the Head of Accounting Section
How complaint is	Any complaint written, through private message, text or
addressed	complaint through quad-media will be immediately addressed
	by the Head of Accounting Section
Complaint/s through	Head of Accounting Section will facilitate the response within
8888 Desk/ Hotline	the reglementary period and send response to 8888 hotline and
	Internal Audit Unit
How complaints are	Concerned Division Chief may issue Show Cause Order for
processed	violations committed by permanent or contractual staff or Letter
	of Explanation for non-permanent staff
Contact information	Any irregularity using the name of DSWD-CAR or involving any
of DSWD FO-CAR	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:			A	Accounting Se	ction
	sification:			Complex	
	Transaction: nay avail:			overnment to Staff or BIR red	
	REQUIREMENTS:			HERE TO SE	
Request form		Any r	equest g	eneric form	
Client steps	Section's Actions	6	Fees to be paid	Processing time	Persons Responsible
1. Request copy of BIR Form 1604-CF	1.1 Gathers the Check/ Disbursement Journ (for taxes withheld), General Journals (for remittances) for all F Clusters, and Summ the taxes withheld a remitted on compensation for th whole year. Print the summary	als and or tax Fund narize nd	None	4 days	Accounting staff

	1604-CF I monthly c	n the BIR Form Excel File, the onsolidated withheld on ation	None	5 days	Accounting staff	
	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	
			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	
		ck and compla	ints mec	nanism		
How to send feedb					m of the Section	
How Feedbacks a	re	Feedback or complaint whenever available will be				
processed		addressed an Section	d facilitat	ed by the Hea	ad of Accounting	
How complaint is		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 Desk/ Hotline	gh 8888	Head of Accounting Section will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit				
How complaints ar	w complaints are processed Concerned D Order for vi			Division Chief may issue Show Cause iolations committed by permanent or staff or Letter of Explanation for non- aff		
Contact information of DSWD FO-CAR Any irregularity using the name of DSWD-CA involving any of its official may be submitted to DSWD-CAR's office at No. 40 North Drive, Baguid or through cellphone numbers: (6374) 661-0 (6302) 396 6580/ +0917871 9893/ +63917-872 0 +63919 065 5356- 68 or through email add focar@dswd.gov.ph or through Facebook account: v facebook.com/dswdfocar			submitted to the Drive, Baguio City 6374) 661-0430/ -63917-872 0256/ n email address:			

0":					ation.
	[·] Division: fication:		P	Accounting Se	
	ransaction:	Complex G2G- Government to Government			
		0		staff or BIR re	
Who may avail: CHECKLIST OF REQUIREMENTS:				HERE TO SE	
Request form		Δny r		generic form	CORL.
Client steps	Section's Actions		Fees	Processing	Persons
			to be	time	Responsible
			paid		
1. Request Report on Supplies and Materials Issued through issuance of memorandum	1.1 Gathers and Summarizes the taxe remitted for the whole year, for all Fund Clusters, based on Check/ADA Disbursement Journa Combine the same supplier with the sam ATC. Prints the summary.	es e als. ne	None	4 days	Accounting staff
	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 Alphali Data Entry each supp 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 copie (a) e-submission validation report, (b) Alphalist of payees subject to expanded	o on	None	1 day	Accounting staff

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

		holding tax, and BIR n 1604E					
			None	1 day	Accounting staff		
	to B	mits the documents IR, and files the ived copies	None	1 hour	Accounting staff		
		back and complaint	mochar	iem			
How to send feedbac		Accomplish feedba			f the Section		
How Feedbacks are	N						
		Feedback or comp					
processed		addressed and fac	intateu L	y the nead of	Accounting		
How complaint is add	dragaad		Section				
How complaint is add	llesseu	Any complaint written, through private message, text or					
		complaint through quad-media will be immediately addressed by the Head of Accounting Section					
Complaint/a through (0000	Head of Accounting Section will facilitate the response					
Complaint/s through & Desk/ Hotline	0000	within the reglementary period and send response to					
Desk/ Houme		8888 hotline and Internal Audit Unit					
How complainte are					ow Course Order		
How complaints are		Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff					
processed							
Contact information	~f	or Letter of Explan					
Contact information of		Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the					
DSWD FO-CAR							
	DSWD-CAR's offic						
	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.g							
		or through	Faceb		count: www.		
		facebook.com/dsw					
		Iacebook.com/usw	uiucai				

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

Office or Division:			Accounting Section			
Classif	cation:			Complex		
Type of Tr	ansaction:		G2G- Go	vernment to G	overnment	
Who ma	ay avail:		St	aff or BIR requ	lest	
CHECKLIST OF F	EQUIREMENTS:		WH	ERE TO SEC	URE:	
Request form		Any r	Any 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	

with the Disburs Journal	s, and ensure taxes are	None	5 days	Accounting staff
the For accord	and Re-names ms in ance with the delines	None	5 days	Accounting staff
DVD-R	the files in the , and labelled ng to BIR nes	None	45 minutes	Accounting staff
Payees	arizes the List of that was n the DVD-R	None	2 days	Accounting staff
Annex Declara signing Accoun	ation) for	None	15 minutes	Accounting staff
1.7 Signs the Payees Declaration		None	1 day	Regional Accountant
1.8 Coordir Notary notariza	nates with a Public for the ation of Annex Declaration)	None	4 hours	Accounting staff
1.9 Submit BIR (Lis Annex Declara and File with "Re by the I	s 1 copy to the st of Payees,	None	5 hours	Accounting staff
Feed	dback and comp			
How to send feedback	Accomplish fee			
How Feedbacks are processed	Feedback or co addressed and 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	Head of Accounting Section will facilitate the response
Desk/ Hotline	within the reglementary period and send response to 8888
	hotline and Internal Audit Unit
How complaints are	Concerned Division Chief may issue Show Cause Order
processed	for violations committed by permanent or contractual staff
	or Letter of Explanation for non-permanent staff
Contact information of	Any irregularity using the name of DSWD-CAR or
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

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

Office of	or Division:	Accounting Section			
Class	sification:	Complex			
Type of ⁻	Transaction:	G	2G- Go	vernment to (Government
Who r	nay avail:		St	aff or BIR rec	uest
CHECKLIST OF	REQUIREMENTS:	_	WH	IERE TO SEC	CURE:
Request form			equest	generic form	
Client steps	Section's Actions		Fees	0	Persons
			to be paid	time	Responsible
1. Request copy of BIR Form 2316	1.1 Ensures that amounts of taxes withheld in the Trial Balance, and Annualization schedule, are reconciled. Then, prepare a Summary, prior to encoding in the Alphalist		None	2 day	Accounting staff
	1.2 Encode the Gross remuneration, and deductions of all staff, the Alphalist (Simultaneously done Accounting Staff 1 and Accounting Staff from Pantawid)	by d	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 submission within 2 weeks)	None	2 days	Accounting staff
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

	Signs the List of ployees, Sworn claration, and DVD-R	None	1 hour	Regional Accountant		
Pul of A			4 hours	Accounting staff		
1.14 BIF cop	Submits 1 copy to the , and File the other y (ensure that there is eived stamp on the file y)	None	1 hour	Accounting staff		
1.15 cop	Files the 2316 hard ies	None	4 hours	Accounting staff		
Fe	edback and complaint	mechan	ism			
How to send feedback	Accomplish feedba	ck/ Corr	plaint form o	f the Section		
How Feedbacks are	Feedback or complaint whenever available will be					
processed	addressed and faci Section	addressed and facilitated by the Head of Accounting Section				
How complaint is addresse	complaint through	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	for violations comm	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 us involving any of it DSWD-CAR's offic or through cellphon 396 6580/ +091787 065 5356- 68 or the or through facebook.com/dswo	sing the s officia e at No. e numb 71 9893 ough ei Faceb	e name of al may be su 40 North Dr ers: (6374) 60 a/ +63917-872 mail address:	DSWD-CAR or ubmitted to the ive, Baguio City 61-0430/ (6302) 2 0256/ +63919		

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 REQUIREMENTS:	WHERE TO SECURE:
1.Liquidation Report Form (2 Sets)	Any request generic form

liquidation	documents needed for depending on ion of cash advances			
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
1. Submit request to the Regional Director	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
for approval	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 and supporting 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. 	None	2 days	Regional Accountant

			r		,1	
		er, if there are				
		nal comments/				
		notes, informs the				
	staff re	concern/ additional				
	conceri	n for preparation/				
	inclusic	on in the				
	Memor	andum for return.				
	1.6 If the d	ocuments are		35 minutes	Accounting	
	complia	ant to the 3Cs, (1)			staff	
		s the liquidation in			Stan	
		sh Disbursements				
		(Note: with				
		te process); and (2)				
		Is the Liquidation				
		Accounting Copy				
	•	Accounting Staff in				
		of filing , and the				
		tion Report-COA				
		the Commission				
	Auditor	it (Resident				
		,	Neze		Accessition	
		ocuments are not	None	25 minutes	Accounting	
	-	ant to the 3Cs, (1)			Section Clerk	
		es the details of the				
		ent in the MS Excel				
		r outgoing); and (2)				
		ds the documents				
		Chief of the				
		al Management				
		n for signing of the				
		andum (for return)				
		non-compliant	None	1 day	OIC, Division	
		ents, signs the			Chief	
		andum, and				
		Is the documents to				
		curement Section				
	Fe	edback and compla	aint mecha	anism		
How to send feed	dback	Accomplish feedb	ack/ Com	plaint form of	the Section	
How Feedbacks	are	Feedback or com				
processed						
procession		addressed and facilitated by the Head of Accounting Section				
How complaint is						
addressed	complaint through quad-media will be immediately					
	addressed by the Head of Accounting Section					
Complaint/s through	Complaint/s through 8888 Head of Accounting Section will facilitate the response					
Desk/ Hotline		within the regleme	entary per	iod and send r	esponse to 8888	
		hotline and Internation				

How complaints are	Concerned Division Chief may issue Show Cause Order
processed	for violations committed by permanent or contractual staff
	or Letter of Explanation for non-permanent staff
Contact information of	Any irregularity using the name of DSWD-CAR or involving
DSWD FO-CAR	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 Tr	ansaction:	(G2G- Go	overnment to	Government
Who ma	ay avail:		Staf	f or Request b	by COA
CHECKLIST OF F	REQUIREMENTS:		W	HERE TO SEC	CURE:
Request form		Any ı	request	generic form	
Client steps	Section's Actions	5	Fees	Processing	Persons
			to be paid	time	Responsible
1. Submit request for a copy of cash disbursement journal	1.1 Encodes the details the JEV (for liquidat of cash advances) t the Cash Disbursements Jou	tion	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
	Feedback and cor				
How to send feedbac					
processed addressed and			omplaint whenever available will be 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

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

Office	or Division:	Α	ccounting Sec	tion	
	sification:	Simple			
	Transaction:	G2G- Go	overnment to C	Government	
Who	may avail:	Staf	f or Request b	y COA	
CHECKLIST O	F REQUIREMENTS:	WF	HERE TO SEC	URE:	
Request form		Any request ge			
Office or	Accounting Section	Office or		Persons	
Division:		Division:	time	Responsible	
1. Submit request for copy of updated	1.1 Receives the Cash Receipts Record (CRF from the Cash Section		1 minute	Accounting staff	
cash receipts journal	1.2 Encodes the details of the CRR in the summa		3 hours	Accounting staff	
	1.3 Prepares the Journal Entry Voucher (JEV) a attaches the summary supporting document		30 minutes	Accounting staff	
	1.4 Reviews and signs the JEV	e None	30 minutes	Regional Accountant	
	1.5 Prepares and prints th Cash Receipts Journa		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 c	omplaint mech	nanism				
How to send fee	dback	Accomplish fe	edback/ Co	omplaint form	of the Section	
How Feedbacks processed	are	Feedback or c addressed and Section				
How complaint	How complaint is addressed Any complaint written, through private message complaint through quad-media will be immaddressed by the Head of Accounting Section				be immediately	
Complaint/s thro	ugh 8888	Head of Accounting Section will facilitate the response				
Desk/ Hotline	k/ Hotline within the reglementary period and send respon 8888 hotline and Internal Audit Unit			send response to		
How complaints	are	Concerned Division Chief may issue Show Cause Order				
processed		for violations c or Letter of Ex			or contractual staff nent staff	
Contact informat	tion of	Any irregulari	ty using	the name of	DSWD-CAR or	
DSWD FO-CAR					submitted to the	
					Drive, Baguio City	
		0	•	· · · ·	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	aswaloca			

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

					. C
Office or Division:		Accounting Section			
Classific	cation:			Simple	
Type of Tra	insaction:		G2G- G	overnment to	Government
Who ma	y avail:		Sta	ff or Request	by COA
CHECKLIST OF R	EQUIREMENTS:		W	HERE TO SE	CURE:
Request form	Request form Any		Any request generic form		
Client steps	Section's Actions	6	Fees	Processing	Persons
			to be	time	Responsible
			paid		
1. Request copy of Check and ADA disbursements through	1.1 Receives the paid Disbursement Vouchers (DVs) wi ADA and/or Check		None	1 minute	Accounting staff

issuance of 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 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	None	2 hours	Accounting staff
	1.6 Prints the Check Disbursement Journal, and the ADA Disbursement Journal, and forwards to the Section Head	None	15 minutes	Accounting staff
	1.7 Reviews and signs the Journal	None	30 minutes	Regional Accountant
	1.8 Files the Journal	None	5 minutes	Accounting staff
	Feedback and complain			
How to send feedback				
How Feedbacks are				
processed	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	Head of Accounting Section will facilitate the response
Desk/ Hotline	within the reglementary period and send response to
	8888 hotline and Internal Audit Unit
How complaints are	Concerned Division Chief may issue Show Cause Order
processed	for violations committed by permanent or contractual staff
	or Letter of Explanation for non-permanent staff
Contact information of	Any irregularity using the name of DSWD-CAR or
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

22. Preparation of Journals/ Updating - General Journal

		Accounting Sc	action	
			CURE:	
		0		
Section's Actions	Fees		Persons	
	to be	time	Responsible	
	paid			
1.1 Prepares the Journal	None	30 Minutes	Accounting Staff	
Entry Voucher (JEV)		per JEV		
1 2 Reviews and signs th	o Nono	30 Minutes	Regional	
-		00 101110100	Accountant	
*	f Nono	10 Minutes	Accounting Staff	
			Accounting Stan	
	ai			
Journal				
1 4 Sorts the details per	None	30 Minutes	Accounting Staff	
•			, looo anting etan	
1.5 Reviews and signs the	ne None	30 Minutes	Regional	
Journal			Accountant	
	Section's Actions 1.1 Prepares the Journal Entry Voucher (JEV) 1.2 Reviews and signs the JEV 1.3 Encodes the details of the JEV to the General Journal 1.4 Sorts the details per account, and prints the General Journal 1.5 Reviews and signs the signs	cation:G2G-Gansaction:G2G-Gy avail:StateSection's ActionsAny requestSection's ActionsFeesSection's ActionsFees1.1 Prepares the Journal Entry Voucher (JEV)None1.2 Reviews and signs the JEVNone1.3 Encodes the details of the JEV to the General JournalNone1.4 Sorts the details per account, and prints the General JournalNone1.5 Reviews and signs the NoneNone	cation:Simpleansaction:G2G- Government toy avail:Staff or RequestEQUIREMENTS:WHERE TO SEAny request generic formSection's ActionsFeesProcessingto betimepaid1.1 Prepares the JournalNoneSection's ActionsFeesProcessingto betimepaid1.1 Prepares the JournalNoneSection's ActionsFeesProcessingto betimepaid1.2 Reviews and signs theNoneJEVNone1.3 Encodes the details of the JEV to the General JournalNone1.4 Sorts the details per account, and prints the General JournalNone1.5 Reviews and signs theNone30 Minutes	

1.6 Files	the Journal	None	5 Minutes	Accounting Staff			
Fee	Feedback and complaint mechanism						
How to send feedback	Accomplish feed	back/ Co	omplaint form	of the Section			
How Feedbacks are	Feedback or con	nplaint w	henever avail	able will be			
processed	addressed and fa Section	acilitated	by the Head	of Accounting			
How complaint is addressed		igh qua	d-media will	e message, text or be immediately Section			
Complaint/s through 8888 Desk/ Hotline Head of Accounting Section will within the reglementary period and hotline and Internal Audit Unit			eriod and send				
How complaints are	Concerned Division Chief may issue Show Cause Order						
processed	for violations committed by permanent or contractual staff						
	or Letter of Expla	anation fo	or non-permar	nent staff			
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR of involving any of its official may be submitted to the DSWD CAR's office at No. 40 North Drive, Baguio City or throug cellphone numbers: (6374) 661-0430/ (6302) 396 6580 +0917871 9893/ +63917-872 0256/ +63919 065 5356- 6 or through email address: focar@dswd.gov.ph or throug Facebook account: www. facebook.com/dswdfocar						

23. Preparation of General Ledger/ Subsidiary Ledger:

Office or Classif Type of Tr Who ma CHECKLIST OF F	Accounting Section Simple G2G- Government to Government Staff or Request by COA WHERE TO SECURE:			
Request form		Any request	generic form	
Client steps 1. Request copy of General	Section's Actions 1.1 Collects the va Journals Accounting Staff-1		°	Persons Responsible Accounting Staff
Ledger	1.2 Posts the amounts respective GLs and and foots the balan	l SLs,	4 Days	Accounting Staff

Account counter amount	 1.3 Forwards the GLs to Accounting Staff-1 for counterchecking of amounts with the Trial Balance 1.4 Counterchecks the amounts in the GL/SL with the Trial Balance 		5 Minutes	Accounting Staff	
amount with the			4 Hours	Accounting Staff	
	ck and complain				
How to send feedback				m 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	Order for vio	lations aff or L	committed b	sue Show Cause by permanent or lanation for non-	
Contact information of DSWD FO-CAR Any irregularity using the national involving any of its official matrix DSWD-CAR's office at No. 40 or through cellphone numb (6302) 396 6580/ +0917871 9 +63919 065 5356- 68 or the focar@dswd.gov.ph or through Fat facebook.com/dswdfocar			ficial may be No. 40 North numbers: (7871 9893/ - 8 or through ugh Faceboo	submitted to the Drive, Baguio City (6374) 661-0430/ +63917-872 0256/ h email address:	

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 REQUIREMENTS:	WHERE TO SECURE:
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
 Request quarterly financial statements through issuance of memorandum 	 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 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 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-1). 	None	3 days	Accounting Staff

	1.2 Drinta	and Taba tha	None	1 hour	Accounting Stoff	
	report				Accounting Staff	
	1.3 Prepares the transmittal letters (to DSWD Central Office and COA), and initials.		None	10 minutes	Regional Accountant	
	report	ews and signs the , and initials on ansmittal Letter	None	2 hours	Accounting Staff	
		rds the nents for signing er signatories	None	15 minutes	Accounting Staff	
	1.6 Count Transmitta	ersigns on the al Letter	None	30 minutes	Financial Management Division Chief	
	•	the Reports and mittal Letter	None	1 day	Regional Director	
		rds the reports mittal Letter to	None	1 hour	Accounting Section Clerk	
	sending to	the Records Section for sending to the Central				
		2) Forwards the Reports				
	and Transmittal Letter to the COA;					
	(3) Forwards a copy of the Report and Transmittal					
	Staff for fi					
	1.9 Files the Report and Transmittal Letters		None	10 minutes	Accounting Staff	
Feedback and compla	aints mech	anism				
How to send feedbac	k	Accomplish feed	lback/ C	omplaint form	of the Section	
How Feedbacks are		Feedback or cor	nplaint v	whenever ava	ilable will be	
processed	processed		acilitate	d by the Head	I of Accounting	
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 th	• •			
Complaint/s through 8888					tate the response	
Desk/ Hotline			mentary	period and	send response to	
How complaints are p	rocessed				Show Cause Order	
					ent or contractual	
		staff or Letter of				
Contact information of FO-CAR	of DSWD		•		f DSWD-CAR or submitted to the	
		involving any 0				

	DSWD-CAR's off or through cellpho 396 6580/ +0917	one numbers: (6	374) 661-0430)/ (6302)
	065 5356- 68 or 1	•	idless: focar@ds	swd.gov.ph
	or through	Facebook	account:	WWW.
facebook.com/dswdfocar				

25. Preparation of Comparative Annual Financial Statements

Office	or Division:		Δ	Accounting Se	ction	
	sification:	Simple				
Type of Transaction:			G2G- Government to Government			
	may avail:	Sta			or Central Office	
	REQUIREMENTS:	Old		HERE TO SEC		
Any generic reque		Anv			approved by the	
			onal Dire			
Client steps	Section's Actions		Fees to be paid	Processing time	Persons Responsible	
1. Submit request for the copy of annual financial statements	 1.1 Prepares the closing entries: Closing entry for C Treasury/Agency Dep Regular Closing entry for a revenues recorded for year Closing entry for a expenses incurred for year Close the Income Expense Summary to Accumulated Surplus (Deficit) account 	posit, II or the II or the and o	None	4 Hours	Accounting Staff	
	 1.2 Posts the Closing Entries to the Preliminary Trial Balances; Reconciles, and Prepares the Post Closing Trial Balances 1.3 Consolidates the Post 		None	4 Hours 1 Day	Accounting Staff Accounting Staff	
	Closing Trial Balances All Fund Clusters (6 F Clusters)F	s of		-	Ĵ	
	 1.4 Prepares the Comparative Annual Financial Statements per Cluster (6 clusters) 1. Establishes Annexes: 	r	None	38 Hours	Accounting Staff	

· · · · ·				
	 '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 B – Summary of Accounts based from Annex B-1 'g. Annex D – Summary of Accounts based from Annex 			
	D-1. 1.5 Prenares the	None	26 Hours	Accounting Staff
	 1.5 Prepares the Comparative Annual 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 	None	26 Hours	Accounting Staff

	1	1	1	
	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			
	'g. Annex D – Summary of			
	Accounts based from Annex			
	D-1.			
	1.6 Prepares the	None	16 Hours	Accounting Staff
	Comparative Annual			
	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			
		Nee	17 Цания	Accounting Otat
	1.7 Prepares Annex F –	None	17 Hours	Accounting Staff
	Statement of Comparison of			
	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			
1				
	Budget Section regarding the Allotments and			

		1	T	
	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 –		16 Hours	Accounting Staff
	Consolidated Agency's Action			/ looodinting Otan
	Plan and Status of			
	Implementation			
		Nama	200 Hours	Accounting Ctoff
	1.9 Prepares the Notes to	None		Accounting Staff
	Financial Statements (with			
	Schedules and			
	Reconciliations) for All Fund			
	Clusters			
	1.10 Prepares the Statement	None	1 Hour	Accounting Staff
	of Management's			
	Responsibility			
	1.11 Prepares the Transmittal	None	2 Hours	Accounting Staff
	Letters			_
	1.12 Formats, Prints, Labels	None	12 Hours	Accounting Staff
	and Tabs the Reports (more			
	than 500 pages per copy; 3			
	sets			
	1.13 Reviews and certifies	None	2 Hours	Regional
	the printed report			Accountant
	1.14 Forwards the documents	None	15 Minutes	Accounting Staff
	for signing of other	NONC		/ looounting Olun
	signatories			
	1.15 Certifies the report	None	2 Hours	Budget Section
	1.15 Certilles the report	none	ZHOUIS	•
	1 10 Cigno the report	Nerr	Chlours	Head Decisional Director
	1.16 Signs the report	None	6 Hours	Regional Director
	1.17 Forwards the following:	None	30 Minutes	Accounting
	The following copies of the			Section Clerk
	report are:			
	* 1 copy is forwarded to the			
	Records Section for sending			
	to the Central Office			
	* Other 2 copies are			
	forwarded to the Accounting			
	Section staff			
	1.18 Forwards copy to the	None	1 Hour and	Accounting Staff
	Commission on Audit and 1		15 Minutes	
	copy is filed			
	Feedback and complain			
How to send feedb	ack Accomplish fee	edback/ (Complaint form	n 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

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

Office or D	Division:		Accounting Section		
Classific	ation:			Simple	
Type of Tra	nsaction:		G2G- Go	vernment to G	overnment
Who may		St	taff or Requ	lest by COA or	Central Office
CHECKLI	ST OF		WF	IERE TO SECU	JRE:
REQUIRE	MENTS:				
Request form		Any re	equest gene	eric form	
Client steps	Section's Action	ons	Fees to	Processing	Persons
			be paid	time	Responsible
1. Submit request of report on PPE, PPE LC	1.1 Checks with th Trial Balance f changes in the amount of the If there are cha A. Check the c of newly-acqui PPE on the Ch Disbursements Journal; B. Coordinate	or PPE. anges: letails red neck	None	30 minutes	Accounting Staff

	Section for the details on the disposed PPE, and for the availability of Inventory and Inspection Report of Unserviceable Property (IIRUP) [Note: disposal of inventory and property is done twice a year]				
	1.2Upda Sche	ites the PPE dule	None	30 minutes	Accounting Staff
	1.3 Updates/ Accomplishes the PPE Ledger Card and Print		None	10 minutes per PPE item	Accounting Staff
	Feedback and complaints mechanism				
How to send feedba				omplaint form o	f the Section
How Feedbacks ar	е		complaint whenever available will be		
processed			nd facilitated by the Head of Accounting		
		Section			Ũ
How complaint is addressed		complaint th	rough qua		message, text or be immediately ection
Complaint/s throug Desk/ Hotline	h 8888	Head of Acc	ounting Selementary p	ction will facilit eriod and send	tate the response response to 8888
How complaints are processed	e	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 DSWD FO-CAR	n of	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:	End-Users/ Process owners
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:

Any generic reques		Any generic Regional Dire	•	approved by the
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
1. Submit Request or for quarterly status of receivables	 1.1 Sorts or extracts the details (Debtor, Yeal Granted, and Balances); (2) Posts Accounts f Annex A (Due from LGUs); (3) Updates the due date of liquidations, age of unliquidated balances, and availability of documents; (4) Posts accounts f Annex B (Due from NGOs/POs); (5) Updates the due date of liquidations, age of unliquidated balances, and availability of documents; (6) Posts accounts f Annex C (Due from NGAs); (7) Updates the due date of liquidations, age of unliquidated balances, and availability of documents; (6) Posts accounts f Annex C (Due from NGAs); (7) Updates the due date of liquidations, age of unliquidated balances, and availability of documents; (8) Posts accounts f Annex D (Other Receivables); and (9) Updates the due date of liquidations, age of unliquidated balances, and availability of documents; (8) Posts accounts f Annex D (Other Receivables); and (9) Updates the due date of liquidations, age of unliquidated balances, and availability of documents; (8) Posts accounts f Annex D (Other Receivables); and (9) Updates the due date of liquidations, age of unliquidated balances, and availability of documents. 	e None r or or or	5 hours	Accounting staff
	1.2 Sends the e-copy to COA thru e-mail, and prints the report	d	30 Minutes	Accounting Staff
	1.3 Reviews and signs t report			Regional Accountant

	1.4 Forwards the report to the COA		None	30 Minutes	Accounting Staff
Feedback and complaints mechanism					
How to send feedb	ack Accomp	Accomplish feedback/ Complaint form of the Section			
How Feedbacks ar	Feedbac	Feedback or complaint whenever available will be			
processed	addresse Section	addressed and facilitated by the Head of Accounting Section			
How complaint is		•		• •	message, text or
addressed		complaint through quad-media will be immediately			
	addressed by the Head of Accounting Section				
Complaint/s throug		Head of Accounting Section will facilitate the response			
Desk/ Hotline		within the reglementary period and send response to 8888			
	hotline and Internal Audit Unit				
How complaints are		Concerned Division Chief may issue Show Cause Order for			
processed		violations committed by permanent or contractual staff or			
		Letter of Explanation for non-permanent staff			
Contact information		Any irregularity using the name of DSWD-CAR or involving			
DSWD FO-CAR	2	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: <pre>focar@dswd.gov.ph</pre> or through Facebook account: <pre>www.facebook.com/dswdfocar</pre>			
racebook account. www. racebook.com/dSw0locar					

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 avail:		End-Users/ Process owners			
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:			
Any generic request		Any generic form provided approved by the			
		Regional Director			
Client steps	Section's Actior	าร	Fees to	Processing	Persons
			be paid	time	Responsible

1 Submit	1 1 Corto or overgot the	Nono		Accounting stoff
1. Submit	1.1 Sorts or extract the	None	4 days	Accounting staff
Request for	details (Program,			
the report	Year Granted,			
on status of	Amounts,			
funds	Liquidations,			
	Refunds, and			
	Adjustments); (2)			
	Post Accounts for			
	Annex B (Detailed			
	Status of Due from			
	LGUs Account per			
	Year);			
	(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 to Annex C			
	(Ranking of LGUs –			
	Highest to Lowest			
	for the CY 20xx and			
	Prior Years); (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 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	None	1 hour	Accounting Staff
reports 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 and the Letter	s the Reports e Transmittal	None	1 day	Regional Director
	and Trans the Recor- sending t Office; ar a copy of and Trans	ards the reports smittal Letter to rds Section for o the Central id (2) Forwards the Report smittal Letters counting Staff	None	30 minutes	Accounting Section Clerk
	1.9 Files transmitta	the report and al letters	None	10 minutes	Accounting Staff
	Feedback and complaints mechanism				
How to send feedba		Accomplish fe			
How Feedbacks are processed	9	Feedback or c addressed and Section			
How complaint is addressed		complaint thr	aint written, through private message, text or through quad-media will be immediately by the Head of Accounting Section		
Complaint/s througl Desk/ Hotline	n 8888	within the regle	Accounting Section will facilitate the response reglementary period and send response to 8888 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 DSWD FO-CAR	of	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			

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

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

Any generic reque	est	Any generic Regional D	•	d approved by the
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
1. Submit request copy of Cash Utilization Report	 1.1 Sorts the Monthly NCA/NTA received as to Appropriation (whether current or continuing fund); Sorts the finalized data of Check Disbursement Journal (CkDJ) as to: Year of obligation Appropriation source (current or continuing fund) Program UACS code used by th accounting section in th journal entry to determin the type of expenditure Net amount paid and t withheld 	ne e ne	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	a None	4 hours	Accounting Staff
	1.3 Reviews and signs/ Certifies the report, and initials on the Transmitta Letter		15 minutes	Regional Accountant
	1.4 Forwards the document for signing of other signator		5 minutes	Accounting Section Clerk
	1.5 Approves the Report, an initials on the Transmittal Letter		15 minutes	Division Chief, Financial Management Division
	1.6 signs (noted by) the Reports and the Transmitta Letter		30 minutes	Regional Director
	1.7 Forwards the reports an Transmittal Letter to the	nd None	10 minutes	Accounting Section Clerk

tc (3 R Lo fc	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. 1.8 Files the Report		None	5 minutes	Accounting Staff		
How to send feedba		edback and complai Accomplish feedba			the Section		
How Feedbacks are		Feedback or comp					
processed	,	addressed and fac					
proceeded		Section			/ locounting		
How complaint is		Any complaint written, through private message, text or					
addressed		complaint through quad-media will be immediately					
			addressed by the Head of Accounting Section				
Complaint/s through	8888	Head of Accounti					
Desk/ Hotline		within the reglementary period and send response to 8888					
		hotline and Interna			•		
How complaints are		Concerned Divisio	n Chief	may issue Sł	now Cause Order		
processed		for violations comr					
		or Letter of Explan	ation for	non-permane	ent staff		
Contact information	of	Any irregularity usi	ng the na	ame of DSWD	-CAR or involving		
DSWD FO-CAR		any of its official r	nay be :	submitted to t	the DSWD-CAR's		
office at No. 40					City or through		
	cellphone number						
	+0917871 9893/ +63917-872 0256/ +63919 065 5356						
	or through email address: focar@dswd.gov.ph or through						
		Facebook account	: www. f	acebook.com/	dswdfocar		

30. Preparation of Cash Utilization Report (Quarterly)

Office or Division:		Accounting Section			
Classific	ation:		Simple		
Type of Tra	nsaction:	G2G- Government to Government			
Who may avail:		En	End-Users/ Process owners		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:			
Any generic request		Any generic Regional Dire	•	approved by the	
Client steps	Section's Action	s Fees to be paid	U	Persons Responsible	

 Submit Request for Cash Utilization Report (Quarterly) 	1.1 After the Check Disbursement Journal (CkDJ) is finalized (3rd of the following month), consolidates all 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 Staff
	1.2 Adjusts the consolidated data by deducting the amount of canceled check for the quarter (canceled checks for the quarter are the checks which are reported as disbursed for the month, but canceled the next month)	None	4 hours	Accounting Staff
	1.3 Reconciles the Adjusted Balance of the report with the amount of cash lapsed for that quarter	None	2 hours	Accounting Staff
	 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

	and initia	es the Report, als on the tal Letter	None	15 minutes	Financial Management Division Chief	
	1.8 Signs (noted by) the Reports and the Transmittal Letter		None	30 minutes	Regional Director	
	and Trar to the Re for sendi Central ((3) Forwa the Repo Transmit	s the reports asmittal Letter ecords Section ng to the Office; and ards a copy of ort and tal Letters to ounting Staff	None	10 minutes	Accounting Section Clerk	
	1.10 Files tl	ne Report	None	5 minutes	Accounting Staff	
	Feed	back and com	plaints me	chanism		
How to send feedb	ack	Accomplish feedback/ Complaint form of the Section				
How Feedbacks ar	е	Feedback or complaint whenever available will be				
processed		addressed an Section	ddressed and facilitated by the Head of Accounting section			
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 throug	h 8888				litate the response	
Desk/ Hotline		within the reglementary period and send response to				
		8888 hotline and Internal Audit Unit				
How complaints ar	е	Concerned Division Chief may issue Show Cause Order				
processed		for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff				
Contact information	o of					
Contact information DSWD FO-CAR					of DSWD-CAR or 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 throu facebook.cor	0		account: www.	
		100000000000000000000000000000000000000				

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

Office or Division:	Accounting Section
Classification:	Simple
Type of Transaction:	G2G- Government to Government
Who may avail:	End-Users/ Process owners

CHECKLIST OF R	EQUIREMENTS:		W	HERE TO SEC	CURE:
Any generic reques		Any			approved by the
		0	onal Direc		
Client steps	Section's Action	ns	Fees to be paid	Processing time	Persons Responsible
1. Submit Request for the Fund Utilization Monitoring	1.1 Receives the reference documents: (1) SAOIB and RAO (from Budget Section); (2) NC from Cash Secti and; (3) CDJ fro Accounting Sec	A ion; m	None	15 Minutes	Accounting Staff
	1.2 Encodes to the template the def of the following: allotment and obligation per U and (2) receive NCA	(1) ACS;	None	30 Minutes	Accounting Staff
	1.3 Updates the RA Obligation Monitoring as to disbursement (p obligation) (Ann	the ber	None	2 Days	Accounting Staff
	1.4 Updates the Liquidation Monitoring (Anne for Fund Transfe and Annex C for Cash Advances/I Cash Funds)	rs,	None	4 Hours	Accounting Staff
	1.5 Encodes/ Inputs the template the following: (1) disbursement per UACS; and (2) bala of unliquidated Cash Advances/ Fund Transfers	nces	None	30 Minutes	Accounting Staff
	1.6 Forwards the re to the Central Office electronic mail	•	None	10 Minutes	Accounting Staff

reference (1) SAC (from B (2) NCA Section from Ac	 1.7 Receives the reference documents: (1) SAOIB and RAO (from Budget Section); (2) NCA from Cash Section; and; (3) CDJ from Accounting Section 		15 Minutes	Accounting Staff		
⊢e How to send feedback	edback and com	-		f the Section		
	Accomplish fee					
How Feedbacks are	Feedback or co addressed and					
processed	Section	lacillateu	by the nead o	r Accounting		
How complaint is		writton th	arough private	message text or		
addressed	Any complaint written, through private message, text or complaint through quad-media will be immediately					
	addressed by th	• •		-		
Complaint/s through 8888		Head of Accounting Section will facilitate the response				
Desk/ Hotline	within the reglementary period and send response to 8888					
	hotline and Inte			•		
How complaints are	Concerned Divi	ision Chief	may issue Sho	ow Cause Order for		
processed	violations committed by permanent or contractual staff or					
	Letter of Explanation for non-permanent staff					
Contact information of		•		D-CAR or involving		
DSWD FO-CAR		•		the DSWD-CAR's		
				o City or through		
		•	,	(6302) 396 6580/		
				3919 065 5356- 68		
	or through email address: focar@dswd.gov.ph or through Facebook account: www. facebook.com/dswdfocar					
	Facebook acco	unt: www.	Tacebook.com	/aswatocar		

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

Office or Division:			Accounting Section			
Clas	ssification:		Simple			
Type of	Transaction:		G2G- G	Bovernment to	Government	
Who	may avail:		End	-Users/ Proces	s owners	
CHECKLIST O	F REQUIREMENTS:		W	HERE TO SE	CURE:	
Any generic req	uest	5	generic ional Dire		approved by the	
Client steps	Section's Actions		Fees to be paid	Processing time	Persons Responsible	
1. Submit Request for SUCA	1.1 Post amounts liquida based from the appr JEVs for liquidation of Cash Advances, Due from LGUs, Due from NGAs, Due from NGOs/POs, Petty Ca	oved of e n	None	7 Hours	Accounting Staff	

	r	1	,
Funds; (2)j Post amounts refunded based from Cash Receipts Report from the Cash Section, and should tally with the Cash Receipts Journal prepared by the Accounting Section; (3) Post adjustments based from the approved JEVs; (4) Reconcile the total amount with the Trial 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	None	1 Hour	Accounting Staff
reports	Nerri	40 Minutes	Accounting to Ot - ff
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
1.8 Forwards the reports and Transmittal Letter to the Records Section for sending to the Central Office; forwards the Reports and Transmittal Letter to the		1 Hour	Accounting Section Clerk

Report and Letters to t Staff for fili	e Report and		10 Minutes	Accounting Staff	
	edback and comp				
How to send feedback	Accomplish feed		•		
How Feedbacks are	Feedback or con				
processed	addressed and the Section	acilitateu	by the nead o	rAccounting	
How complaint is	Any complaint written, through private message, text or				
addressed	complaint through quad-media will be immediately				
	addressed by th				
Complaint/s through 8888	Head of Accou	inting Sec	ction will facili	itate the response	
Desk/ Hotline	within the reglementary period and send response to 8888				
	hotline and Inter				
How complaints are			•	ow Cause Order for	
processed		ations committed by permanent or contractual staff or ter of Explanation for non-permanent staff			
Contact information of		irregularity using the name of DSWD-CAR or involving of its official may be submitted to the DSWD-CAR's			
DSWD FO-CAR					
office at No. 40 North Drive cellphone numbers: (6374) 66					
	+0917871 9893/ +63917-872 0256/ +63919 065 5356- or through email address: focar@dswd.gov.ph or through				
	Facebook accou			- · · ·	

33. Preparation of Bank Reconciliation Statement Preparation

Office or Division:	Accounting Section			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may avail:	End-Users/ COA			
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:			
Any generic request	Any generic form provided approved by the			
	Regional Director			
Client steps Section's Action	Fees to Processing Persons			
	be paid time Responsible			

1. Submit Request for bank reconciliation statement	1.1 Prepares the request letter for securing the Bank Statement (BS) or Bank Snapshot, and List of Outstanding Checks, addressed to the Land Bank of the Philippines (LBP)	None	20 minutes	Accounting Staff
	1.2 Sign the letter	None	1 day	Authorized Check Signatories
	1.3 Transmits the signed request letter to the LBP, and subsequently receives the Bank Statement	None	1 day	Cash Section
	1.4 Receives the Bank Statement (BS) from the Cash Section	None	1 day	Accounting Staff
	1.5 Secures the Cash Book from the Cash Section, and reconcile the balance of the Cash Book with the Trial Balance	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	None	4 Days	Accounting Staff

 1			
checks. Compare the CkDJ with the BS. Entries in the CkDJ which are not endorsed to the bank are outstanding checks. Update the list of 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.			
1.7 Prepares the Journal Entry Voucher/s for the book reconciling items, and attach the supporting documents and signs as preparer.	None	20 Minutes	Accounting Staff
1.8 Print/ prepare the report in two (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.	None	20 Minutes	Accounting Staff
1.9 Reviews the report	None	25 Minutes	Regional Accountant
1.10 Revises the report and edits the encoded amounts, and submits the report for "Review" status	None	1 Hour	Accounting Staff
1.11 If there is no revision needed, signs the report as "Certified Correct", and approves the JEV	None	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	None	30 Minutes	Accounting Staff

assigned f filing the J	or consolidating/ EVs					
Fe	edback and con	nplaints me	chanism			
How to send feedback	Accompli	sh feedbacl	k/ Complaint fo	orm of the Section		
How Feedbacks are proces	sed Feedback	k or complai	int whenever a	available will be		
	addresse Section	d and facilit	ated by the He	ead of Accounting		
How complaint is addresse	-			vate message, text will be immediately		
		•	ad of Account			
Complaint/s through 8888				cilitate the response		
Desk/ Hotline		within the reglementary period and send response to 8888 hotline and Internal Audit Unit				
How complaints are proces	Order fo	r violations al staff or	s committed	ssue Show Cause by permanent or planation for non-		
Contact information of DSV FO-CAR	involving DSWD-C or throug (6302) 39 +63919 focar@dswd	any of its AR's office gh cellphor 06 6580/ +0 065 5356-	official may b at No. 40 North ne numbers: 917871 9893/ 68 or through Facebo	of DSWD-CAR or be submitted to the h Drive, Baguio City (6374) 661-0430/ / +63917-872 0256/ gh email address: bok account: www.		

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

Office or Division:	Accounting Section			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may avail:	Central Office or COA			
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:			
Any generic request	Any generic form provided approved by the			
	Regional Director			
Client steps Section's Action	s Fees to Processing Persons			
	be paid time Responsible			

1. Submit request for BFAR- 1	1.1 Sorts and reconciles the sorted monthly check disbursement journal (CDJ) with the Statement of Allotment, Obligation and Balances, and Registry of Allotment (RAO) reports of the Budget Section	None	2.5 days	Accounting Staff
	1.2 Consolidates the reconciled data of the CkDJ for the quarter and prepares the excel format of the BFAR	None	2 days	Accounting Staff
	1.3 Reconciles the Excel Format of the BFAR with the Central Office	None	1 day	Accounting Staff
	1.4 Encodes and submits the reconciled report to the Unified Reporting System (URS) of DBM for "Review" status of the report	None	1 day	Accounting Staff
	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 Certi report	fies the printed	None	15 minutes	Budget Section Head
		ommends for the of the report	None	15 minutes	Financial Management Division Chief
	1.13 Appr	oves 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
		edback and con			
How to send feed		Accomplish fee			
How Feedbacks processed	are		omplaint whenever available will be facilitated by the Head of Accounting		
How complaint is addressed	S		ough qua	ad-media will	
Complaint/s throu Desk/ Hotline	ugh 8888		ementary p	period and sen	itate the response d response to 8888
How complaints are processed Concerned Division Chief may issue Show Cause violations committed by permanent or contractu Letter of Explanation for non-permanent staff			contractual staff or		
Contact information of DSWD FO-CAR Any irregularity using the name of DSWD-CAR or involu- any of its official may be submitted to the DSWD-CA office at No. 40 North Drive, Baguio City or thro cellphone numbers: (6374) 661-0430/ (6302) 396 68 +0917871 9893/ +63917-872 0256/ +63919 065 5356 or through email address: focar@dswd.gov.ph or thro Facebook account: www. facebook.com/dswdfocar			the DSWD-CAR's o City or through (6302) 396 6580/ 3919 065 5356- 68 d.gov.ph or through		

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

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

Any generic requ	lest		generic fo		approved by the
Client steps	Section's Actions	6	Fees to be paid	Processing time	Persons Responsible
1. Submit Request for BFAR- 1A	1.1 ACCOUNTING STA finalizes the list of D and Demandable Accounts Payable (as of year-end	Due	None	10 Days	Accounting Staff
	1.2 Reconciles unpaid obligations and Not Yet and Demandable (NYD with the Budget Section	D)	None	2 Days	Accounting Staff
	1.3 Sorts the list of Due Demandable AP as of y end based on BFAR Requirements		None	1 Day	Accounting Staff
	1.4 Completes the Exce Form of the BFAR	əl	None	2 Hours	Accounting Staff
	1.5 Uploads the BFAR Form to the Unified Reporting System (URS		None	1 Day	Accounting Staff
	1.6 Reconciles the amouploaded on the URS v amounts in the Excel For and adjust if necessary	rs orm,	None	2 Days	Accounting Staff
	1.7 Reviews the BFAR the URS	on	None	1 Hour	Accounting Staff
	1.8 If there are errors of need for adjustment, revises the BFAR		None	1 Hour	Accounting Staff
	1.9 If there are No error No need for adjustment the Approves the BF on the URS	ent,	None	15 Minutes	Regional Accountant
	1.10 Generates and Pri the report from the URS		None	1 Hour	Accounting Staff
	1.11 Certifies the printe report	d	None	10 Minutes	Regional Accountant
	1.12 Forwards the documents for signing o other signatories	of	None	15 Minutes	Accounting Section Clerk
	1.13 Certifies the report	t	None	8 Hours	Budget Section Head

	1.14 Appro	oves 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	
	report	a copy of the		5 Minutes	Accounting Staff	
		dback and compl				
How to send feed		Accomplish feed				
How Feedbacks	are	Feedback or cor				
processed		addressed and f Section	facilitated by the Head of Accounting			
How complaint i	S	Any complaint written, through private message, text or				
addressed	complaint th		omplaint through quad-media will be immediately ddressed by the Head of Accounting Section			
Complaint/s throu Desk/ Hotline	omplaint/s through 8888 Head of Accour			riod and send i	te the response response to 8888	
How complaints processed	How complaints are processed Concerned Division Chief may issue Show Cause O for violations committed by permanent or contractual or Letter of Explanation for non-permanent staff			r contractual staff		
Contact informat DSWD FO-CAR	ion of	Any irregularity using the name of DSWD-CAR of 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			DSWD-CAR or eed to the DSWD- io City or through 6302) 396 6580/ 019 065 5356- 68 ov.ph or through	

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

Office or Division:		Accounting Section			
Classi	ification:		Simple		
Type of T	ransaction:	G2G- G	overnment to C	Government	
Whom	Who may avail:		End-Users/ Process owners		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:			
Any generic reque	Any generic request		form provided a	approved by the	
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible	

					1
1. Submit request copy of BFAR 4	1.1 Sorts the Monthly Disbursements Ja (CkDJ) as to BFA Requirement, and compares the Ck the Cash Utilization Report and BFAF 1A	ournal \R d DJ with on	None	1 Day	Accounting Staff
	1.2 Prepares the Exc of the BFAR	el Form	None	30 Minutes	Accounting Staff
	1.3 Encodes the BFA the Unified Reporting System (URS)			1 Hour	Accounting Staff
	1.4 Reconciles the au uploaded on the URS amounts in the Excel and adjust if necessa	S vs I Form,		1 Hour	Accounting Staff
	1.5 Reviews the BFA the URS	R on		1 Hour	Regional Accountant
	1.6 If there are errors need for adjustme 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 P report from the URS	rints the		1 Hour	Accounting Staff
	1.9 Certifies the print report	ed		10 Minutes	Regional Accountant
	1.10 Forwards the documents for signin other signatories	g of		15 Minutes	Accounting Staff
	1.11 Approves the re	eport		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 t report	he		5 Minutes	Accounting Staff
	Feedback an	nd comple	aints med	chanism	
How to send fee					n of the Section
How Feedbacks				whenever ava	
processed		essed and			d of Accounting

How complaint is	Any complaint written, through private message, text		
addressed	or complaint through quad-media will be immediately		
	addressed by the Head of Accounting Section		
Complaint/s through 8888	Head of Accounting Section will facilitate the response		
Desk/ Hotline	within the reglementary period and send response to		
	8888 hotline and Internal Audit Unit		
How complaints are	Concerned Division Chief may issue Show Cause		
processed	Order for violations committed by permanent or		
	contractual staff or Letter of Explanation for non-		
	permanent staff		
Contact information of	Any irregularity using the name of DSWD-CAR or		
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		

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

			^		4	
Office or Division:			Accounting Section			
Classification:				Simple		
Type of	Transaction:		G2G-Gc	overnment to G	overnment	
	may avail:		End-l	Jsers/ Process	owners	
	F REQUIREMENTS:			IERE TO SEC		
Any generic req		-		orm provided	approved by the	
Client steps	Section's Actions	S	Fees to	Processing	Persons	
			be paid	time	Responsible	
1. Submit request for BFAR-5	1.1 Determines cash receipts from all journals, and prepares the Excel form of the report		None	2 Days	Accounting Staff	
	1.2 Compares the account total with Trial Balance amount, and reconcile, if needed		None	4 Hours	Accounting Staff	
	1.3 Encodes the BFAR to the Unified Reporting System (URS)			2 Hours	Accounting Staff	

	1.4 Reconcil amounts uple URS vs amo Excel Form, necessary	oaded on the ounts in the	None	1 Hour	Accounting Staff
		the BFAR on	None	30 Minutes	Regional Accountant
	1.6 If there a need for a revises th	adjustment, the	None	1 Hour	Accounting Staff
	1.7 If there a or No nee adjustmer approves the URS	ed for	None	1 Hour	Regional Accountant
	1.8 Generate the report fro	es and Prints om the URS	None	1 Hour	Accounting Staff
	1.9 Certifies report	the printed	None	10 Minutes	Regional Accountant
	1.10 Forwards the documents for signing of other signatories1.11 Approves the report		None	15 Minutes	Accounting Staff
			None	8 Hours	Regional Director
	report to the Archives Ma	.12 Forwards the signed eport to the Records and archives Management Section for sending to the Central Office		10 Minutes	Accounting Section Clerk
	1.13 Files a report		None	5 Minutes	Accounting Staff
		back and com			
How to send fee					of the Section
How Feedbacks processed	sare			whenever avaied by the Head	liable will be I of Accounting
addressed complaint th		rough qua		message, text or be immediately Section	
Complaint/s through 8888Head of AccordDesk/ Hotlinewithin the reg		ounting Se	ction will facilit y period and s	end response to	
How complaints processed	8888 hotline and Internal Audit UUts areConcerned Division Chief mayOrder for violations committeecontractual staff or Letter of permanent staff			committed by	/ permanent or

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 Section		
	Classification:		Simple			
Ту	G2G-Go	G2G- Government to Government				
	Who may avail:	End-l	Jsers/ Proces	s owners		
CHECKL	ST OF REQUIREMENTS:	WH	HERE TO SE	CURE:		
Any generic red	quest	Any gene	ric form provi	ded approved		
		by the Re	gional Directo	or		
Client st	eps Section's Actions	Fees to be paid	Processing time	Persons 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 er adjustment, th BFAR		None	1 Hour	Accounting Staff
	1.7 If there are N need for adjus changes the s report from "P Approval"	stment, the	None	5 Minutes	Regional Accountant
	1.8 Generates ar report from the U	RS	None	1 Hour	Accounting Staff
	1.9 Certifies the p	orinted report	None	10 Minutes	Regional Accountant
	1.10 Forwards th for signing of othe		None	15 Minutes	Accounting Section Clerk
	1.11 Certifies the	report	None	1 Day	Budget Section Head
	1.12 Approves the report 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 Day	Regional Director
			None	1 Hour	Accounting Section Clerk
	1.14 Files a copy	of the report	None	1 minute	Accounting Staff
		ck and complain			
How to send fe		Accomplish fee			
How Feedback processed	s are	Feedback or c addressed and Accounting Se	d facilitated		
How complaint	is addressed	Any complaint or complaint th addressed by	rough qua	d-media will b	e immediately
Complaint/s through 8888 Desk/ Hotline		Head of Acc response with response to 88	in the regl	ementary per	iod and send
How complaints	s are processed	Concerned Di Order for vio contractual sta permanent sta	lations cor aff or Lette	mmitted by p	permanent or

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

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

Office or Division:			A	ccounting Sec	tion
Classification:			Simple		
Type of Transaction:			2G- Go	vernment to G	Government
	may avail:	Proces	ss owne	ers/ Central O	ffice
	F REQUIREMENTS:		WH	IERE TO SEC	URE:
Any generic reque		Any ge			approved by the
		Regior	nal Dire	ector	
Client steps	Section's Actions	t	Fees to be paid	Processing time	Persons Responsible
1. Submits request for TEV monitoring report	1.1 Encodes the details the TEV received from the Budget Section o the Google Sheet for TEV Tracking and Monitoring	n n	lone	30 Minutesper Batch X2 Batchesper Day	Accounting Staff
	1.2 If the Itinerary of Travel is overlapping with the previously submitted TEV, fixes (in charge of processing Disbursement Voucher) and ORS adjustment		lone	10 Minutes	Accounting Staff
	1.3 Encodes the final TE amounts, reductions, and reasons for the reduction a separate Google Sheet Explanations (automatica shared to the Operations	d is, in t for ally	Vone	1 Hour per Batch X 2 Batches per Day	Accounting Staff
	 4 If there are clarificati from the Operations o Provinces, these are answered via Google Sheet, private e-mail, messaging 	r	lone	30 Minutes	Accounting Staff

Feedbac	k 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	Head of Cash Section will facilitate the response			
Desk/ 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	Any irregularity using the name of DSWD-CAR or			
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			

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

Office or	Division:	A	ccounting Sec	tion
Classif	Simple			
Type of Tr	ansaction:	G2G- Go	vernment to G	overnment
Who ma	Proces	s owners/ Cen	tral Office	
CHECKLIST OF F	REQUIREMENTS:	WHERE TO SECURE:		
Any generic request		Any generic the Regional		d approved by
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible

1. Submits request for monitoring report of TEV for Non Pantawid and Non KC NCDDP	Append forwards Account	es 1 copy of ix 45 and s the copy to the ting Staff in of monitoring the	None	1 minute	Accounting Staff	
staff	on Appe compare 45 of tra same Tr route/ar and trav separate 45 with questior discuss for any a the TEV	he computations endix 45; es the Appendix avels with the ravel Orders, ea of assignment, vel period; es the Appendix doubtful/ nable claims, and with Accountant action; updates ' Monitoring and 5) File the ix 45	None	30 Minutes per Week	Accounting Staff	
		back and complain	its mecha	inism		
How to send feed		Accomplish feed				
How Feedbacks a	re	Feedback or cor				
processed		addressed and f	acilitated	by the Head d	a Accounting	
How complaint is	addressed	Any complaint w	ritten, thre	ough private m	nessage, text or	
		complaint throu				
		addressed by the Head of Accounting Section				
Complaint/s throug	gh 8888	Head of Accounting Section will facilitate the response				
Desk/ Hotline		within the reglementary period and send response to 8888 hotline and Internal Audit Unit				
How complaints ar	е	Concerned Division Chief may issue Show Cause				
processed		Order for violations committed by permanent or				
		contractual staf	f or Lett	er of Explan	ation for non-	
Contact informatio	n of	permanent staff Any irregularity	using th	o name of [
Contact information of DSWD FO-CAR		involving any of	•			
		DSWD-CAR's of				
		or through cel				
		(6302) 396 6580				
		+63919 065 53	00 -00		email audiess.	

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

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

	Office or Division:	Ac	counting Se	ection	
	Classification:	Simple			
Ty	G2G- Government to Government				
	Type of Transaction:				
	Who may avail:		ff / Central		
	ST OF REQUIREMENTS:		RE TO SE		
Any generic requ	est		neric forn		
			, ,	onal Director	
Client steps	Section's Actions		Processi	Persons	
		be paid	ng time	Responsibl	
			T	е	
1. Submits	1.1 After the Check Disbursements		1 day	Accounting	
request	Journal (CkDJ) is finalized (3rd			Staff	
for	of the following month), sorts				
Monitorin	the CkDJ as to the UACS code	;			
g Report	used in the journal entry, and				
of TEV	extracts the disbursements				
for	under Travelling Expense (UACS Code: 5020-1010-00)				
Pantawid					
Staff	1.2 Reconciles the extracted data	None	7 days	Accounting	
	with the submitted hard copy o	f		Staff	
	Appendix 45 which was				
	processed by the Regional				
	Bookkeepers, by detailing the				
	breakdown of the TEV claims				
	as to: - Payee				
	- Date of Travel				
	- OBR Number				
	- Month paid				
	Original Claim based on				
	Appendix 45				
	- Amount paid with breakdown				
	as to travel within or outside				
	area of assignment to monitor				
	the TEV ceiling for travel within	1			
	area of assignment				
	- Total amount of adjustment				
	 Reason for adjustment 				

	1.3 If the submi and Actual D and the reas adjustment is NOT specifie TEV claim to Bookkeeper amount proc reason for A	None	2 hours	Accounting Staff		
	reason for Adjustment 1.4 However, If the 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		None	4 hours	Accounting Staff	
	1.5 E-mails the Pantawid (Ad mainstreame	None	20 minutes	Accounting Staff		
	1.6 E-mails the Operations and	None	30 minutes	Accounting Staff		
	1.7 For clarifica Operations of answers the sending the the Appendix	None	2 hours	Accounting Staff		
	Feedbac	k and complaints m	echanism			
How to send feed		Accomplish feed			orm of the	
How Feedbacks a	re processed	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 will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit				
How complaints a	·	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 FO-CAR	on of DSWD	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	Division:		Budget Sec	tion		
		Budget Section				
	Classification: Type of Transaction:			Highly Technical G2G- Government to Government		
VVho ma	ay avail:	•	get Central, Oth			
			n, External/Inte			
	REQUIREMENTS:		WHERE TO SE			
	e Regional Director of			e administrative		
	dum from the other	staff/sect	tion clerk fron	n the available		
section/division		and or ad	ctive file of the	section.		
Client steps	Section's Actions	Fees	Processing	Persons		
		to be	time	Responsible		
		paid				
Request submission	1.1 Participate in the	None	1 working	Head, Budget		
of the Annual	annual budget call		day	Section		
Budget through	led by the DBM					
issuance of						
memorandum/Requ						
est copy of the	1.2 Prepare and signs	None	20 minutes	Head, Budget		
regional annual	memorandum			Section		
budget proposal	addressed to the					
	ARDA/ARDO and					
	OIC-Chief, PPD					
	1.3Conducts short	None	1 working	Hood Dudget		
		none	· · ··································	Head, Budget Section		
	orientation to the		day	Section		
	fund controllers					

1.4 Conduct internal budget call to discuss the budget call and guidelines	None	1 working day	Head, of the Budget Section/Techn ical 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	None	5 minutes	Administra- tive Assistant staff

	Proposal to requesting section/divis	id forward l of the ction/OIC copy and py of the nual budget the sion	None	15 minutes	Administra- tive Assistant staff	
		and complair				
How to send feedbac	X		feedba	ack/ Complair	nt form of the	
How Feedbacks are processed		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 & 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 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.

Office or Division:	Budget Section
Classification:	Complex
Type of Transaction:	G2G- Government to Government
Who may avail:	Section/Division
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:
N/A	N/A

Client steps	Section's Actions	Fees to be paid	Processin g time	Persons Responsible
Coordinate with the Budget Section re:	1.1 Present the proposed flow of activity.	Non e	10 minutes	Head of the Budget Section
conduct of the CSO consultation for Budget Partnership/	1.2 Agree and finalize the program/flow of the activity.	Non e	15 minutes	Head of the Budget and Planning Section
Request for the finalization of the CSO documentation.	1.3 Prepare presentation as to the regional DBM approved level Tier 1 including the breakdown of provincial allocations for current and succeeding year fund.	Non e	30 minutes	Technical Staff
	1.4 Reviews the presentation and forward to the OIC- Division Chief, FMD for review/input.	Non e	10 minutes	Head Budget Section
	1.5 Conduct of CSO consultation/Participat e in the CSO consultation	Non e	1 working day	Head of the Budget Section and Planning Section/Technical / Administrative Assistant Staff
	 1.6 Prepare the draft documentation and e- mail to the planning section for input. Note: forwarding to the planning section will be done if documenters are from the planning and budget section 	Non e	2 working days	Technical Staff of the Budget Section/Planning Section

	1.7 Forward th documenta review of t the Budge Planning S	ation for he Heads of t and	Non e	5 minutes	Technical Staff	
	1.8 Makes fina the docum		Non e	1 working day	Head Budget Section and Planning Section	
	1.9 Finalize ar preparer o documenta	n the ation	Non e	20 minutes	Technical staff of budget/planning section	
	the docum		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	
		ck and compl	aint me	chanism		
How to send feed	dback	Accomplish Section	feedb	ack/ Compla	aint form of the	
How Feedbacks processed	are					
How complaint is	s 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 8888Head of BuDesk/ Hotlinewithin the r			lead of Budget Section will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit			
How complaints a	Order for contractual			erned Division Chief may issue Show Cause r for violations committed by permanent or actual staff or Letter of Explanation for non- anent staff		
Contact information of DSWDpermanent staffFO-CARAny irregularity using the name of DSWD involving any of its official may be submitted DSWD-CAR's office at No. 40 North Drived City or through cell phone numbers: 0927 or thru e-mail address: budget.focar@dswd.gov.				be submitted to the North Drive, Baguio Ders: 09277176643		

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:		Bi	udget Section	
	ssification:	Highly Technical			
Type of Transaction:			G2G- Government to Government		
	may avail:			ral Office, Se	
VVIIC	illay avall.		ision		cuon,
CHECKLIST C	F REQUIREMENTS:			RE TO SECU	RE
	the Regional Director of	Τo		ed by the adr	
	by of the WFP and MDP			available an	
	ce of memorandum			dget Section	
Client steps	Section's Actions	me	Fees	Processin	Persons
Chorne otopo			to be	g time	Responsi
			paid	game	ble
Request the	1.1Prepares memorandu	m	None	10	Head
submission of the	to all divisions to come u			minutes	Budget
Regional Annual	with their WFP and MDP				Section
Work and	using the prescribed				
Financial Plan	HPMES form and based	on			
and Monthly	budget parameters (NEP)			
Disbursement	guidelines set by the DBI	Ń.			
Program through				15	
issuance of	1.2 Coordinate with the			minutes	
memorandum/Re	planning section on the				
quest copy of	conduct of the regional				
Regional Annual	workshop.				
Work and	1.3Conduct/Participate ir		None	1 working	Technical
Financial Plan	the Regional Workshop a		none	day	Staff/Hea
and Monthly		anu		uay	d of the
Disbursement					Budget
Program or					Section
Revised Work	4.4 Deviewe the each of the		Nerre	0	
and Financial	1.4 Reviews the submitte	a	None	3 working	Technical
Plan and Monthly	WFP and MDP.			days	Staff
L					

Disbursement Program	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/ OIC 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	Administr ative 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	Administr ative Assistant staff
	1.12 Photocopy and provides copy of the WFP and MPD of the requesting section.	None	5 minutes	Adminsitr a-tive Assistant staff
Feedback and complaints mechanismHow to send feedbackAccomplish feedback/ Complaint form of the SectionHow Feedbacks are processedFeedback 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	Head of Budget Section will facilitate the response
Desk/ Hotline	within the reglementary period and send response to
	8888 hotline and Internal Audit Unit
How complaints are	Concerned Division Chief may issue Show Cause
processed	Order for violations committed by permanent or
	contractual staff or Letter of Explanation for non-
	permanent staff
Contact information of	Any irregularity using the name of DSWD-CAR or
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 cell phone numbers: 09277176643 or
	thru e-mail address: budget.focar@dswd.gov.ph

45. Participate in Budget Hearing

	or Division:	Budget Section				
	sification:	Highly Technical				
	Transaction:		G2G- Government to Government			
Who may avail:		Bud		entral Office/F		
CHECKLIST OF REQUIREMENTS:			V	VHERE TO S	ECURE:	
Request for the	attendance to the	N/A				
budget hearings	budget hearings through issuance of					
memorandum						
Client steps	Section's Actions	8	Fees to be paid	Processing time	Persons Responsible	
Request attendance to the Budget Hearing through	1.1 Prepares/ Coordinate with the section/division for the necessary documents.		None	1 working day	Technical Staff	
issuance of memorandum	1.2 Reviews the documents/repor and Coordinates with the planning section		None	1 working day	Head of the Budget Section	
	1.3 Participate in executive meetin prior the budget hearing.	ıg	None	1 working day	Head of the Budget Section	

	1.4 Assists the regional director in the budget hearings		None	4 working days	Head of Budget Section		
	1.5 Return back to station and incorporate updates or changes if any		None	1 working days	Head of the budget section/Technical 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					
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 Division:	Budget Section			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may avail:	End-Users			
CHECKLIST OF	WHERE TO SECURE:			
REQUIREMENTS:				
	To be submitted by the end- user(copies			
Proposals with PPMP.	available at the DSWD FO shared folder)			
Client steps Section's Ac	tions Fees to Processing Persons			
	be paid time Responsible			

Forward the Purchase Request (PR) and Project Proposal (PP) to Budget Section for earmarking	 1.1 Receives PR and PP and logs in the incoming logbook. 1.2 Reviews the Project Proposal and Purchase Request if it is within the cost parameters and indicate the fund source and object code in the PP/PR. 1.3 Places initial for the Head of Budget Section 1.4 Makos final 	None	5 minutes 25 minutes	Administrative Assistant staff Technical Staff			
	1.4 Makes final review and signs the PP/PR	None	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 route.	None	5 minutes	Administrative 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 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

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 Division:	Budget Section			
	Classification:			Simple/co	mplex
Ту	pe of Transaction:			G2G- Gover	nment to
				Governr	nent
	Who may avail:		En	d-Users,; Sect	ion, Divisions
	ST OF REQUIREMENTS:			WHERE TO S	SECURE:
Obligation Reque	st and Status/Budget Utili	zation	То	be secure	ed by the
e	us with the supporting docu		adn	ninistrative sta	aff from the
for payment.			ava	ilable and/ or a	ctive file of the
	uest for the ORS/BURS cop	v.		Iget Section.	
Client steps	Section's Actions	Fees		Processing	Persons
Cheffic otopo		be pa		time	Responsible
Forwards/Submit	1.1 Receives and records	None		10 minutes	Administra-
s the ORS/BURS	in the incoming				tive
with its	database and				Assistant
supporting	forwards to the				Staff
					Stan
dinate/Requests					
copy of the	1.2 Checks and ensures	None		20 minutes	Technical/
ORS/BURS.	availability of allotment			Note: turn-	Administra-
	and check completeness			around time	tive Staff

of the supporting document of the ORS/BURS.		depends if the allocation is available// approval of modification /reallo- cation.	
1.3Assigns serial numbers, date, fund cluster, Responsibility Center; P/A/P code, Object Code and fill-out the Status of Obligation/Utilization of the ORS/BURS respectively.	none	5 minutes per transaction	Technical/ Administrativ e Assistant Staff
1.4 Encode details of the ORS/BURS in the google sheet and forward the ORS/BURS to the Head of the Budget Section for the regular Program and Administrative Officer IV for the Special Project/Programs/ OICs	None	5minutes per transaction	Technical/ Administrativ e Assistant Staff
1.5 Makes final review and certifies as to availability of allotment and obligated for the purpose	None	5 minutes	Head of Budget Section or OIC if the on leave
1.6 Records the ORS/BURS in the Data Tracking System	None	5 minutes	Adminsitra- tive Assistant Staff
1.7Logs in the out-going logbook and route to the accounting section.	None	5 minutes	Administrativ e Staff
1.8Receives request for the copy of the ORS/BURS from the other section/division.	None	2 minutes	Administra- tive Staff
1.9Photocopy the ORS/BURS and provide the copy.	None	5 minutes	Administrativ e Staff
Feedback and compla	ants mechal	115111	

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	Head of Budget Section will facilitate the response
Desk/ 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	Any irregularity using the name of DSWD-CAR or
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 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.

 \succ 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.

Offi	ce or Division:		Budget Section				
C	Classification:			;			
Туре	of Transaction:	G2G- (Sovernment to	o Governn	nent		
W	no may avail:	Other	sections, Divi	ision, Cen	tral		
			Office				
CHECKLIST	OF REQUIREMENTS:	V	HERE TO S	ECURE:			
		To be	submitted	by the	fund		
Request to realloc	ate/Modification	controller	S.				
			cured by the				
		from the	available and	/ or active	file of		
		the Budg	et Section.				
Client steps	Section's Actions	Fees to be	Processing	Perso	ons		
		paid	time	Respor	nsible		

Submit Request or coordinate to Budget Section	 1.1 Conduct analysis of available funds to determine if request for modification and/ request for reallocation is needed. 1.2 Drafts requests for reallocation/modification and forward to the Head of Budget Section. 		None	20 minutes	Technical Staff
	1.3 Makes final re endorsed the	request.	None	10 minutes	Head of Budget Section or OIC if the Head is on leave
	1.4 Reviews and request.	signs the	None	5 minutes	OIC-Division Chief,FMD
	1.5Reviews and approves the request		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 nd copy.		None	10 minutes	Administrative Assistance Staff
		ck and comp	laints mechar	nism	
How to send fe	edback	Accomplish	n feedback/ Co	omplaint form	of the Section
		addressed Section	or complaint w and facilitated	d by the Head	of Budget
orc		or complai	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 8888Head of BDesk/ Hotlinewithin the		udget Sectior	n will facilitate period and se	e the response and response to	
How complaints	s are processed	Concerned	Division Chi	ef may issue	e Show Cause 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

- 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.
 - > SAA is an acronym for the Sub-Allotment Advice.

Office or [Division:			Budget Sectior	1	
Classification:		Simple				
Type of Tra	insaction:		G2G- Government to Government			
Who may		(Other Sect	ion,Division,Ce	entral Office	
CHECKLIST OF R				ERE TO SECL		
Request for fund au		To be		by the fund co		
Client steps	Section's Actio		Fees to	Processing	Persons	
			be paid	time	Responsible	
Submit Request	1.1 Receives requ	est	None	5 minutes	Administrative	
or coordinate to	from program	focal			Assistant staff	
Budget Section	on unfunded					
	activities that r	needs				
	to be conducte	ed.		15 minutes	Technical Staff	
	1.2Conduct the					
	analysis of					
	available funds	s to				
	determine if			10 minutes	Technical Staff	
	request fund					
	augmentation	is				
	needed.					
	1.3 Drafts request	and				
	forward to the	Head				
	of Budget Sec	tion				
	1.4 Makes final re	view;	None	10 minutes	Head of Budget	
	affix initial in th	ne			Section or OIC	
	request and s	igns			if the Head is	
	SAOB				unavailable	
	1.5 Review and a	ffix	None	5 minutes	OIC-Division	
	initial in the			e minacee	Chief, FMD	
	request.					
	1.6 Review and		None	1 working	Regional	
	approves the			day	Director/ OIC if	
	Request			~~ <i>y</i>		
	1.04000		l			

	out-go the ap reque the re	ives/log in the bing logbook oproved est; route to ecords section le the 2 nd	None	10 minutes	the RD is unavailable Administrative Assistant Staff	
	Feed	back and comp	laints mec	hanism		
How to send feedba				omplaint form	of the Section	
How Feedbacks are				whenever avail		
processed				d by the Head		
proceeded		Section			or Daaget	
How complaint is			written t	nrough private	message text or	
addressed		Any complaint written, through private message, text or complaint through quad-media will be immediately				
			• •	of Budget Sect	-	
Complaint/s through	n 8888				e response within	
Desk/ Hotline	10000		the reglementary period and send response to 8888			
		hotline and Int				
How complaints are	ż				now Cause Order	
processed		for violations committed by permanent or contractual				
Contact information	staff or Letter of Explanation for non-permanent staff Any irregularity using the name of DSWD-CAR or					
DSWD FO-CAR involving any of its official may be sub						
	DSWD-CAR's office at No. 40 North Drive, Baguio (
					176643 or thru e-	
		mail address:				
			•	Ç .		

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 Division:	Budget Section
Classification:	Complex
Type of Transaction:	G2G- Government to Government
Who may avail:	Budget-Central Office, Section, Division
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:
Request for the submission of the	To be secured by the administrative staff from
Statement of Allotment, Obligations	the available and/ or active file of the Budget
Incurred and Balances.	Section

Request copy of the SAOIB to be posted in the transparency seal/for references.						
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible		
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) Incurred and Balances and Disbursement per P/A/P and Allotment Class. 1.2 Encode the processed ORS/BURS in the google sheet – logbook of the RAO. 	None	3 working days 5 minutes per transaction	Administrative Assistant /Technical Staff 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 1.5 Print and forward the SAOIB and affix initial on the report	None	5 hours 5 minutes	Technical Staff		
	1.6Makes final review and signs the report	None	10 minutes	Head of Budget Section or OIC if the Head of Budget		

				Section is	
		N 1		unavailable	
	1.7 Submit	None	5 minutes	Technical staff	
	electronic copy				
	of the report to				
	the Central				
	Office				
	1.8 Reviews and	None	5 minutes	OIC-Division Chief,	
	affix initial on the			FMD	
	prepared				
	transmittal				
	1.9 Reviews and	None	1 working	Regional	
	approves the		day	Director/OIC if the	
	report			RD is unavailable	
	1.10 Receives	None	10 minutes	Administrative	
	the approved			Assistant Staff	
	report and route				
	to the records				
	section for				
	submission to				
	the Central				
	Office and file				
	the 2 nd copy of				
	the report				
	1.11 Log in the	None	5 minutes	Administrative	
	out-going			Assistant staff	
	logbook and				
	provide the copy				
	of the SAOB to				
	the requesting				
	section/division.	NL.		Tables 1 and 1	
	1.12Scan the	None	15 minutes	Technical staff	
	SAOIB and				
	submit to the				
	MAA for the				
	transparency				
	seal	nlointe	mochoniem		
How to send feedback	Feedback and com	-		nt form of the Section	
How Feedbacks are					
processed	Section			FILEAU UI DUUYEL	
How complaint is addressed Any complaint written, through private message, to or complaint through quad-media will be immediated					
			• •		
addressed by the Head of Budget Section					

Complaint/s through 8888	Head of Budget Section will facilitate the response
Desk/ Hotline	within the reglementary period and send response to
	8888 hotline and Internal Audit Unit
How complaints are	Concerned Division Chief may issue Show Cause
processed	Order for violations committed by permanent or
	contractual staff or Letter of Explanation for non-
	permanent staff
Contact information of	Any irregularity using the name of DSWD-CAR or
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 cell phone numbers: 09277176643 or thru
	e-mail address: budget.focar@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 Division:				Budget Section	on	
Clas	Classification:			Complex			
Туре о	f Transaction:			G2G- Go	vernment to G	Government	
	may avail:				Other Section,		
CHECKLIST C			I		IERE TO SEC		
Memorandum	from the	Central				cal staff from the	
Office/.					or active file	e of the Budget	
Written Reques			Section				
Client steps	Section	i's Actions	5	Fees	Processing	Persons	
				to be paid	time	Responsible	
Request for the submission of the report though the e- mailed memorandum/ Request copy of the report	and MDF 1.2 Prepare monitorin posting th Actual Of Status of	RAOD, WI	FP WDP,	None	5 minutes 1 working day	Technical Staff Technical/ Administrative Assistant	
	obligatior	n and ite with the focals. ate and r subi ig repor	e eview mitted	None	1 working day	Technical staff	

	1.4 Makes fin		None	4 hours	Head of Budget	
		oring report.	Nega	F residuate e	Section	
	1.5 Submit the electronic copy of the monitoring		None	5 minutes	Technical staff	
		the Central				
	Office					
		and signs the	None	10 minutes	OIC-Division	
	report				Chief, FMD	
		and approves	None	1 working	Regional	
	the report	t.		day	Director/OIC if RD is	
	1.8Receives	logs in the	None	10 minutes	unavailable Administrative	
	report, ro	-	None	To minutes	Assistant Staff	
	record se	ction for				
		on to C.O and				
	file 2 nd co report.	py of the				
	1.9 Provides electronic		None	10 minutes	Technical staff	
		ne requesting				
	section/di	vision				
	Feedback and complaints mechanism					
How to send fee					of the Section	
How Feedbacks processed	sare	Feedback or ca addressed and				
processed		Section	raointato		of Budget	
How complaint	is	Any complaint written, through private message, text or				
addressed		complaint through quad-media will be immediately				
Complaint/s three		addressed by the Head of Budget Section Head of Budget Section will facilitate the response				
Desk/ Hotline	<u></u>				end response to	
	8888 hotline al					
How complaints	sare			•	le Show Cause	
processed					permanent or	
		permanent sta			anation for non-	
Contact informa	ation of			the name of	DSWD-CAR or	
DSWD FO-CAF		involving any	of its off	icial may be	submitted to the	
		DSWD-CAR's	office at I	No. 40 North D	Prive, Baguio City	
		•			176643 or thru e-	
		mail address: b	Judget.10	car@uswa.go	v.pn	

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:				Budget Sect	ion		
	Classification:			Simple			
Type of Trans	action:	G	2G- Go	vernment to	Government		
Who may a	vail:	Ce	ntral off	ice, Other Se	ction, Division		
CHECKLIST OF REC	UIREMENTS:		WF	HERE TO SE	CURE:		
Memorandum from the	regional Director	Tob	e secur	ed by the tech	nnical staff from		
of the FMS.	-	the	availabl	le and/ or ac	tive file of the		
Written request			get Sec	tion.			
Client steps	Section's Actio	ns	Fees	Processing	Persons		
			to be paid	time	Responsible		
Request submission of	1.1 Receives the		None	30	Technical		
the report though	memorandun	n		minutes	Staff		
issuance of	1.2 Prepare the						
memorandum/Request	NDRRMC an						
copy for reference	QRF report a	nd					
	places initial						
	under the He						
	of the Budget	t					
	Section.						
	1.3 Forwards the						
	report for furt						
	review to the Head of the						
	Section						
		final	None	10 minutes	Head of		
	review and s		NULLE	10 minutes	Budget		
	on	the			Section or		
	designated a				OIC if the		
	designated a	icu			Head is on		
					leave		
	1.5 Reviews and		None	1 day	Regional		
	signs the repo				Director/OIC		
	5 -1				of the RD, if		
					unavailable		

	app rout reco and app	eceives proved report, te to the ord section I files the proved reports.	None	10 minutes	Administrative Assistant Staff
	1.7Pro eleo	ovides ctronic copy of	None	5 minutes	Technical staff
		report to the uesting			
	sec	tion/division			
F	eedbac	k and complain	ts mech	anism	
How to send feedback		Section		•	form of the
How Feedbacks are					vailable will be
processed		addressed an Budget Sectio		ted by the He	ead of the
How complaint is addre	How complaint is addressed Any compl text or co		t writter plaint th	rough quad-	ivate message, media will be d of the Budget
Complaint/s through 888 Desk/ Hotline	Desk/ Hotline within the re		ementai		te the response send response Init
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			permanent or nation for non-
Contact information of DSWD FO-CAR	involving any o DSWD-CAR's		of its off office a h cell ph	icial may be s t No. 40 Nort one numbers	DSWD-CAR or submitted to the h Drive, Baguio :: 09277176643 Iswd.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 Transaction:	G2G- Government to Government
Who may avail:	External/Internal Auditors
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:
Memorandum from the regional director	To be submitted to the MAA.

Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible	
Request for the submission of the report though the issuance of memorandum or coordinate to Budget Section	 1.1 Receives memorandum and forward to the Head, Budget Section or the OIC. 1.2 Provides/Fill-out the remarks/updates portion of the IMP template 6 and print the draft IMP. 1.3 Forwards the IMP report to the Administrative Officer V 1.4 Makes final review and signs on the report. 	None	5 minutes 30 minutes 5 minutes	Administrative Assistant/Section Clerk Technical staff Head of Budget Section or OIC if the Head is	
	1.10 Reviews and	None	5minutes	Unavailable	
	signs report 1.11 Receives the approved report and file the second copy of the report.	None	2minutes	chief, FMD Administrative Staff	
	Feedback and comp				
How to send feedbac				rm 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	or complaint	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 8 Desk/ Hotline	Base Head of Bud	get Sect Iementa	tion will facili ry period and	tate the response send 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- 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.

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		Budget S	Section	
	ssification:		Simp	
Type of	G2G- Government to Government			
	may avail:		Other Section	
	F REQUIREMENTS:		WHERE TO	
Memorandum Director of FMS	from the Regional	To be sub		accounting section
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
Request for the submission of BFAR 6	1.1 Create the Registry of Budget Utilization and Disbursement per trus account.	None t	4 hours	Technical staff
	1.2 Encode in budget amount, utilization and adjustments in the google sheet	None	5 minutes	Administrative Assistant/Technical staff
	1.3 Post in the RBUD the budget amount, utilization and adjustments from the google sheet	None	5 minutes	Technical staff
	1.4 Post the budget amount, utilization and adjustments in the BFAR 6	None	10 minutes	Technical staff
	1.5 Check completeness and correctness of data	None	20 minutes	Technical Staff

	posted in RBUD vis-à- vis the BFAR					
	1.6 Forward to the Accou section		None	2 minutes	Technical Staff	
	1.7 Reconcil budget Amo adjustments accounting o	unt and with	None	15 minutes	Technical Staff	
	1.8Requests for the approved report and file the photocopy of the report.		None	5 minutes	Technical /Administrative Assistant Staff	
	Feedba	ack and con	nplaints	mechanism		
How to send fee		Accomplis	omplish feedback/ Complaint form of the Section			
How Feedbacks processed	addressed		Feedback or complaint whenever available will be addressed and facilitated by the Head of Budget Section			
How complaint addressed	ow complaint is Any compl ddressed or complain		nt throu		private message, text a will be immediately let Section	
Complaint/s thro Desk/ Hotline	rough 8888 Head of B within the		ludget S regleme	Section will fa	cilitate the response and send response to	
How complaints processed	s are Concerned Order for		d Divisio violatio I staff o	on Chief may	issue Show Cause d by permanent or Explanation for non-	
Contact informa DSWD FO-CAR	ation of Any irregu R involving a DSWD-CA City or thre		llarity us any of it AR's offi ough cel	s official may ce at No. 40	e of DSWD-CAR or be submitted to the North Drive, Baguio ers: 09277176643 or dswd.gov.ph	

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 Division: Classification:		Budget Section Complex				
Type of Transaction:			G2G- Government to Government			
Who	may avail:	Bu	dget –Ce	ntral Office and	Accounting	
				Section		
	F REQUIREMENTS:			ERE TO SECUR		
of FMS	m the Regional Director	To b		ed to the Central	Office.	
Client steps	Section's Actions		Fees to be paid	Processing time	Persons Responsibl e	
Request for the submission of BFARs though the URS	 1.1 Receives memorane 1.2 Reconciles appropriations, adju appropriations, adjusted allotments, adjusted allotments and obligations with the budget-CO FARs 1.3 Post the obligations the system and click "save" button. 1.4 Inform the budget-Co that obligations whe encoded. 1.5 Coordinate with the accounting section f the encoding of the disbursement in the system. 	sted in C.O ere	None	3hours 3working days NOTE : the turn-around time depends on how the URS functions 2 minutes 5 minutes 1minute	Technical staff	
	1.7Request for the approved report		None	5 minutes	Technical/ Administrati	
	generated from the L and file the photocop				ve Assistant	
	the report.	-			Staff	
How to send feed	Feedback and co back Accomplis			anism mplaint form of t	he 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

56. Receiving and recording of NCA/NTA to CAUMS

Office of	Division:			Cash Section	on	
Classification:			Simple			
Type of T	ransaction:		G2G- G	overnment to (Government	
Who m	ay avail:		End-	Users/ Proces	s owners	
CHECKLIST OF	REQUIREMENTS:			HERE TO SEC	CURE:	
				A-DBM/CO		
NCA/NTA	Section's Actior		Fees to		ser/ process owner Persons	
Client steps	Section's Action	15	be paid	Processing time	Responsible	
1. Submit NCA/NTA to Cash Section	1.2Receives NCA/NTA and in the DTS or logbook 1.3Checks and reviews NCA/N		None	5minutes	Administrative Staff	
	1.3Logs and recor NCA/NTA in the CAUMS and Copy furnish NTA/NCA to the concerned program and	/	None	15 minutes	Administrative Staff	

	file to its					
	dback and con			ma of the Costion		
How to send feedback How Feedbacks are				rm of the Section		
processed				vailable will be ad of Accounting		
processed	Section			au of Accounting		
How complaint is addresse		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		Head of Cash Section will facilitate the response within				
Desk/ Hotline		the reglementary period and send response to 8888 hotline and Internal Audit Unit				
				oue Oheun Course		
How complaints are		Concerned Division Chief may issue Show Cause Order for violations committed by permanent or				
processed		contractual staff or Letter of Explanation for non-				
	permanent staff					
Contact information of		Any irregularity using the name of DSWD-CAR or				
DSWD FO-CAR		involving any of its official may be submitted to the				
				Drive, Baguio City		
	•	or through cellphone numbers: (6374) 661-0430/				
				+63917-872 0256/ h email address:		
				ok account: www.		
	facebook.c	•	•			

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

Office or Division:	Cash Section					
Classification:	Simple					
Type of Transaction:	G2G- Government to Government					
Who may avail:	End-Users/ Process owners					
Checklist of	Where to secure:					
Requirements						
1. ORS	1. OBLIGATION REQUEST(ORS)/ BUDGET					
	UTILIZATION REQUEST (BURS)- BUDGET					
	SECTION; GOV'T ACCOUNTING MANUAL (GAM)					
	2. SUMMARY LIST OF ISSUED LDDAP-ADA					
	RECEIVED BY THE BANK- GAM/ Accounting Section					

Client steps	 3. ADVICE ON CHECKS ISSUED AND CANCELLED (ACIC)- e-MDS 4. STATUS OF CASH ALLOCATIONS, UTILIZATIONS AND BALANCES- to be printed at CAUMS 5. REPORT OF CHECKS ISSUED (RCI) - to be printed at CAUMS To be submitted by the end user/ process owner Section's Actions Fees Processing Persons to be time Responsible 					
1. Balancing of Cash Status and forwarding ORS to Budget Section	 1.1 Collect the Summary list of Issued LDDAP-ADA and the ACIC received by the bank and compute the total 1.2 Tally if total amount of encoded disbursements to CAUMS is same and so with the Statement of Utilization per P.P.A and Status of Cash Allocations, Utilizations and Balances and bank balance 1.3. If not tally: Check 	paid None None	5 minutes 4hrs 1hour	Administrative Staff Administrative		
	 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) If tally: Print the Status of Cash Allocations, Utilizations and Balances, RCI and submit to Cashier together with the received Summary of 			Staff		
	LDDAP-ADA and ACIC 1.4. Review and verify if balance; if with	None	30mins	Cashier or OIC if the latter is not available		

adjust Take e adjust	tion return for ments and effect the ments and return hier			Administrative Staff	
1.5. If n Comp prepar report to exc check update compl forwar section referen Budge	to cashier		15mins	Administrative Staff	
	back and complaints				
How to send feedback How Feedbacks are processed How complaint is addressed	Accomplish feedback/ Complaint form of the Section Feedback or complaint whenever available will be addressed and facilitated by the Head of Cash 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 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 Order for violation contractual staff permanent staff	on Chie ons col	ef may issue mmitted by	permanent or	
Contact information of DSWD FO-CAR Any irregularity using the name of DSW involving any of its official may be subm DSWD-CAR's office at No. 40 North Drive, or through cellphone numbers: (6374) (6302) 396 6580/ +0917871 9893/ +63917 +63919 065 5356- 68 or through ema focar@dswd.gov.ph or through Facebook acc facebook.com/dswdfocar			ubmitted to the ive, Baguio City 374) 661-0430/ 3917-872 0256/ email address:		

58. Technical assistance for pay out

Office or Di	ivision:		Cash Se	ection			
	Classification:			lighly Technical			
Type of Tran	saction:		vernment to Government				
Who may		End-Users/ Process owners			6		
CHECKLIS		WHERE TO SECURE:					
REQUIREM			_		-		
Request for	technical	1. SPECIAL		. ,			
assistance and	schedule of	•	, .	sonnel section	on		
pay out		2. CHECKS- L 3. LDDAP-ADA		Section/GAL	Л		
		4. AUTHORIZA	•				
		Barangay Of					
		5. AVAILABLE	· ·	,	v-out- Cash		
		Section	••••••				
		To be submitted by	the end u	user/ proces	s owner		
Client steps	Secti	on's Actions	Fees	Processin	Persons		
			to be	g time	Responsibl		
			paid		е		
1. Coordin		O to augment pay-	None				
ates pay out	out of other p	brogram:		5 minutes	Administrati		
schedul	1 Desig	nate staff for pay-		5 minutes	ve Staff		
e to	out	nale stan for pay-		30	Administrati		
Cash		re TO/SO of staff		minutes	ve Staff		
Section		ned to augment		5-7 days			
	-	g pay-out		(includes	Administrati		
	3. Gathe	er all the available		travel	ve Staff		
		s/ADA for the		day)			
		ied province for					
	distrib			2 hours	Cashier/		
		g pay-out, see to it ne payee is the one			Cashier/ Administrati		
		eceives the check			ve Staff		
		ot with			vo otan		
	-	rization letter and					
	with v	alid ID. Ensure that					
	all				Cashier/		
		ements/documents		1hour	Administrati		
		nplete before going			ve Staff		
		to FO for complete					
	liquida 5 Potur						
		n the liquidated nents to program					
		eir checking or for					
		ation report for					
	•	ission to acctng		4 hours			

		1	· · · · · · · · · · · · · · · · · · ·
section and turn-over the			
documents of the checks			
released to the staff in			
charge.			
6. Prepare feedback report			
and submit to immediate			Cashier/
supervisor. Furnish copy			Administrati
to program augmented			ve Staff
for pay-out			
If staff will distribute checks:	None		
		2-3 hours	Administrati
1. Inventory the			ve Staff
available/unreleased			
checks, and identify the			
province with most and			
needed to distribute the			
checks then schedule for			
pay-out or inform the		1hour	Administrati
payee/end-user			ve Staff
2. Make Proposal of		1 hour	
schedule for the checks			Administrati
for distribution at areas			ve Staff
3. Communicate with the		10	
area if they are available		minutes	
on propose schedule			Administrati
4. If the schedule is fixed,		5 minutes	ve Staff
discuss w/ the Immediate			
supervisor		5 minutes	Cashier
5. Designate staff for pay-			Administrati
out		30	ve Staff
6. Prepare TO/SO of staff		minutes	
assigned to augment			Administrati
during pay-out			ve Staff
7. Confirm to the area the		3 minutes	
date of pay-out and			
request for vehicle at			Administrati
GSS. Prepare Travel		3 minutes	ve Staff
Order/SO			
8. Verify and initial the		2 minutes	
prepared TO then			Cashier
forward to cashier		5-7 days	Administrati
9. Sign for recommending		(includes	ve Staff
approval		travel day	

	prepare FMD/A 11. During that the who red or if not authoriz with va 12. Ensure require is comp back to liquidat	pay-out, see to it payee is the one ceives the check t with zation letter and lid ID.		1day	Cashier/ Administrati ve Staff Cashier/ Administrati ve Staff	
		ck and complaints n				
How to send feed		Accomplish feedback/ Complaint form of the Section				
How Feedbacks processed	are	Feedback or complaint whenever available will be addressed and facilitated by the Head of Cash				
proceeded		Section				
How complaint i	s 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 thro	ugh 8888	Head of Cash Section will facilitate the response				
Desk/ Hotline		within the reglementary period and send response to				
How complaints	are processed	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-				
Contact informat	ion of DSWD	permanent staff Any irregularity using the name of DSWD-CAR or				
Contact information 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 ema				
		address: focar@ds account: www. fac				
			PEDOOK.CC		ai	

59. Processing of approved Disbursement Vouchers (DV):

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

Who may avail:		End-Users/ Process owners				
CHECKLIST OF		WHERE TO SECURE:				
REQUIREMENTS: DV and complete attachments		 LDDAI CHEC To be submit 	P-ADA - KS – LBI		ection/ GAM rocess owner	
Client steps	Section's	Actions	Fees to be paid	Processing time	Persons Responsible	
1. Submit DV to Cash Section	were sigr received signing th Segregat or LDDAI payment PPA. If for LDD forward th DV's to a	all the DVs ned then from DC's by ne logbook. e if for check P-ADA then sort per DAP-ADA, he sorted ccounting 's for check, pncerned heir	None	30 seconds per DV (depends on the bulk of DV)	Administrative Staff	
	2 nd copy of c forward to st	oding to all DV's ee, amount, er, & object ck template ntries if print check ates. d gather the	None	11minutes per check	Administrative Staff	

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 copySeparate the updated2.1 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 .3. Signing of Checks:Review if the details on check like name of 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.3.2 If with correction, concerned staff will do the necessary correction and return to cashier for signing.4. After signing, cashier will put the signed check to the outgoing tray.Staff in charge for routing will review if all checks were	None	5 minutes	Cashier or OIC if the latter is not available
---	------	-----------	--

		e cashier before 2 nd signatory.				
	5. Receiving checks:	of signed	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 user that thei available					
	Feedba	ick and complaint	s mecha	nism		
How to send fee					of the Section	
How Feedbacks		Accomplish feedback/ Complaint form of the Section Feedback or complaint whenever available will be				
processed		addressed and facilitated by the Head of Cash Section				
How complaint i	s 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 thro Desk/ Hotline	ugh 8888	Head of Cash Section will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit				
How complaints processed	Concerned Division Chief may issue Show C			permanent or		
Contact informat DSWD FO-CAR	, , , ,			ubmitted to the n Drive, Baguio (374) 661-0430/ (3917-872 0256/ email address:		

60. Collection of cash

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

1. Cash		Office (NF 2. Cash R	PO) leceipts l	EIPT – Natior Record - GAI y the end use	V
Client steps	Section's Ac	tions	Fees to be paid	Processing time	Persons Responsible
1. Submits, surrenders, cash to Cash Section	1.1. Receives cas Issue official upon receive payment casl check; review issued OR Tu the collection with the issue AA in-charge collection rep Checks and 0 the submitted and check co tally with the OR	receipts of or or the urn-over together ed OR to of ort. Counts I cash Ilection if	None	10 minutes	Administrative Staff
	 1.2. Recording an of turned-ove collection: a) Encode the date, name payee, part and amoun database for monitoring p b) Prepare Lis Collection a deposit/on-then forwar Cashier the summary li collection for collection for collection for the fore sign c) Check & ver before sign 	r e OR#, e of ticulars it in the or & urposes. st of and call slip rd to e st of or signing erify	None	4 hours & 30 minutes	Administrative Staff

,	Check if with		
	omplete signature		
	nen attached the ollection before turn		
	ver to staff in		
	harge for ban		
	ansaction.		
	Deposit to bank and		
	efore leaving bank,		
c	ounter check		
s	ubmitted bank		
	ansactions if		
	omplete then		
	urnover to AA		
,	Check if the		
	alidated deposit is a second		
-	mount and		
	omplete before		
	ompiling for		
	eporting. Every end		
	f the month, review		
if	there is no		
	orrection,		
	djustment before		
	rinting. After		
	nalizing, email soft opy to Accounting		
	ection for the		
	nancial reporting.		
	Print then		
5/	ountersign under		
ti	ne name of cashier		
-	nen forward to		
-	ashier. Review and		
	ertify the give back		
t	o AA for filling.		
	dback and complaints mechanism		
How to send feedback	dback and complaints mechanism Accomplish feedback/ Complaint form of the Section		
How Feedbacks are	Feedback or complaint whenever available will be		
processed	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		

Complaint/s through 8888 Desk/ Hotline	Head of Cash Section will facilitate the response within the reglementary period and send response to 8888
Desk Houme	hotline and Internal Audit Unit
How complaints are	Concerned Division Chief may issue Show Cause
processed	Order for violations committed by permanent or
	contractual staff or Letter of Explanation for non-
	permanent staff
Contact information of	Any irregularity using the name of DSWD-CAR or
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

61. Preparation of RADAI and RCI:

Office or	Division:		Cash Sec	tion
Classification:		Simple		
Type of Tr	ansaction:	G2G- (Government to	o Government
Who ma		Enc	I-Users/ Proce	ess owners
CHECKLIST OF F			VHERE TO S	ECURE:
	ormation for the past		RCI - GAM	. ,
transaction		owner thr		end user/ process s, database and
Client steps	Section's Actions		Processing	Persons
		to be	time	Responsible
		paid		
2. Submits request for RADAI and RCI through a memorandum	Preparation of RAD and RCI: 1. From CAUMS Print Reports Entry then Che Disbursement Record (CDR) convert, enter the account number of the report then specific date. Export to exce the CDR. Filte data needed for	AI None , eck , , ,	4hours	Administrative Staff

	RADAI (LDDAP- ADA) and RCI (checking) and sort per date and per number. 2. From CDR copy the details needed to RADAI/RCI
	date, check/LDDAP- ADA number, DV #, ORS/BURS #, payee, object code, nature of payment and amount after cut- off or end of the month "
	 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 copy
How to send feedback	Feedback and complaints mechanism Accomplish feedback/ Complaint form of the
How Feedbacks are p	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

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

Office or Division:		Cach	Soction	
Classification:	Cash Section			
	000.0	Simple		
Type of Transaction:		G2G- Government to Government		
Who may avail:		End-Users/ Process owners		
CHECKLIST OF	WHERE TO SECURE			
REQUIREMENTS:				
Request letter	1. SPECIAL ORE	DER – P	ersonnel Sec	tion/ Cash Section
	2. GENERAL FO	RM 57(/	A) – Bureau o	of Treasuy
	3. GENERAL FO	RM 58(A) - Bureau c	of Treasuy
	4. CHECKS – LB	P		
	5. DV – GAM/Ace	coutning	Section	
	6. LIST OF BONI	DED PU	BLIC OFFICE	ER – Cash
	Section			
	7. CONFIRMATION LETTER - BTR			
	SALN – Personnel Se	ection		
	Generic request may	be subr	nitted	
Client steps	Section's Actions	Fees	Processing	Persons
		to be	time	Responsible
		paid		·
1. Submits Pro	cessing of Bond:	None	2 minutes	Administrative
request for	-			Staff
-	1. Prepare an			
of bond or	issuance of			
renewal of	Special Order			

processing of bond	request for the designated Spec Disbursing Office from the HRMDD	er	Cashier or OIC if the latter is not available
	 Sign the request Special Order for the designated employee then 	of 2 minutes	Administrative Staff
	forward to HRME for their action. 3. If S.O. is already approved,		Administrative Staff
	For New: Prepar 3 copies of General Form 57(A) & 58(A)	e 2 minutes	Administrative
	 57(A) & 56(A) printed in legal paper. 4. Route General 		Staff Administrative Staff
	Form 58(A) to the designate second Level employees Let the employee fill up the given	d 5 minutes	Administrative Staff
	General Form 58(A) with attach 3pcs of 2x2 or passport size ID	2 minutes	Administrative Staff Administrative
	picture. 5. For Renewal: Prepare 3 copies of General Form		Staff Administrative Staff
	57(A) only. 6. General Form 57(A) will be fill u by the designate	d	Administrative Staff Administrative
	processor of Bon for New and Renewal. 7. For New: Gather		Staff Administrative Staff
	General Form 58(A) from the second level employees. Cheo	sk	

10 minutes		if the form is properly filled up then return if with corrections. 8. For New: Route General Form 57(A) & 58(A) for signature. 9. For Renewal Route General Form 57(A) only for signature. 10. Collate the latest SALN (3copies) to the Personnel Admin Section. 11. For New: Prepare 5 copies of List of Bonded Public Officers reflecting the Amount of Accountability. 12. Route for signature/approval. 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 14. Route for signature/approval. 15. Review and verify before signing then forward to ARDA for approval.	20 minutes 5 minutes 10 minutes 20 minutes 10 minutes 1 minutes 5 minutes 5 minutes	Administrative Staff Administrative Staff
------------	--	---	--	--

Dour	ent of Bond:		
Payin		10 minutes	Administrative
1	Prepare		Staff
'.	Disbursement		Jan
	Voucher and		
	Obligation Request		
	and Status and	3 minutes	Administrative
	attach the List of	1-3 hours	Staff
	Bonded Form (2	10 minutes	Administrative
	copies) and		Staff
	approved S.O then		Administrative
	float for processing		Staff
	of payment.		
2.	Process obligation		
	and for payment		
3.	OBR, process	30 minutes	
	check for payment.		Administrative
4.	For New: If checks		Staff
	is already ready for		
	payment, submit		
	General Form		
	57(A) & 58(A),3		
	copies of SALN, 3		
	copies of List of		
	Bonded Officers &	Not	
	copy of S.O. for	applicable	
	SDOs together	approable	
	with the payment		
	to the Bureau of	Not	
	the Treasury	applicable	
	before 10:30 am.		Not applicable
5.			
5.	checks is already		
	ready for payment,		
	submit General		
	Form 57(A) only,3		
	copies of SALN,3	Not	
	copies of List of		Not oppliachie
	Bonded Officers,&	applicable	Not applicable
	the previous		
	confirmation letter	Not	
	will be attached	Not	Not on the Li
	instead of S.O of	applicable	Not applicable
	SDO's. together	<i>.</i>	
	with the payment	5 minutes	Administrative
	to the Bureau of		Staff

the Treasury before 10:30 am. 6. Upon reviewing the completeness
of the documents by the Bureau of the Treasury will give instructions and Authority to accept payment slip. 7. Then deposit the check payment for 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.
 8. Upon validation of deposit slip by the bank, return to the BTr and submit a copy of validated deposit slip. 9. Receive 2 copies
of confirmation letter of the Bonded Officers from the BTr. 10. Transmit a copy of confirmation letter to COA and the receiving copy is for filing

Feedback and complaints mechanism						
How to send feedback	Accomplish feedback/ Complaint form of the Section					
How Feedbacks are	Feedback or complaint whenever available will be					
processed	addressed and facilitated by the Head of Cash Section					
How complaint is	Any complaint written, through private message, text or					
addressed	complaint through quad-media will be immediately addressed					
	by the Head of Accounting Section					
Complaint/s through	Head of Cash Section will facilitate the response within the					
8888 Desk/ Hotline	reglementary period and send response to 8888 hotline and					
	Internal Audit Unit					
How complaints are	Concerned Division Chief may issue Show Cause Order for					
processed	violations committed by permanent or contractual staff or					
	Letter of Explanation for non-permanent staff					
Contact information of	Any irregularity using the name of DSWD-CAR or involving					
DSWD FO-CAR	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 Divis	Cash Section				
Classification:		Simple			
Type of Transaction:		G2G- Government to Government			
Who may av	RPMO				
CHECKLIST OF REQU	WHERE TO SECURE:				
Request letter	1. RADAI – GAM				
			AP-ADA – GAM		
		3. RCI - GAM			
	Generic rec				
Client steps	Section's Actions		Fees	Processi	Persons
			to be	ng time	Responsible
2. Submits	Droporing D		paid	1hr	Administrativ
	Preparing Re		None	1111	e Assistant
request for summary of list		KS allu			e Assisiani
of checks	ADA.				
	1. Fro	m			
		UMS.			
	-	ract Check			
	Dis	bursement			
	Re	cord to			
	exc	cel type			
	and	d so with			

		Report of				
		Program,				
		Activity and				
		Project of SLP				
	C	and PAMANA				
	Ζ.	Prepare Excel Spreadsheet				
		of RCI & ADA				
	3	From				
	0.	extracted				
		CDR & PPA,				
		copy paste				
		the data				
		needed to				
		spreadsheet				
		like, date of				
		disbursement,				
		payee, particulars				
		and amount.				
	4.	Proofread the				
		report before				
		sending to the				
		provinces and				
		RPMO.				
	5.	Copy furnish				
		thru email to				
		be sent at RPMO,				
		Provincial				
		Coordinators				
		and AA's of				
		the respective				
		provinces.				
	reedback	and complaints			form	of the
How to send feedback		Accomplish fe Section	EUDACK/	Complaint	IOIIII	or the
How Feedbacks are pro	cessed	Feedback or co	molaint v	vhenever av	ailahle	will he
	000000	addressed and	•			
		Accounting Sec		.,		
How complaint is addre	ssed	Any complaint written, through private message,				
		text or compl		• •		
		immediately addressed by the Head of Accounting				
		Section				

Complaint/s through 8888 Desk/	Head of Cash Section 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	Any irregularity using the name of DSWD-CAR or
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

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

	Division			Cook Coo	tion	
Office or Division:			Cash Section			
Classification:			Simple G2G- Government to Government			
Type of Tr						
Who ma					d users / FMS	
	REQUIREMENTS:			VHERE TO S	ECURE:	
Disbursement Vo	()			CKS – LBP		
complete attachme	nts			GAM/ Accour	•	
		-		nloaded from	the network shared	
		folde				
Client steps	Section's Action	IS	Fees	Processing	Persons	
			to be	time	Responsible	
			paid			
1. Submits	Encoding of ACIC	to	None	2-3 hours	Administrative	
DV and	<u>e-MDS</u>				Assistant	
attachment						
for	1. Gather and	nd				
summary	arrange all 2					
of list of	copy of chec					
checks	received per	•				
	series for					
	preparation	of				
	Advice on					
	Checks Issu					
	and Cancelle					
	2. Encode the	nd				
	forwarded 2 ^r					
	copy checks					
	e-MDS ACIO	ز				

	2 After encoding]
	 After encoding, review and 				
	check if the				
	amount, spelling				
	of name of				
	payee and				
	total of ACIC is				
	same with total				
	of DV.				
	4. If with	ļ			
	correction,				
	return to in				
	charge staff for	ļ			
	correction.	ļ			
	5. Retrieve the				
	check and DV				
	and review and				
	effect correction,				
	replace the	ļ			
	spoiled check	ļ			
	and return for	ļ			
	ACIC.				
	6. If correct,	ļ			
	forward to	ļ			
	cashier for	ļ			
	approval & print	ļ			
	2 hard copies of	ļ			
	ACIC and sign	ļ			
	then attached	ļ			
	the encoded 2 nd				
	copy to the	ļ			
	Bank/BTR copy.	ļ			
	7. Forward to				
	cashier the hard	ļ			
	copy of ACIC for				
	signature	Nerre	10	Ceebica	
	proving and	None	10 minutes		or
<u> sic</u>	gning of acic:			alternate if	the
	1 Doviou ord	ļ		latter is	not
	1. Review and			available	
	verify if the	ļ			
	details on check				
	and prepared				
	ACIC is tally				
	before approval	1	5 minutes		
				Cashier	

· · · ·			1	1		
		d signing the CIC.		10 minutes	Administrative	
		no correction,			Staff	
		proved and		10 minutes	Otan	
		n the hard			Administrative	
	-	, ру.		1 hour	Staff	
	3. If v					
	CO	rrection,			Cashier or	
		turn to the			alternate if the	
		aff in charge		10 minutes	latter is not	
		correction.			available	
		ake the				
		cessary		5 minutes		
		rrection then			Administrative	
		ward to the shier			Staff	
		proved and			Administrative	
	•	gn the ACIC			Staff	
	-	en give to staff			Clair	
		charge for				
		nk				
	tra	insaction.				
	6. Su	Ibmit to bank				
	-	gned ACIC.				
		afe keep for				
		ily balancing				
	an	d for filling.				
	Feed	back and comp	aints me	chanism		
How to send feedbac					m of the Section	
How Feedbacks are		Feedback or c				
processed		addressed and facilitated by the Head of Cash Section				
How complaint is		Any complaint	written,	through priva	te message, text or	
addressed					ill be immediately	
		addressed by the Head of Accounting Section				
Complaint/s through a	8888				the response within	
Desk/ Hotline		0			response to 8888	
		hotline and Int				
				•	Show Cause Order	
processed					nent or contractual	
					-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				
					n Drive, Baguio City	
					4) 661-0430/ (6302)	
					7-872 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 or Division: Classification: Type of Transaction: Who may avail: CHECKLIST OF REQUIREMENTS: Request form			Cash Section Simple G2G- Government to Government Internal and external auditors / FMS WHERE TO SECURE: 1. DV – GAM/ Accounting Section 2. LDDAP-ADA - GAM/ Accounting Section May be downloaded from the network shared folder. Any request in a form of memorandum			
Client steps	Section's Action	S	Fees to be paid	Processing time	Persons Responsible	
1.	Approvalofregistry:1.1.Check and revisebefore signing/o2.Forward to 2 nd signatory forsigning/approva	certify	None	10 minutes 2 minutes	Cashier or alternate if the latter is not available Administrative Staff	
	Receiving of Signed/Approved Pay Registry: 1. Received and re payroll registry is completely sign then attached to corresponding LDDAP-ADA fo submission to b	eview if is ed o its r vank	None	5 minutes	Administrative Staff	
How to send f	Feedback and complaints mechanismHow to send feedbackAccomplish feedback/ Complaint form of the Section					

How Feedbacks are processed	Feedback or complaint whenever available will
How recubacks are processed	
	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/	Head of Cash Section 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	Any irregularity using the name of DSWD-CAR or
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
	account. www. racebook.com/uswurocar

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

Office or D)ivicion:			Cash Sect	ion
Classific				Simple	
Type of Tra	nsaction:		G2G- (Bovernment to	Government
Who may	/ avail:		:	Staff (internal	public)
CHECKLIST OF RE	EQUIREMENTS:		V	/HERE TO SE	CURE:
Request form		IDC	BA - PPD		
		May	/ be dowr	loaded from	the network shared
		fold	er. Any re	quest in a forn	n of memorandum
Client steps	Section's Action	ns	Fees to	Processing	Persons
			be paid	time	Responsible
1. Submits	1.1 Receives requ		None	8hrs	Technical Staff
request for	and logs in	the			
assistance	Data Trac	king			
during the	System	or			
IDCBĂ	logbook				
activity	1.2 Checks, revie	ews,			
	and ve	erify			
	request	-			
	1.3 Prepares				
	program	or			
	inputs on	the			

IDCBA	of the activity bmit to or				
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 form and client		None	5mins	Administrative Staff	
Feedback How to send feedback		nplaints m lish feed		laint form of the	
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 Cash 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 involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Bagu City or through cellphone numbers: (6374) 66 0430/ (6302) 396 6580/ +0917871 9893/ +6391 872 0256/ +63919 065 5356- 68 or through em address: focar@dswd.gov.ph or through Facebo account: www. facebook.com/dswdfocar					

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

Office or Division: Classification:			Pantawid Pamilyang Pilipino Program			
			Complex G2G- Government to Government			
Type of Transaction: Who may avail:				Staff (internal		
	REQUIREMENTS:			HERE TO SE		
Referral letter	and supporting	Not a			quest may be used	
documents	5			ting staff)		
Client steps	Section's Action	าร	Fees	Processing	Persons	
			to be	time	Responsible	
1. Submit	1 8 Pacaivas ra	auact	paid None	1 dov	Technical Staff	
request to	1.8 Receives re from the PC		None	1 day	rechnical Stall	
the						
Regional						
Director						
for	1.9 a) Con	venes	None	2 days	Technical Staff	
approval	technical we	0				
	group for f					
	review documents	and				
	proceedings	s and				
	discussion					
	endorsed ca					
	b) If tec	hnical				
	working gro					
		eded,				
	•	b the				
	next step 1.10 If e	ligible	None	1 day	Technical Staff	
	for referra		NONE	Tuay	rechnical Stan	
		action,				
		eferral				
	letter	and				
	counter-sign					
	the referral	letter.				
	1.11 a) Co	ounter	None	1 day	Regional Program	
	signs on	the	10110		Coordinator	
	referral	letter			(RPC) and	
	within the a	gency			Division Chief	
		es the	None	1 day	Administrative	
	referral let				Staff	
	the Re Director Re	gional				
	Section	50105				
	Gection					

	pl in	Signs eferral lette aces addition struction to ccomplished	onal be	None	5 hours	Administrative Staff
		Routes e RPC		None	5 hours	Administrative Staff
	Fee	dback and c	ompl	aint me	chanism	
How to send feedb	ack	Accomplish	n feed	dback/ C	Complaint for	m of the Section
How Feedbacks a	ге					ailable will be
processed					ed by the Hea gram RPMO \$	ad of the Pantawid Section
How complaint is		Any compl	aint v	written, t	through priva	ate message, text or
addressed	complaint through quad-media will be immediat addressed by the Head of the Pantawid Pamilya Pilipino Program RPMO Section				-	
Complaint/s throug	ah 8888					pino Program RPMO
Desk/ Hotline					ponse within the	
How complaints ar processed	e	for violatior	ns coi	mmitted		Show Cause Order nt or contractual staff nanent staff
Contact information	n of	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				

68. Submission of Reports to CWC:

Office or Division:			RSCWC		
Class	sification:		Highly Tech	nnical	
Type of	Transaction:	G2G- (Government t	o Government	
	may avail:		RSCWC B	ureau	
CHECKLIST OF	REQUIREMENTS:	V	VHERE TO S	ECURE:	
Written request		Not Appli	icable		
Client steps	Section's Actions	Fees to be	Processing	Persons	
		paid	time	Responsible	
1. Submits	1.1 Receives	None	1 hour	Administrative	
request form	request with			Staff (CWC is	
to RSCWC	notation from			currently hiring	
	RD			, ,	

				an admin staff
				for the regions)
	1.2Logs and	None	1 hour	Administrative
	records request			Staff
	10001431044031			Otan
	1.3 Gather data	None	10 days	Technical staff
	and information			
	(this includes			
	writing the			
	RSCWC			
	members for			
	submission of			
	their report)			T
	1.4 Conducts	None	2 days	Technical staff
	inventory or			
	consolidates			
	report			
	1.5 Prepares draft	None	5 hours	Technical staff
	inventory			
	1.6 Proof reads and	None	5 hours	Technical/
	signs inventory			Administrative
	and routes to			staff
	ORD			
	1.7 Submits to	None	1 hour	Technical/
	CWC			Administrative
	0110			staff
				Stan
	Feedback and co	mplaints med	hanism	
How to send feedb			Accomplish	feedback/
			Complaint	form of the
			Section	
	o proceed			complaint
How Feedbacks an	e processed		Feedback or	
				ailable will be
				nd facilitated by
				RSCWC
			Section	
How complaint is	addressed		Any com	plaint written,
			through pr	vate message,
			•	mplaint through
			quad-media	
				addressed by
				-
			the Head of	RSCWC
Complaint/s throug	h 8888 Dock/ Hotling		the Head of	
Complaint/s throug	h 8888 Desk/ Hotline		Head of	RSCWC will
Complaint/s throug	h 8888 Desk/ Hotline		Head of facilitate the	

	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.

69. Formulation of Work and Financial Plan:

Office or Division: Classification: Type of Transaction: Who may avail: CHECKLIST OF REQUIREMENTS:			RSCWC Complex G2G- Government to Government RSCWC Bureau WHERE TO SECURE:	
Written request	REGOIREMENTO.	Not Appl		
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
1. Submits request to RSCWC	1.1 Receives request with notation from RD	None	1 hour	Administrative Staff
	1.2Logs and records request	None	1 hour	Administrative staff
	1.3Gather data and information (includes requesting member	None	10 days	Technical staff

	agencies to provide inputs)			
	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
	1.6Submits WFP to CWC	None	1 hour	Technical/ Administrative staff
	Feedback and co	mplaints mec	hanism	
How to send feedb			Accomplish Complaint Section	feedback/ form of the
How Feedbacks ar	e processed			ailable will be nd facilitated by
How complaint is a		Any com through pri	plaint written, vate message, mplaint through will be addressed by	
Complaint/s through 8888 Desk/ Hotline			Head of facilitate the	
How complaints are processed			Concerned may issue Order for committed b	Show Cause or violations by permanent or staff or Letter of for non-
Contact information of DSWD FO-CAR			Any irregula name of involving ar may be su DSWD-CAR	arity using the DSWD-CAR or ny of its official ubmitted to the is office at No. ive, Baguio City

or through	cellphone
numbers: (6374) 661-0430/
(6302) 396 6580	/ +0917871
9893/ +63917-	872 0256/
+63919 065 53	356-68 or
through email	address:
focar@dswd.gov.ph	or through
Facebook acco	ount: www.
facebook.com/ds	swdfocar

70. Preparation of Project Proposals for funding:

Office		RSCWC			
	sification:		Complex		
Type of Transaction:		G2G- (G2G- Government to Government		
	may avail:	020	RSCWC B		
	F REQUIREMENTS:	V	VHERE TO S		
Written request		Not Appli			
Client steps	Section's Actions	Fees to be		Persons	
		paid	time	Responsible	
1. Submits	1.1 Receives	None	1 hour	Administrative	
request to	request with			Staff	
RSCWC	notation from RD				
	1.2Logs and	None	1 hour	Administrative	
	records request			staff	
	1.3Gathers data and information (includes	None	8 days	Technical staff	
	identifying agencies with possible funding)				
	1.4 Drafts 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	None	2 days	Technical/	
	proposal to member			Administrative staff	
	agencies and			51011	
	CWC				
	Feedback and co	mplaints mec	hanism		

How to send feedback	Accomplish feedback/
How to seria reedback	Accomplish feedback/ Complaint form of the
	Section
How Feedbacks are processed	Feedback or complaint
now reeubacks are processed	whenever available will be
	addressed and facilitated by
	the Head of RSCWC
How, complaint is addressed	Any complaint written,
How complaint is addressed	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
Complaint's through 6666 Desk/ Houline	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
	Tacebook.com/dswdfocaf

71. Implementation of grievance machinery:

Office or Division:	RSCWC

Classification: Type of Transaction: Who may avail: CHECKLIST OF REQUIREMENTS:			Highly Technical G2G- Government to Government RSCWC Bureau WHERE TO SECURE:		
Complaints form v form	written and non-writte		Not Appli	cable	
Client steps	Section's Actions	Fe	ees to be paid	Processing time	Persons Responsible
1. Submits complaints to	1.1 Receives request	No	one	1 hour	Administrative staff
RSCWC	1.2Logs and records request	No	one	1 hour	Administrative staff
	1.3 Submits to the Office of the Regional Director (RD) for action	he		5 hours	Administrative staff
2. 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		one	1 day	Technical staff
	2.3 Routes to the concerned Division Chief for signature	No	one	1 day	Administrative staff
3. Submits responses to the LOE or SCO	Receives responses to LOE or SCO	No	one	1 day	Administrative staff
	Reviews responses and prepares recommendation		one	1 day	Technical staff
	Submit recommendation to the Division Chief	No	one	5 hours	Technical staff

	Submit recommendation to RD	None	5 hours	Concerned Division Chief
4. Submit approval, dis- approval or	Receives approval	None	1 hour	Administrative staff
order of the Regional Director	Convenes and deliberates with the concerned committee	None	2 days	Technical staff
	Documents deliberation by the committee	None	1 day	Technical staff
	Conduct consultation with the concerned staff	None	1 day	Technical staff
5. Imple-ments recommendati on 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	None	1 day	Administrative staff
	Feedback and co	mplaints mec		
How to send feedb	ack		Accomplish	feedback/
			Complaint Section	form of the
How Foodbooko er	o processed			complaint
How Feedbacks are processed			Feedback or	/ailable will be
				nd facilitated by
			the Head of	
How complaint is addressed				plaint written,
			•	vate message,
			•	mplaint through
			quad-media	
			youu moulu	

	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
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

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

Office or Division:			Reception and Study Center for				
				Children (R	SCC)		
Clas	Classification:				9		
Type of	Transaction:		G2G- (Government to	o Government		
	Who may avail:			RSCC Bureau			
CHECKLIST OF	CHECKLIST OF REQUIREMENTS:			WHERE TO SECURE:			
Written request			Not Applicable				
Client steps	Section's Actions	F	ees to be	Processing	Persons		
			paid	time	Responsible		
	1.1 Prepare things	N	one	5 minutes	Administrative		
	need for the				Staff		

				· · · · · · · · · · · · · · · · · · ·
	conduct of the inventory			
	1.2 Request for assistance of a co-worker verbally	None	2 minutes	Administrative Staff
	1.3Conduct actual inventory of goods	None	5 hours or more or less depending on the bulk of goods for inventory	Administrative Staff
	1.4 Prepare inventory report	None	5 hours	Administrative Staff
	1.5 Submit the inventory report for signature	None	2 minutes	Administrative Staff
	1.6 Reviews and signs the inventory report	None	5 minutes	Center Head
	1.7 File the signed inventory report	None	5 minutes	Administrative Staff
	Feedback and co	mplaints mec	hanism	
How to send feedb	ack		Accomplish Complaint Section	feedback/ form of the
How Feedbacks ar	e processed			ailable will be nd facilitated by
How complaint is a	addressed		through pri text or cor quad-media immediately the Head Section	addressed by of Accounting
Complaint/s throug	h 8888 Desk/ Hotline		Head of RS the respon reglementar send respo	y period and

	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)

Office or Division:			Capacity Building Section			
Classification:			Simple			
Type of Transac	ction:	G	2G- Go	overnment to	Government	
Who may ava	ail:		St	aff (Internal P	ublic)	
CHECKLIST OF REQU	IREMENTS:		WH	HERE TO SEC	CURE:	
Request form			May be downloaded from the network shared folder/CBS Portal. The form can also be filled out directly through the CBS online portal			
Client steps	Client steps Section's Action			Processing time	Persons Responsible	
1. Fills out online form/request form with corresponding document code	1.1 Receives request endorses technical for consulta	and to staff tion	paid None	1-10 minutes	Administrative staff	

2. Seeks	2.1.		None	1 hour	CBS head of		
inputs/insights in	Accommod	lates	None	1 Hour	technical staff		
the preparation of	request and provide				teennour stan		
LNA	inputs/insig						
	queries/qu						
	2.2. Provid						
	and copy	-					
	samples	as					
	reference	uo					
	2.3. Assis	st in the					
	preparation						
	necessary						
	2.4. Revie						
	LNA pr	rior to					
	finalization	if					
	necessary						
Fee	edback and	complaints	s mecha	anism			
How to send feedback		Accomplis	sh feed	back/ Compla	aint form of the		
		Section					
How Feedbacks are proce	essed	Feedback or complaint whenever available					
		will be addressed and facilitated by the Head					
		of CBS					
How complaint is address	sed	Any cor	nplaint	written, th	rough private		
		message, text or complaint through quad-					
		media will be immediately addressed by the					
				ing Section	_		
Complaint/s through 8888	Desk/		-	•	g Section will		
Hotline		facilitate the response within the reglementary					
		period and send response to 8888 hotline and					
		Internal Audit Unit					
How complaints are proce	ssed	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 DS	SVD FO-	Any irregularity using the name of DSWD-					
CAR		CAR or involving any of its official may be submitted to the DSWD-CAR's office at No.					
				· •	ity or through		
					61-0430/ (6302) 3917-872 0256/		
					through email		
		address: focar@dswd.gov.ph or through Facebook account: www. facebook.com/dswdfocar					
			www.18		uswulucal		

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

Classification:SimpleType of Transaction:G2G- Government toWho may avail:Staff (Internal	
	PHONES
CHECKLIST OF REQUIREMENTS: WHERE TO SE	,
Request form May be downloaded fr	
shared folder/CBS Porta	
also be filled out directly	
online portal	
Client steps Section's Actions Fees Processing	Persons
to be time	Responsible
paid	1
1.Fills out online 1.1. Receives request None 15 minutes	Administrative
form/request form and	staff
with accommodates	
corresponding concern by document code providing	
document code providing inputs/insights to	
queries/questions	
1.2. If technical	
questions arises,	
concerns will be	
endorsed to	
technical staff	
2. Seeks further 2.1. Receives concerns None 30 minutes	CBS head or
technical input and provides additional	technical staff
in the inputs/insights needed	Admin/technical
preparation of 2.2. Provides copy of WFP/IDCBA sample/standard	staff
Plan WFP/IDCBA	Admin/technical
plan/template for	staff
reference	
2.3. Assists in the	Admin/technical
preparation of	staff
WFP/IDCBA plan if	
necessary	
2.4. Reviews draft WFP/IDCBA plan if	
WFP/IDCBA plan if necessary	
Feedback and complaints mechanism	
How to send feedback Accomplish feedback/ Complaint for	orm of the Section
How Feedbacks are Feedback or complaint whenever a	
processed addressed and facilitated by the He	

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

75. Institutional Development and Capability Building Proposal

Office o	r Division:	Capacity Building Section			
Class	ification:	Simple			
Type of T	ransaction:	G2G- G	overnment to	Government	
Who n	nay avail:	5	Staff (Internal	Public)	
CHECKLIST OF	REQUIREMENTS:	W	HERE TO SE	CURE:	
Request form	shared for can also	older/CBS Pc	om the network ortal. The form directly through		
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible	
1. Fills out online form/request form with corresponding document code	 1.1. Receives an accommodates request 1.2 Provides copy of the standard proposed template and subsequently provide input in the preparation of salidocument 	e al d	1-10 minutes	Administrative staff	

2. Endorses proposal for	2.1.	proposal and		2 hours	Administrative staff
signatures		endorsed to CBS head for review/inputs.			CBS head of technical staff
	2.2.	Provides comments/inputs to the proposal			Admin staff
	2.3.	Returns proposal (with comments or signed) to			Aumin stan
	2.4.	admin staff Admin staff returns proposal with comments to proponent			
	2.5.	office for finalization Logs and assigned control			
	2.6.	number to signed proposal Endorses proposal to BAC			
		for numbering			
		dback and complair			als/ Complaint
How to send feedba	СК			olish feedba the Section	ck/ Complaint
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		
Complaint/s through 8888 Desk/ Hotline			of Accounting Section 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	proces	ssed	Conceri	ned Division (Cause Order	Chief may issue for violations 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/dswd focar

76. Instructional design/module/learning session development

Niviai an			Cond	oity Duilding	Section		
Office or Division: Classification:							
	n:	G					
EQUIR	EMENTS:						
		also	be filled	out directly th	nrough the CBS		
		onlin	e portal				
S	Section's Actions	5	Fees	Processing	Persons		
			to be	time	Responsible		
			paid				
1.1.	Receives	and	None	1-10	Administrative		
	accommodate	s		minutes	staff		
	request						
1.1.	Endorses requ	Jests					
	to CBS hea	d or					
	technical staf	f for					
	appropriate ac	tion					
1.2.			None	7 days	Technical		
				2	Staff		
	design and mo	odule					
1.3.	Provides						
_	instructions	and					
	ation: nsactio avail: EQUIRI 1.1. 1.1.	ation: nsaction: avail: EQUIREMENTS: Section's Actions 1.1. Receives accommodate request 1.1. Endorses requ to CBS heat technical staf appropriate act 1.2. Provides cop the instruct design and mo templates. 1.3. Provides instructions inputs on	ation: nsaction: avail: EQUIREMENTS: May share also onlin Section's Actions 1.1. Receives and accommodates request 1.1. Endorses requests to CBS head or technical staff for appropriate action 1.2. Provides copy of the instructional design and module templates. 1.3. Provides instructions and	ation: nsaction: avail: EQUIREMENTS: COUREMENTS: COUREMENTS: May be down shared folder also be filled online portal Section's Actions Fees to be paid 1.1. Receives and accommodates request 1.1. Endorses requests to CBS head or technical staff for appropriate action 1.2. Provides copy of the instructional design and module templates. 1.3. Provides instructions and inputs on the	ation: Simple nsaction: G2G- Government to O vavail: Staff (Internal P EQUIREMENTS: WHERE TO SEC May be downloaded fro shared folder/CBS Portal also be filled out directly th online portal Section's Actions Fees Processing to be time paid 1.1. Receives and None 1-10 accommodates request 1.1. Endorses requests to CBS head or technical staff for appropriate action 1.2. Provides copy of the instructional design and module templates. 1.3. Provides instructions and inputs on the		

	1.4. 1.5. 1.6.	ID/module/learning session Reviews draft ID/module/earning session Endorses comments/inputs or signed documents to Admin staff Records documents and returns to proponent office			Admin 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/ Complaint form of the Section					
How Feedbacks are		Feedback or complaint whenever available will be addressed and facilitated by the Head of CBS					
processed How complaint is addre	محصط	Any complaint written, through private message, text or					
	550G	complaint through quad-media will be immediately addressed by the Head of Accounting Section					
Complaint/s through 888 Desk/ Hotline	88	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 us involving any of its DSWD-CAR's office or through cellphone 396 6580/ +091787 065 5356- 68 or thro or through	ing the s officia e at No. e numbe 1 9893	e name of I I may be su 40 North Dri ers: (6374) 66 / +63917-872 nail address:	DSWD-CAR or ubmitted to the ve, Baguio City 61-0430/ (6302) 2 0256/ +63919			

77. Learning Intervention Administration and Management

Office or Division:	Capacity Building Section				
Classification:	Simple				
Type of Transaction:	G2G- Government to Government				
Who may avail:	Staff (Internal Public)				
CHECKLIST OF	WHERE TO SECURE:				
REQUIREMENTS:					
Request form	May be downloaded from the network shared				
	folder/CBS Portal. The form can also be filled out directly through the CBS online portal				
Client steps Sec	tion's Actions Fees Processing Persons				
Olient Steps Oco	to be time Responsible paid				
1. Fill out online 1.2. Re	ceives and None 1-10 Administrative				
	commodates minutes or technical				
	uest staff				
	vise requesting				
-	ty to download cessary forms				
	cessary forms ough the CBS				
	ine portal resource				
	ton				
1.4. If o	nline resources are				
not	available, they				
car	access the forms				
	bugh the CBS				
	ared folder				
How to send feedback	back and complaints mechanism Accomplish feedback/ Complaint form of the Section				
How Teedbacks are	Feedback or complaint whenever available will be				
processed	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 CBS				
Complaint/s through 8888	Head of Capability Building Section will facilitate the				
Desk/ Hotline	response within the reglementary period and send				
How complainte are	response to 8888 hotline and Internal Audit Unit				
How complaints are	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or				
processed	contractual staff or Letter of Explanation for non-				
	permanent staff				
Contact information of	Any irregularity using the name of DSWD-CAR or				
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/				

						•		address:
						Facebook	accou	int: www.
facebook.com/dswdfocar								

78. Learning Intervention Delivery

Office of	Office or Division:			Capacity Building Section			
Classi	ficatior	1:	Simple				
Type of T	Type of Transaction:			G2G- Government to Government			
Who m					aff (Internal P	,	
CHECKLIST OF	REQU	IREMENTS:			IERE TO SEC		
Request form			-			m the network	
						he form can also	
				d out d	irectly through	n the CBS online	
			portal				
Client steps		Section's Actior	IS	Fees	Processing	Persons	
				to be paid	time	Responsible	
1. Fill out online	1.1.	Receives	and	None	1-10	Administrative	
form/request form		accommodate	es		minutes	or technical	
with		request				staff	
corresponding	1.2.		lesting				
document code		party to dow					
		necessary for					
			hrough				
		shared fold					
		CBS online	•				
Deguaat for	1.0	resource butto		Nana		Admin staff	
Request for	1.3.	Receives readers	equest e to	None	30 minutes	Aumin Stan	
learning		concerned sta				Technical	
team (e.g.	1.4.	Concerned	staff			staff/concerned	
team (e.g. facilitator or SME)	1.4.	reviews the re				staff	
	1.5.	Informs requ	-			Stan	
	1.0.	party if requ	•				
		approved or n					
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					
_		session					
	1.7.	Provides copy	of the		Set		
		presentation of			schedule		
			activity				
		organizer					

1.8	facilit with o Requ feeds from	tate the sess confidence uest back/evaluat the organize	ion er			
	Feedbac	ck and comp				
How to send feedback					rm of the Section	
How Feedbacks are					vailable will be	
processed				ated by the He		
How complaint is addre	essed				te message, text	
			•	•	Il be immediately	
				ad of Accounti	•	
Complaint/s through 888	88	Head of Capability Building Section will facilitate the				
Desk/ Hotline		response within the reglementary period and send				
		response to 8888 hotline and Internal Audit Unit				
How complaints are pro	cessed					
					y permanent or	
				_etter of Expla	anation for non-	
		permanent				
Contact information of	DSWD				DSWD-CAR or	
FO-CAR					submitted to the	
					th Drive, Baguio	
					(6374) 661-0430/	
		· · · ·			93/ +63917-872	
					r through email	
				ov.ph or thropook.com/dswdi	ough Facebook	
		account. W		JOK.COIII/USWU	iucai	

79. Measurement and Evaluation of Learning

Office or	Office or Division:			Capacity Building Section			
Classif	Classification:			Simple			
Type of Tr	ansaction:	(G2G- G	overnment to	Government		
Who ma	ay avail:		S	staff (Internal I	Public)		
CHECKLIST OF F	REQUIREMENTS:		W	HERE TO SE	CURE:		
Request form		sha also	red fold	ler/CBS Porta d out directly	om the network al. The form can through the CBS		
Client steps	Section's Actions	8	Fees to be paid	Processing time	Persons Responsible		
1. Fill out online	1.10. Receives	and	None	1-10	Administrative		
form/request form	accommodate	es		minutes	or technical		
	request				staff		

with corresponding document code	1.11.	requesting party to download necessary forms or resources through shared folder or CBS online portal resource button				
Crafting of	1.12.			30 minutes	Admin staff	
Evaluation forms		request and endorse to			Technical	
		concerned staff			staff/concerned	
	1.13.				staff	
		accommodates				
		request				
	1.14.	1 0				
		party in crafting				
		the evaluation				
	Foo	form if necessary	te mod	aniem		
How to send feedba		Accomplish feedba			f the Section	
How Feedbacks are		Feedback or compl				
processed		addressed and facil				
How complaint is	-	Any complaint writt		• •	-	
addressed		complaint through quad-media will be immediately				
	-	addressed by the H				
Complaint/s through		Head of Capability Building Section will facilitate the response within the reglementary period and send				
8888 Desk/ Hotline						
How complaints are	-	response to 8888 hotline and Internal Audit Unit Concerned Division Chief may issue Show Cause Order				
processed		for violations committed by permanent or contractual staff				
processa		or Letter of Explanation for non-permanent staff				
proceeded			tion for	non-permane		
Contact information	of	or Letter of Explana Any irregularity us	sing th	e name of	ent staff DSWD-CAR or	
	of	or Letter of Explana Any irregularity us involving any of it	sing th s officia	e name of al may be s	ent staff DSWD-CAR or submitted to the	
Contact information	of	or Letter of Explana Any irregularity us involving any of it DSWD-CAR's office	sing th s officia e at No	e name of al may be s . 40 North Di	ent staff DSWD-CAR or submitted to the rive, Baguio City	
Contact information	of	or Letter of Explana Any irregularity us involving any of it DSWD-CAR's office or through cellphon	sing th s officia e at No e numb	e name of al may be s . 40 North Di bers: (6374) 6	ent staff DSWD-CAR or submitted to the rive, Baguio City 661-0430/ (6302)	
Contact information	of	or Letter of Explana Any irregularity us involving any of it DSWD-CAR's office or through cellphon 396 6580/ +09178	sing th s officia e at No e numb 71 9893	e name of al may be s . 40 North Di bers: (6374) 6 3/ +63917-87	ent staff DSWD-CAR or submitted to the rive, Baguio City 661-0430/ (6302) 2 0256/ +63919	
Contact information	of	or Letter of Explana Any irregularity us involving any of it DSWD-CAR's office or through cellphon	sing th s officia e at No e numb 71 9893	e name of al may be s . 40 North Di bers: (6374) 6 3/ +63917-87 email address	ent staff DSWD-CAR or submitted to the rive, Baguio City 661-0430/ (6302) 2 0256/ +63919	

80. Knowledge Management a. Good practice review and deliberation:

Capability Building Section (CBS) Office or Division:

		Highly Technical G2G- Government to Government			
Type of Trar		G			
Who may CHECKLI		Staff (Internal Public) WHERE TO SECURE:			
REQUIREN			v v		SLOURL.
Potential Goo Documentation	d Practice			loaded fron ed by the CE	n the network shared 3S.
Client steps	Section's Action		Fee	Processi	Persons
			s to	ng time	Responsible
			be		
			paid		
 Submits complete documenta tion for deliberatio n as good practice 	of GPD in	copy o the team eceipt n the acking	Non e	1 day	Administrative Staff
	1.3Endorsed	JUUUK	Non	15	Admin staff
	potential GF CBS heac technical sta review	l of	е	minutes	
	1.4 Reviews		Non	1 day	CBS head
	document identify whet falls under G success stor 1.5 If document	PD or y is a	е		Admin staff
	success sto will be endors SMU while assessed as it will be end to KM Secret 1.6 Received potential GPI records logbook includes agenda deliberation	sed to e if GP, orsed tariat			KM Chairperson/Secret ariat Secretariat

	 1.7 Prepares notice of learning conversation/mee ting to all KM Team members 1.8 Notifies KM team members for the scheduled learning conversation/mee ting 1.9 Prepares 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. Prepares GPD presentatio n	2.1. Receives and keeps GPD presentation during deliberation 2.2. Reproduces presentation if necessary	Non e	1 day	Head of Capability Section or OIC if the latter is not available or technical staff
3. Presents GPD for deliberatio n	the presentatio n of the	one	2 days	KM Team members
	GPD 3.2. Raises or asks questions relative to the presented GPD			KM Secretariat

3.1			
	of		
	comments		
	and inputs		
	provided by		
	the panel		
	and		
	members		
	for		
	consolidati		
	on		
3.4	4. Deliberates		
	whether		
	presented		
	paper will		
	be		
	considered		
	as GPD or		
	not. If		
	considered		
	GP, subject		
	for		
	finalization		
3.			
3.			
	the		
	proceeding		
	s of the		
	deliberation		
	and the		
	learning		
	conversatio		
	n		
3.			
	memo re:		
	consolidate		
	d		
	comments		
	for		
	signature		
3.			
3.	memo for		
	signature		
	and wait for		
	the signed		
	сору		
		I	

3.8.	Furnishes			
3.0.				
	signed			
	memo to			
	proponent			
	office			
1.9.	Receives		15 days	KM Secretarial
	final or draft			TWG on good
	of the GPD			practice
1.10.	Proofreads			, documentation
	GDP as to			
	its			
	compliance			
	to earlier			
	comments			
	and			
	findings			
1.11.				
	additional			
	comments,			
	packages			
	the GPD to			
	its final form			
1 12	Prepares			
	memo of			
	submission			
	of the GPD			
	for			
	signature of			
	the			
	Regional			
	Director			
1.13.	Records			
	documents			
	for			
	submission			
	to SWIBD			
	prior to			
	endorseme			
	nt			
1 14	Submits			
'.'+.	GPD to			
	SWIDB via			
	email and			
	Records			
	Section			
Fee	dback and cor	nplaints n	nechanism	

How to send feedback	Accomplish feedback/ Complaint form of the Section
How Feedbacks are	Feedback or complaint whenever available will be
processed	addressed and facilitated by the Head of CBS
How complaint is	Any complaint written, through private message, text or
addressed	complaint through quad-media will be immediately
	addressed by the Head of Accounting Section
Complaint/s through	Head of Capability Building Section will facilitate the
8888 Desk/ Hotline	response within the reglementary period and send
	response to 8888 hotline and Internal Audit Unit
How complaints are	Concerned Division Chief may issue Show Cause Order
processed	for violations committed by permanent or contractual
·	staff or Letter of Explanation for non-permanent staff
Contact information of	Any irregularity using the name of DSWD-CAR or
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

81. Conference Room Utilization

Office or Div	vision:	C	anacity Buildi	na Section
	Capacity Building Section			
Classificat		Simple		
Type of Trans	saction:	G2G-	Government f	to Government
Who may a	avail:		Staff (Interna	l Public)
CHECKLIST OF REC	QUIREMENTS:		WHERE TO S	SECURE:
Reservation	shared fo		from the network n can also be filled C.	
Client steps	Section's Action	s Fees	Processing	Persons
·		to be paid	time	Resonsponsible
1. Fills-out online or reservation form and submit to RLRC. Calls for reservation	1.1Receive requestrequestthroug differentdifferentmod (online, call, form andandprocestrequest1.2.1.2.Review requestthe availability theconference hall	gh de n) ss vs on of	30 minutes	Librarian/Admin. Staff

feed requ whe app disa2. Register at the receiving area and proceeds to the100 logis		Provides dback to uesting party ether request is roved or approved Assist clients possible stics needs projector etc.)	None	5 minutes	Librarian/Admin. Staff		
5. Logs out and surrenders any borrowed materials from the RLRC	1.3 Clears user/patron/client on the use of the conference hall		none	5 minutes	Librarian/Admin. Staff		
	-eedb	back and compla	aints me	echanism			
How to send feedback		Accomplish fee	dback/	Complaint fo	rm of the Section		
How Feedbacks are		Feedback or co					
processed		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 Head.					
Complaint/s through 8888		Head of Capability Building Section will facilitate the					
Desk/ Hotline		response within the reglementary period and send					
	response to 8888 hotline and Internal Audit Unit						
How complaints are	Concerned Division Chief may issue Show Cause						
processed		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, Bag							
City or through cellphone numbers: (6374) 661-04							
	(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						

82. Library Service Orientation

	Office or Division:	Capacity Building Section
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Classi	Simple				
Type of T Who m	G2G- Government to Government Staff (Internal Public)				
CHECKLIST OF	WHERE TO SECURE:				
No	Clientele/patrons proceed directly to the				
		conference room for the orientation.			
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Resonsponsible	
1. Fills out online form or request form and submits request	request form 1.2. Logs reque using onlir tracking logbook 1.3. Endorses requests CBS head f approval	nd None s al of st	1 hour	Admin staff	
2. Confirms date of booking	2.1. Informs requesting party of th status request. approved, confirms booking	ne of If			
3. Attends and register for the orientation	conference hall	ne nd le s to ck	Based on set time (1- 2 hours)	Librarian / CBS Head	

4. Provides copy of evaluation report	 3.5. Thanks client for their active participation 3.6. provides promotional materials to clients 4.1. Receives copy of the evaluation report 	none	10 minutes	Librarian/Admin staff			
	,						
	Feedback and comp	aints me	chanism				
How to send feedba							
How Feedbacks are							
processed		addressed and facilitated by the Librarian and the Head					
	1 2	of Capacity Building Section					
How complaint is		Any complaint written, through private message, text or					
addressed	•	complaint through quad-media will be immediately addressed by the Capacity Building Section Head.					
Complaint/s through 8888 Desk/ Hotline		Head of Capability Building Section will facilitate the response within the reglementary period and send					
0000 Desk/ Hounne							
How complaints are		response to 8888 hotline and Internal Audit Unit Concerned Division Chief may issue Show Cause Order					
processed		for violations committed by permanent or contractual					
proceed		staff or Letter of Explanation for non-permanent staff					
Contact information		Any irregularity using the name of DSWD-CAR or					
DSWD FO-CAR	, , ,	involving any of its official may be submitted to the					
	DSWD-CAR's of	fice at N	lo. 40 North E	Drive, Baguio City			
	or through cellph	one nur	nbers: (6374)	661-0430/ (6302)			
				72 0256/ +63919			
		0		S: focar@dswd.gov.ph			
	or through			count: www.			
	facebook.com/ds	wdfocar	•				

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

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 in charge of the appe		
Social worker reports/documents	Social worker in-charge of the case		
(1 original copy or photocopy)			
(1 original copy of photocopy)			
Psychologist reports/documents			
(1 original copy or photocopy)			
	Center psychologist for psychological/psychiatric		
	concerns specifically on psychosocial		
	interventions/psychological tests		
Medical reports/documents			
(1 original or photocopy)			
Anecdotal reports/incident			
reports (1 original or photocopy)	Center nurse for medical/psychiatric concerns		
	specifically on intake of medications		
Center activity reports (1			
original or photocopy)			
Other documents related to			
staff concern/issue (1 original or	Social worker in-charge of the case		
photocopy)			
	Manpower development officer		
	Social worker in-charge of the case		
inventory and learning and development sessions/activities.			

inventory and learning and development sessions/activities.

For rehabilitation team	
meetings	Contar bood or poolal work supervisor
Notice of meeting disseminated either through	Center head or social work supervisor
text messaging, social media	
(Messenger group chat or	
Facebook, etc.), or written	
memorandum (1 original or	
photocopy)	
Progress report of each	
resident including issues and	
concerns currently being	
encountered by the rehabilitation team	
(1 original or photocopy)	social worker in-charge of the case, center psychologist, center nurse, house parents
(psychologist, center nurse, nouse parents
Monthly anecdotal report of	
each resident (1 original or	house parent supervisors and house parents
photocopy)	
Incident reports on resident/s,	
if any (1 original or photocopy)	
Updated multi-disciplinary	
team intervention plan of each	and a worker in charge of the second
resident including information	social worker in-charge of the case
on the status of	social worker in-charge of the case
accomplishment (1 original or	
photocopy) For case load inventory (CRI)	

	1
(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 Section
Order specific to staff	
attendance to the CRI	
(1 original or photocopy)	
Case summary reports of	
residents including issues and	
concerns currently being	
encountered	
(1 original or photocopy)	Social workers in-charge of the cases
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.)	Records Section
Approved Regional Special	Records Section
Order specific to staff	
attendance to the LDI	
activity/session	
(1 original or photocopy)	
Copies of documents with	
inputs/corrections of the	
supervisor/center head which	
are related to the LDI	center rehabilitation team staff participants to the
sessions/topics/activities (1	LDI activity
original or photocopy) -	
Optional or when required by	
the LDI subject matter expert	
Client Steps Section	Actions Fees to Proce Person/s
onent oteps Section	be paid ssing Responsible
	Time

1. Staff raise prevalent issues/conce rns being encountered in case management	1.1.	Center head and supervisors identify the appropriate form of technical assistance to be provided to the staff to address raised issues/concerns/			Center head and supervisors
		gaps/barriers impinging goal achievement in case management through any of the following mechanisms:	None	2 hours	Supervisor and/or Center Head
		 For one-on-one supervision/ consultation proceed to client step no. 2 	None	1 day	Center Head
		 For rehabilitation team meetings, proceed to client step nos. 3-6. 		4 days	Center Head & the
		 For case load inventory, proceed to client step nos. 7-11. 	None	3 days	Regional Center Coordinator (RCC)
		 For in-house LDI activities/ 			Center Head & the RCC

					[]
		sessions,			
		proceed to	Nono		
		client step nos.	None		
		12-15.			
		Provision of technical assista	ance in case	manage	ment to the
		center RHWG rehabilitation			
		processing.			0
2.	Staff brings	2.1 The supervisor	None	1 hour	Supervisor
	to the center	concerned (social work			and/or Center
	head or	supervisor or house parent			Head
	supervisor's	supervisor) provides the			
	attention a	necessary technical			
	particular	assistance to address the			
	difficulty	issue/concern/gap/barrier			
	being	encountered by the staff			
	encountered	under her direct			
	in a certain	supervision.			
	case	2.2The center head is	None	1 hour	Center Head
		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			
1		Team (whichever			
		supervisory level may			
1		apply), proceed to			
1		section action no. 1.4.			
		2.3 The center head	None	1 hour	Center Head
1		prepares an inter-office		- nour	
1		memorandum addressed			
1		to the RMT official			
		concerned.			

3.	Center Rehabilitatio n Team members of the center raises all	3.1 The center headNone1 daythrough the administrationstaff disseminatesinformation on the conduct1of a rehabilitation teammeeting1		Center Head and the administratio n 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- designated representativ e
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- designated representativ e, social workers, psychologist, nurse, manpower development officer, house parent supervisors and house parents and house parent relievers
5.	The multi- disciplinary rehabilitation team members provide recommenda tions/	5. 1The center head or his/her duly-designated representative elicits the consensus regarding which recommendation/ suggestion is most prudent and provides further	None	2 hours	Center Head or his/her duly- designated representativ e, social workers, psychologist,

	suggestions to address the matter at-hand	supervisory inputs/management directions.			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	1.2 The center head or his/her duly-designated representative assigns the staff in-charge of implementation, timeline for accomplishment of the task, resources needed, and the desired output and outcome resulting from the agreed-upon intervention	None	1 hour	Center Head, supervisor, and the staff in-charge
7.	All center staff identified to attend the CRI through an approved Regional Special Order	1.3 The center heads with the regional center coordinator lay out the CRI program flow giving emphasis on discussion of issues/concerns/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	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

			1	
reports include specific				
information on issues/conce rns/ gaps/barriers encountered in case management	 8.2 The RCC analyzes the center reports and summarizes the presentations as to: good practices/ innovations employed to address the issues at-hand areas still needing further action 	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, psychologists , nurses, manpower development 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	None	2 hours	RCC

	issues/concerns/gaps in case management			
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, psychologist, nurse, manpower development officer, house parent supervisors, house parents and house parent relievers
	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 minut es	Center heads
13. The LDI center staff participants prepare all sample documents required by the SME	13.1 The RCC with the center heads ensure full participation of the staff identified in the RSO.	None	30 minut es	RCC and center heads

which will be used during the LDI sessions.					
14. The LDI center staff participants have accomplishe d all expected	stipulated a		None	2 days and 4 hours	RCC, center heads, and LDI Section staff
workshop outputs especially their re-entry action plans	Section stat participants submitted th	ls and the LDI f ensure that all	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 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
How to gather fe		k and complain Each participan given an After-A accomplish.	t of the CRI	and LDI	
How feedbacks are processed		Each participant of the LDI is required to accomplish a re-entry action plan to apply/demonstrate knowledge learned resulting from the LDI activity. Each accomplished form is collected, reviewed, summarized, and recorded. The consolidated results form part of the activity documentation report.			ed resulting I, reviewed, solidated
Complaints coursed through the 8888 Citizen's Complaint Hotline		Center heads m staff's re-entry a The Center Hea within 72 hours prescribed by E	action plans. ad responds upon receip	to compl t of the c	laints in writing complaint as

	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: focar@dswd.gov.ph 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.

Office:	Regional Haven for Women and Girls
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens
Who May Avail:	Walk-in WEDCs and their dependents (if any)
Checklist of Requirements:	Where to Secure:
Personal identification	Client
document, if any.	
(1 photocopy)	
Intake sheet (1 original copy)	RHWG administration staff
Client Steps Section	's Actions Fees to Processing Person/s
	be paid Time Responsi ble

1. Submit self for interview and initial assessment and present any identification	1.1 Review personal identification documentNone(if any) presented by the client		1 hour or more depending on the needs of the client	Social worker on- duty
documents (if any)	1.2 Assess the client's immediate needs and provide them as prompt as possible. Refer the client to other service providers as necessary (ex. emergency medical services)	None		Social worker on- duty, nurse, house parent/s on-duty
	1.3 Once ready, interview the client using the intake sheet.	None	1 hour	Social worker on- duty
2. Provide contact details of non- offending family members/	1.4 Contact non- offending family members/relatives/ significant others to verify information given by the client	None	1 day	Social worker on- duty
relatives/ significant others	 1.5 Assess the client's eligibility and presented problem vis-à-vis the programs and services of the RHWG. If the client is ineligible for admission, proceed to no. 3. 	None	30 minutes	Social worker on- duty

	 If the client is eligible for admission, proceed to no. 4. 			
3. Client agrees to avail of services from other service providers which may better address her presented problem or needs	1.6 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
	1.7 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
	1.8 Provide temporary shelter especially with clients who are with their dependents if needed while referral process is underway. Admission procedures will apply. (Refer to the Admission	None	1 day or depending on the response time of the agency to whom the referral is being made	Social worker and house parent on- duty

	Procedures on page			
)			
4. Client agrees to undergo admission procedures	1.9 Admit client and her dependent/s, if any. (See page)	None	30 minutes	Social worker and house parent on- duty
5. If a client refuses to be admitted in the center, she shall write a waiver stating her reason for	 2.0 Explain to the client the possible consequences for refusing to avail of the center services. 2.1 Assist the client in writing the weiver 	None	1 hour	Social worker on- duty
refusing the services of the center and that she understands the possible consequence s thereof.	writing the waiver 2.2 Ensure that the waiver has been duly signed by the client.			
	TOTAL	N/A	2 days and	
	Foodback and complet	inte meeke	5 hours	
How to gather feed	Feedback and complai			m/Client
-rion-to-gather loct		Accomplish feedback form/Client Satisfaction Questionnaire		
How feedbacks are	All feedbac discussed the staff as	cks are record by the Centers basis for the service delivery	ed/filed and r Head with assessment	
Complaints cours Citizen's Complain	The Cente complaint upon rece prescribed series of	er Head respo in writing with eipt of the co by Executive (2016 Institutio ens' Complaint ng the 8888	onds to the in 72 hours omplaint as Order No. 6, nalizing the Hotline and	
How complaints ar	The Divisio	on Chief may is ler for violation		

	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

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.

Office:	Regional Haven for Women and Girls
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens
Who May Avail:	Walk-in minor girls and their dependents (if any)
Checklist of Requirements:	Where to Secure:
Personal identification	Client
document (if any)	
(1 photocopy)	
Intake sheet (1 original copy)	RHWG administration staff
Client Steps Sectio	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)	 1.1 Review personal identification document (if any) presented by the client 1.2 Assess the client's immediate needs and provide them as prompt as possible. Refer the client to other service providers as necessary (ex. emergency medical services) 	None	1 hour or more depending on the needs of the client	Social worker on- duty Social worker on- duty, nurse, house parent/s on- duty
		1.3Once ready, interview the client using the intake sheet.	None	2 hours	Social worker on- duty
2.	Provide contact details of non- offending family members/	1.4 Contact non-offending family members/relatives/ significant others to verify information given by the client	None	2 hours	Social worker on- duty
	relatives/ significant	1.5 Contact the LSWDO concerned to inform them of the client's case	None	2 Hours	Social worker on- duty
	others	1.6 Request for a Parenting Capability Assessment Report (PCAR) through letter writing to the LSWDO concerned	None	1 day	Social worker on- duty
3.	Client (with her dependent/s, if any) agrees to undergo admission procedures	1.7 Provide temporary shelter while referral process is underway or admit for protective custody whichever is deemed necessary based on the social worker's assessment. Admission procedure	None	1 hour	Social worker and house parent on-duty

shall apply for both. (See	
)	
TOTAL	
Feedback and complain How to gather feedback	ts mechanism 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 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: 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:		Regional Ha	wen for Wome	a and Girle	
Classification:		Regional Haven for Women and Girls Simple			
Type of Transaction:		G2G – Government to Government			
Who May Avail:	011.		WEDCs or CNS		
Checklist of Requ	irements:	Where to Se		51 5	
		Referring W			
Referral letter (1 original copy) Personal identification documents of the client and her dependent, if any (1 photocopy) Medical certificate declaring		Referring WCPD officer Referring WCPD officer who secured the medical certificate from a medical officer of any accredited			
the client fit for shelter (1 original copy)		government	medical facility	,	
Client Steps	Section's	s Actions	Fees to be paid	Processing Time	Person/s Responsible
1. Submit self for interview and pre-admission case conference	and med certificate 1.2Conduct admissio conferen referring officer to explore of circumsta to detern client's e admissio	rsonal tion d (if any), ical e pre- on case ce with the WCPD further client's ances and nine the ligibility for	None	10 minutes	Social worker on-duty Social worker on-duty, nurse, house parent/s on- duty, referring WCPD officer

	 If the client (and her dependent is eligible for admission, proceed to no. 3. 			
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 a waiver stating her reason for refusing the services of the center and that she understands the possible consequences thereof	 1.7 Explain to the client the possible consequences for refusing to avail of the center services. 1.8 Assist the client in writing the waiver 1.9 Ensure that the waiver has been duly signed by the client 	None	1 hour	Social worker on-duty
	TOTAL	N/A		
How to gather feed How feedbacks are Complaints cours Citizen's Complain	e processed sed through the 8888	Accomplish fe Satisfaction G All feedback discussed by as basis for service delive The Center H in writing with complaint as No. 6, series	eedback form/C Questionnaire ks are reco the Center Hea the assessm ry. ead responds t in 72 hours upo prescribed by E	rded/filed and ad with the staff nent of quality o the complaint on receipt of the Executive Order utionalizing the

	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: focar@dswd.gov.ph 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: Classification:	Regional Haven for Women and Girls Complex
Type of Transaction: Who May Avail:	Pre-assessed and eligible individuals who are:
	 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: Child survivor of cruelty (Sec.2 (c) of the IRR of RA 7610) Child survivor of physical injury (Sec.2 (d) of the IRR of RA 7610) Schild 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)
	1.7 Child 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) 1.11 Child survivor of armed conflict
	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 economic abuse (Sec.3 (D) of RA 9262)
	2.2 Woman victim-survivor of rape (RA 8353)
	2.3 Woman victim-survivor of trafficking and involuntary prostitution (RA 10364)
	2.4 Woman victim-survivor of illegal recruitment (RA
	10022)
	2.5 Woman survivors of armed-conflict (RA 9851)
Checklist of	Where to Secure:
Requirements	
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				
government agencies (NGAs), and others:				
Referral letter	PNP – WCPD			
Medical certificate				
indicating that the client				
being referred is fit for	Any government h	osnital or ci	tv/municipal/pr	ovincial
shelter	health office		ty/mameipai/pi	ovincial
	neutri onice			
Any valid ID of the client				
being referred, if any				
For clients referred by				
LSWDOs:				
Initial Social Case Study	Referring LSWDC)		
Report (SCSR)	5			
	PNP-WCPD			
Investigation report of the				
WCPD/sworn affidavit of	Government hosp	ital or city/m	unicipal/provin	cial health
the survivor-victim (as	office	-		
applicable);				
	Accredited/registered public or private psychologists			
Medico-legal report (as				
applicable);	Government hospital or local city/municipal/provincial			
	health office			
Psychological report (as				
applicable)				
Medical				
certificate/psychiatric				
diagnosis indicating that				
the client is fit for shelter	on's Actions	Fees to	Processing	Person/s
Cheffit Steps Section	SITS ACTIONS	be paid	Time	Responsibl
		- paid		e
1.The client, 1. The	center	None	2 hours	Admitting
,	abilitation team			social
	nbers conduct an			worker
	nission case			
-	ference with the			
ve/significant resi	dent, her			
-	ompanying family			
the referring mer	nber/relative/signi			
social worker fical	nt others, and the			
attends the refe	rring social			
admission wor	ker.			

case conference.					
2.The client her accompanying family member/relati ve/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/ 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.	None	30 minutes	Admitting social worker
3.The client expresses understanding of the center rules and regulations and agrees to comply with these.	4.	Orient the resident, her accompanying family member/relatives/sig nificant others and the referring parties on the following: a. responsibilities and obligations of the resident, the case worker and the	None	1 hour	Admitting social worker and house parent supervisor

4.The client	5.	rest of the center staff; b. daily schedule from waking up to sleeping time; c. home management activities or house hold chores (ex. cleaning rooms, cooking, washing dishes, laundry, etc.); d. attendance to center activities	None	10 minutes	Admitting
agrees to surrender all valuable items in her possession including her mobile phone.		surrender all valuable items in her possession including her mobile phone. She should be informed that there are secure storage facilities where her personal belongings may be kept secure.			social worker
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	None	1 hour	House parents supervisor and house parent on- duty

		brought into the center.			
	7.	Provide toiletries and other basic items needed by the resident.	None	20 minutes	House parent on- duty
6.The resident's accompanying relative/signific ant 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 needed to assess her problem or situation. 8.2 Assure her that any information she provides will be kept confidential. 	None	3 days	Admitting social worker
8.The resident signs the intake sheet	10.	The center head or her duly-designated officer-in-charge reviews and approves the admission by signing	None	10 minutes	Center head or her duly- designated OIC

the admission documents.			
TOTAL	N/A	3 days, 6 hours & 40 minutes	

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

Office:		Regional Haven for Women and Girls			
Classification:		Complex			
Type of Transacti	on:	G2C – Governm		tens	
Who May Avail:		Admitted resider			
Checklist of Requ		Where to Secur	re:		
Accomplished Intal					
Social Case Study	Report				
Intervention Plan/ (Contract				
Referral Letter					
Client Steps	Section	n's Actions	Fees to	Processin	Person/s
			be paid	g Time	Responsi
					ble
1. State problem		assessment	None	2 hours	Social
areas and needs		client and			worker in-
to be addressed		oroblem areas			charge of
according to		to address			the case/
priority.		areas. Lay out			Oliant
P		available for the			Client
	•	ternal and			
	external) 5.2 Accomp				
		etter to other			
		ecessary to	None		
		essary services	NULLE		
		he center.			
		an intervention			
	-	ing the goals,			
	problem				
		s, activities to			
	be undertaken, with time				
frame, po		ersons			
	responsi	ble in			
		ntation, and			
		d output of the			
	client.				

3.	Agree/not agree or suggest other solutions/activ ities that can address problem areas.	5.4 Listen and lists down suggested activities and suggest other means to address problems	None	30 minutes	Social worker in charge of the case/ Client	
4.	Sign the intervention plan/contract	 5.4 Print out the said contract and have the client sign. 5.5 Submit the intervention plan together with the Social Case Study Report of the client for Center Head's Approval 	None	30 minutes	Social worker in charge of the case/ Client	
		TOTAL	N/A	4 Hours		
		Feedback and complaints				
Ho	w to gather feed	back	Accomplish feedback form/Client Satisfaction Questionnaire			
	w feedbacks are		All feeds and discu with the assessme delivery.	backs are re issed by the staff as ba ent of qua	ecorded/filed Center Head asis for the lity service	
	mplaints course mplaint Hotline	d through the 8888 Citizen's	complaint upon rec prescribe 6, series the 888 Hotline a	er Head resp in writing wit eipt of the o d by Executiv of 2016 Inst of Citizens' nd Establishi Complaint Ce	hin 72 hours complaint as ve Order No. itutionalizing Complaint ng the 8888	

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

0((:		Decience	fa = \//a == a		
Office:		Regional Haven for Women and Girls			
Classification:		Simple G2C – Government to Citizens			
Type of Trans					
Who May Avai		Walk-in WEDCs		aependents (ii	any)
Checklist of R		Where to Secur			
Court Order/Su	opoena	Court assigned	to the case		
Travel Order		PAS			
		_		D	
Client Steps	Sectio	n's Actions	Fees to be paid	Processin g Time	Person/s Responsi ble
1. Avail of the	1.1 Escorti	ng of Client in	None	1 hour	Social
Social	attending	g Court Hearing			worker
Services of the Center; Escorting of Client in attending Court Cases	1.2 Coordin referring case abo attendar hearing. 1.3 Request	ate with the party of the		15 minutes	assigned to the case
 Prepare self for travel and check essentials needed during trave Submit colf 	d client in travel .	arent to assist preparation for	None	1 day	Social in charge of the case Housepar ent
 Submit self for briefing activities wit the Prosecutor charge prior to hearing. 	prosecut 1.8 After hea n debriefin	•	None	1 hour 1 hour	Social in charge of the case Housepar ent

TOTAL	N/A	1 Day 2	
		TIOUIS	

90. Health Services

Type of Who M Check Requin Social PhilHe Form	fication: of Transa lay Avai list of rements Case Stu alth Regi	action: I: : udy Re	port n	Regional Haven for Women and Girls Simple G2G – Government to Government All referred WEDCs or CNSPs Where to Secure: Social Worker assigned ion's Actions Fees Processin Person/			
Client	t Steps		Section	on's Actions	to be	Processin g Time	Person/s Responsib
	Fill out Philhea Ith form for enrolm ent.	 1.1. 1.2. 1.3. 1.4. 1.5. 	for en PhilH Secu Certif Subm Form Office the cl Secu Accou PhilH Facili the P	ate filled out forms nrolment to lealth. re PSA Birth ficate of the clients nit Registration is to PhilHealth e for enrolment of lients admitted. re Statement of unt from the lealth Office tate payment of chilHeath Bills of rs enrolled .	paid None	8 Hours	le Social Worker Assigned
	Submit s self for physica l/health assess ment of client	2.1.	client medic proce check batter tests scree STD Ultras Addre	vly admitted, let cundergo different cal edure/general k-up and other ries of laboratory (CBC,X-ray, HIV ening and other Screening, sound and others.) ess different cal/dental			

	 2.3. 2.4. 2.5. 2.6. 2.7. 	problems/medication treatments. Subject client for follow- up check-up whenever necessary. Conducts monthly physical/dental assessment of all clients admitted. Accomplish medical feedback report to be submitted to social worker assigned of the case evert medical/dental check-up attended. Accomplish monthly progress report of the client with regards to their health and physical condition. Attend monthly rehabilitation team meeting so as to update	None	8 Hours	Center Nurse
		regards to the physical condition of the clients.			
		TOTAL	N/A	16 Hours	
Feedback and complaints					
How to gather feedback			Accomplish feedback form/Client		
How feedbacks are processed Complaints coursed through the 8888 Citizen's Complaint Hotline		Satisfaction Questionnaire All feedbacks are recorded/filed and discussed by the Center Head with the staff as basis for the assessment of quality service delivery. 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: focar@dswd.gov.ph or through Facebook account: www. facebook.com/dswdfocar

91. Educational Service

Office:		Regional Haven for Women and Girls			
Classification:		Simple			
Type of Transaction:		G2G – Government to Government			
Who May Avail:		All referred WEDCs or CNSPs			
Checklist of			re:		
Requirements:					
Social Case Study Report		From former school enrolled at.			
Former School Credential					
Client Steps	Section	n's Actions	Fees to be paid	Processin q Time	Person/s Responsib
Client Steps	Sectior	n's Actions	Fees to be paid	Processin g Time	Person/s Responsib Ie
Client Steps 1. Submit		n's Actions			Responsib
	1. Asses		be paid	g Time	Responsib le
1. Submit	1. Asses status 1.1.	ss educational s of the resident. Referral and	be paid	g Time	Responsib le Social
1. Submit s self	1. Asses status 1.1.	ss educational s of the resident.	be paid	g Time	Responsib le Social Worker

ment of educati onal	1.2. Referral for assessment at SPED if with learning disability.			Manpower Developme nt Officer II
level/at tainme nt	1.3. LGU for modular 1.4. Enrolment to			
	regular school. 2. If ALS; coordinate with ALS teacher (DEPED) for			
	compliance 2.1. Completion of required			
	document for ALS (birth certificate and ID picture) 3. If SPED; coordination			
	with SPED teacher from SPED School for appropriate			
	approach. 4. If LGU modular, ensure that during the admission			
	conference, there was an agreement that the referring MSWDO will be the			
	one responsible in getting the modules from the school			
	where the resident is enrolled. They will be sending the modules to RHWG for the	None	8 Hours	
	resident to accomplish. 4.1. RHWG sends			
	the completed modules back to LGU for submission to the			
	school where the resident is enrolled.			

			· · · · · · · · · · · · · · · · · · ·
 5. Enrolment to regular school: Social worker assess the resident if she can be enrolled to the nearest government school near the center. 5.1. If assessed as eligible to enroll to a regular school, SW completes document necessary for enrolment. 5.2. Enrolls resident to school. 5.3. Conduct regular monitoring and case conference with the teacher. 5.4. Attends parent teacher meetings whenever 			
necessary.			
6. Accomplish monthly progress report.			
TOTAL	N/A [/]	16 Hours	
Feedback and complai			
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 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: focar@dswd.gov.ph or through Facebook account: www.
	facebook.com/dswdfocar

92. Psychological Service

Office: Classification: Type of Transa Who May Avai Checklist of Requirements Social Case Stu	action: I:	Regional Haven for Women and GirlsSimpleG2G – Government to GovernmentAll referred WEDCs or CNSPsWhere to Secure:			
		n's Actions	Fees to be paid	Processin g Time	Person/s Responsib Ie
1. Submit s self for psychol ogical evaluat ion/ass	Evalu the re 8. Refer agene	nological lation tests to esident. rral to partner cies for further notherapy	None	8 Hours	Psychologi st II

essme nt/coun seling	 9. Conducts couns sessions with the resident. 10. Referral to PMH Psychological evaluation. 11. Facilitate group sessions to the residents. 12. Attends monthly rehabilitation teameetings. 13. Accomplish more progress report resident to be submitted to soo worker for consolidation 	HA for Work work		8 Hours	
		OTAL	N/A	16 Hours	
Feedback and complain How to gather feedback How feedbacks are processed Complaints coursed through the 8888 Citizen's Complaint Hotline		Accomplis Satisfactio All feedba discussed the staff a of quality s The Cent complaint upon reco prescribed series of	h feedback for on Questionnal cks are record by the Center s basis for the service deliver er Head resp in writing with eipt of the of by Executive 2016 Institution ens' Complain	ire ded/filed and er Head with e assessment y. bonds to the hin 72 hours complaint as Order No. 6, onalizing the	
How complaints are processed How complaint is addressed		Establishin Complaint The Divisio Cause Ord by perman demand a the cost-of Any comp	ng the 888	38 Citizens' issue a Show ns committed ictual staff or lanation from d whether in	
		electronic		messages,	

	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

93. Provision of Homelife Services

Office: Classification: Type of Transaction: Who May Avail: Checklist of Requirements:		Regional Haven for Women and Girls Simple G2G – Government to Government All referred WEDCs or CNSPs Where to Secure:		
Social Case Stu		Where to bec	ure.	
Client Steps	Section's Actions	Fees to be paid	Processin g Time	Person/s Responsib Ie
2. After admissi on, client must submit self to orientat ion at the housep arents.	 Issuance of neede clothings, beddings and linens to newly admitted resident. Accomplishment o Weekly Schedule tasks of the residents. Monitor performan of tasks of the resident. Monitor and record cleaning and arranging lockers, beddings and resident's hygiene Oversee activities residents 24/7 	s / f of ce l of	8 Hours	Housepare nts

6. Report any untoward			
incident that may			
occur during their			
shift.			
7. Record behavior of			
resident during their			
shift.			
8. Record and request			
things needed by the			
resident like, clothes,			
socks, under			
garments and others.			
9. Conducts monthly			
meeting with the			
residents.			
10. Attends monthly			
rehabilitation team			
meeting.			
11. Accomplish			
behavioral			
observation			
document every after			
shift.		8 Hours	
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			
incoming			
houseparent.			
13. Accomplish monthly			
progress report of the			
resident to be			
submitted to social			
worker for			
consolidation.			
TOTAL	N/A	16 Hours	
Feedback and complai			
How to gather feedback		h feedback for	
	Satisfactio	n Questionnai	re

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

94. Provision of Economic/Developmental Service

Office:	Regional Haven for Women and Girls
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who May Avail:	All referred WEDCs or CNSPs

Checklist of Where to Secure: Requirements:				
Updated Social Report		ed social w	orker.	
Client Steps	Section's Actions	Fees to be paid	Processin g Time	Person/s Responsib Ie
1. Submit herself for	PRE-DISCHARGE OF THE RESIDENT	None	1 hour	Social Worker Assigned to
assess	For Reintegration :			The Case
ment.	1. If with favorable PCAR, The Center Head approves the discharge of the		1 hour	
	resident to the identified family member or relative. SW schedules a pre- discharge case		10 minutes	
	conference with the concern LGU. 2. If with non favorable PCAR, SW forward a		30 minutes	
	letter to concern LGU to locate possible relatives for the		10 minutes	
	resident's reintegration.		15 minutes	
	3. Takes picture of the resident for		10 minutes	
	 discharge. 4. The assigned SW informs the houseparent to conduct inventory of belongings of the resident and identify needed things to be purchased that are ready before the actual discharge. 		20 minutes	

For	transfer to other			
	ution:			
<u></u>				
2.	Social Worker to submit referral letter/request for approval of transfer of resident. Ensure that all necessary documents for transfer are accomplished. Takes picture of the resident for discharge The assigned SW informs the houseparent to			
	conduct inventory of belongings of the			
	resident and identify			
	needed things to be purchased that are			
	ready before the			
	actual discharge			
	aotaal aloonalyo			
	TOTAL	N/A	4 Hours	
	Feedback and complai	nts mecha	nism	
How to gather feedbac	ck		h feedback fo	
			n Questionna	
How feedbacks are pr	ocessed	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		er Head resp	
Citizen's Complaint He			in writing wit	
			eipt of the c	
		prescribed by Executive Order No. 6,		
			2016 Institutio	
		8888 Citiz Establishir	ens' Complain	
				38 Citizens'
	Complaint			
How complaints are p		on Chief may i		
			der for violation	
		hent or contra		
			Letter of Expl	
		the cost-of	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: focar@dswd.gov.ph or through Facebook account: www. facebook.com/dswdfocar

95. Pre-Discharge of the Resident

Office: Classification: Type of Transa Who May Avai Checklist of Requirements:	action: l:	Regional Haven for Women and GirlsSimpleG2G – Government to GovernmentAll referred WEDCs or CNSPsWhere to Secure:			
Social Case Stu Client Steps	· ·	ı's Actions	Fees to be paid	Processin g Time	Person/s Responsib Ie
1. Submit herself for assess ment.	intere 2. Refer reside involv differe the ce 3. Obse record reside	to MDO for the ent to get ve in the ent activities at enter. rves and ds behavior of ent while ipating in an	None	8 Hours	Social Worker /MDO II

		I		,
4. Coi	nducts different			
skil	ls training			
apr	propriate to the			
	essed needs of			
	resident.			
	outside			
	ources, training			
	terials, resource			
•	akers necessary			
for	the resident to			
aco	uire additional			
skil	ls like mushroom			
pro	duction, urban			
•	dening, and many			
	ers.			
	olment of resident			
_	vocational school			
	r High Scholl			
	aduates) in			
	ordance to their			
	essed needs and			
	erest.			
	ends monthly			
-	abilitation team			
	eting.			
	omits monthly			
	gress report of the			
res	ident for the social			
WOI	ker to		8 Hours	
cor	solidate.			
9.				
	TOTAL	N/A	16 Hours	
	lback and complai	nts mecha	nism	
How to gather feedback		Accomplis	h feedback fo	rm/Client
		Satisfactio	on Questionna	ire
How feedbacks are processed		All feedbacks are recorded/filed and		
	discussed by the Center Head with			
			s basis for the	
			service deliver	
Complaints coursed the	rough the 8888		er Head resp	
Citizen's Complaint Hotline			in writing wit	
			eipt of the c	
			by Executive	
			•	
			2016 Instituti	•
			ens' Complair	

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

96. Discharge of client from the center

Office:		Regional Haven for Women and Girls				
Classification:		Simple				
Type of Transa	action:	G2G – Government to Government				
Who May Avai	l:	All referred WE	DCs or CNS	SPs		
Checklist of		Where to Secu	ire:			
Requirements						
Social Case Stu	udy Report					
Client Steps	Sectior	n's Actions	Fees to be paid	Processin g Time	Person/s Responsib Ie	
2. Submit	1. <u>Mino</u>	r Resident	None	8 Hours	Social	
herself					Worker	
for	10. <u>For R</u>	leintegration:			/MDO II	
	11.1. Es	cort resident for				
	reinte	gration.				

			ן ו
assess	12.2. Conduct/facilitate		
ment.	discharge case		
	conference together		
	with the LGU		
	concerned, the		
	parents/family and		
	BCPC.		
	13.3. Officially endorse		
	resident to her family		
	through a discharge		
	slip signed by the		
	resident, the		
	receiving persons		
	and the		
	MSWDO/CSWDO		
	representative.		
	14.4. Submit a copy of		
	referral for after care		
	to MSWDO/CSWDO		
	concerned.		
	15.5. Within the month		
	of discharge, SW		
	-		
	assigned to submit a		
	case summary with		
	attached after care		
	plan of the resident.		
	LGU concerned is		
	expected to submit a		
	progress 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	8 Hours	
	from the LGU.		
	17.		
	18. *If no Progress		
	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		
MSWDO/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.		
25.3. Officially endorse		
resident to the		
institution		
representative		
through a discharge		
slip signed by the		
resident, the		
receiving institution.		
26.4. Submit a copy of		
transfer case		
summary.		
27.		
28. <u>WEDC RESIDENT:</u>		
29. Independent		
Living/Reintegration		

	30.1. Conduct inventory			
	of belongings.			
	31.2. Conduct discharge			
	case conference			
	32.3. Resident signs a			
	discharge slip.			
	33.4. Refer resident for			
	after care services.			
	34.For transfer to other			
	institution:			
	35.1. Escort resident for			
	transfer.			
	36.2. Conduct/facilitate			
	discharge case			
	conference together			
	with the Institution			
	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.			
	lecernig neutration			
	1. 4. Submit a Case			
	Summary Report			
	Summary Report			
	Feedback and complai	ints mechanism		
How to gather f		Accomplish feedback form/Client		
How to gather I	CCUDACK	•		
How foodbook	ara processed	Satisfaction Questionnaire		
How feedbacks		All feedbacks are recorded/filed and		
		discussed by the Center Head with		
		the staff as basis for the assessment		
		of quality service delivery.		
-	oursed through the 8888			
Citizen's Comp	aint 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: 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)		
Class	sification:				Highly Tech	inical
Type of	Transaction:			G2G	- Government to	o Government
Who	nay avail:				All Staff (Intern	al Public)
CHECKLIST OF	REQUIREMEN	NTS:			WHERE TO SI	ECURE:
Nomination Form	nation Form			Network shared folder		
Client steps	Section's Act	ions	F	ees to	Processing	Persons
			b	e paid	time	Responsible
	1. Prepares	CBP	No	one	15 minutes	AAI
	memorandu	ım				
	and poster					
	2. Reviews	CBP	No	one	10 minutes	AO IV
	memorandu	ım				
	and poster					

		3. Distributes signed memo to staff	None	10 minutes	AA II (JO)
4.	Submits signed nomination form (1 month)	4.1 Receives nomination forms	None	5 minutes	AAI
		4.2 Consolidates and validates nominations	None	3 days	AAI
		4.3 Prepares Notice of Deliberation	None	15 minutes	AAI
		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)
		4.7 Deliberates on the validated nominations	None	1 hour	PRAISE Committee Members
		4.8 Prepare resolution and certificates and routes to members for concurrence	None	2 hours	AA I and AA II (JO)
		4.9 Reviews resolution and certificates	None	15 minutes	AO IV
		4.10 Concurs and recommends for the approval of the resolution	None	1 day	PRAISE Committee Members
		4.11 Approves resolution and signs documents	None	10 minutes	Regional Director
		4.12 Prepares cash prize and	None	1 day	AAI

Certificates, and				
Invite awardees				
4.13 Awards	None	15 minutes	Regional	
			Director	
Feedback and com	nlaints me	chanism		
How to send feedback		Accomplish	feedback/	
riow to seric recuback			n of the Section	
How Foodbooks are proceed		Feedback or co		
How Feedbacks are processed				
		whenever avai		
		addressed and	•	
		the Head of H		
How complaint is addressed			written, through	
		private mess	-	
			nrough quad-	
			e immediately	
		-	the Head of	
		Accounting Se		
Complaint/s through 8888 Desk/ Hotline		Head of HRPPMS will		
			esponse within	
			ary period and	
			to 8888 hotline	
		and Internal Au		
How complaints are processed		Concerned Div	rision Chief may	
			ause Order for	
		violations c	ommitted by	
			contractual staff	
			Explanation for	
		non-permanen		
Contact information of DSWD FO-CAR		Any irregular	, ,	
			SWD-CAR or	
		0,	f its official may	
			to the DSWD-	
			at No. 40 North	
			City or through	
		•	mbers: (6374)	
		```	02) 396 6580/	
			93/ +63917-872	
		0256/ +63919	065 5356- 68 or	
		through err	ail address:	
		focar@dswd.gov.ph	n or through	
		Facebook a	ccount: www.	
		facebook.com/	dswdfocar	

## 98. Processing of PRAISE Client Satisfaction Award

Office or Division:			Human Resource and Welfare		
	· · · · ·		Section (HRWS)		
	sification:		Highly Technical G2G- Government to Government		
	Transaction:				
	may avail: FREQUIREMENTS:			ll Staff (Intern /HERE TO SI	/
Top Priority Action F					Complaint Desk
	dback from the PAC	<u>.</u>		ent Initiated	Complaint Desk
Online Kiosk, lette	ers, text messages,				
mails, etc.					
Client steps	Section's Actions		ees to be paid	Processing time	Persons Responsible
1. Submits	1.1 Receives	No	one	5 minutes	AAT
commendations (1 month)	commendatio ns				
	1.2 Consolidates and validates commendations	No	one	3 days	AAI
	1.3 Prepares None Notice of Deliberation		one	15 minutes	AA I
	1.4 Reviews Notice of Deliberation	N	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	N	one	10 minutes	AA II (JO)
	1.7 Deliberates on the validated nominations	No	one	1 hour	PRAISE Committee Members
	1.8Prepareresolutionandcertificatesandroutes to membersfor concurrence	N	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	ΑΑΙ
	1.13 Awards	None	15 minutes	Regional Director
	Feedback and con	nolaints mech	anism	
How to send feedba			Accomplish	feedback/
			Complaint Section	form of the
How Feedbacks are	e processed			vailable will be and facilitated
How complaint is a		through print text or con quad-media immediately	olaint written, vate message, nplaint through will be addressed by of Accounting	
Complaint/s through		Head of facilitate the the reglement send response	HRPPMS will response within ntary period and onse to 8888 Internal Audit	
How complaints are processed			Concerned may issue Order for 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:
	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:	Hum	an Resource	and Welfare	
Onice		Tidini	Section (HRWS)		
Class	Classification:			x	
	Transaction:	G2G- (		o Government	
	nay avail:		Il Staff (Intern		
	REQUIREMENTS:		VHERE TO SI	/	
	Eligibility Examination	n Institution exam	n where one to	ook the eligibility PRC, etc.),	
Proof of Completing	A Course (i.e. Diplom		nal Institutio		
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible	
1. Submits Proof of Passing an	1.1 Receives document	None	5 minutes	AAT	
Eligibility Examination/ Proof of Completing A Course	1.2 Consolidates and validates documents	None	1 day	AAI	
	1.3PreparesNoticeofDeliberation	None	15 minutes	AAI	
	1.4 Reviews Notice of Deliberation	None	10 minutes	AO IV	

		· • •		
	1.5 Signs Notice of Deliberation	None	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	None	1 hour	PRAISE Committee Members
	1.8Prepareresolutionandcertificatesandroutes to membersfor concurrence	None	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 con	nplaints mech	anism	
How to send feedba			Accomplish Complaint Section	feedback/ form of the
How Feedbacks are processed			Feedback or whenever a	vailable will be and facilitated
How complaint is a	ddressed			olaint written, vate message,

Complaint/s through 8888 Desk/ Hotline	text or complaint through quad-media will be immediately addressed by the Head of Accounting Section 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

## 100. Facilitation of Progressive Disciplining (PD)

Office or	Division:	H	luman	Resource and	Welfare Section
				(HRWS)	
Classification:				Highly Tech	nical
Type of Transaction:			G2G- Government to Government		
Who may avail:			Staff (Internal Public)		
CHECKLIST OF REQUIREMENTS:				WHERE TO SE	ECURE:
Incident Report		С	oncer	ned Office	
Client steps S	Section's Actions	Fee	es to	Processing	Persons
		be	paid	time	Responsible

1. Transmits Incident Report	1.1 Receives Incident Report	None	2 minutes	AO IV
	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)
	1.13 Conducts orientation with the concerned staff and his/her immediate	None	30 minutes	AO IV, together with the concerned staff and his/her

p u	upervisor egarding the rocess and come p with the greement			immediate supervisor
m re th A (c	.14 Receives nonthly feedback eport relative to ne signed greement Form duration: at least nree months)	None	2 minutes	AO IV
p cu b	.15 Evaluates rogress of oncerned staff ased on ubmitted eedback reports	None	10 minutes	AO IV
m ca S Ir th Ca W	.16 Prepares nemorandum to oncerned staff re: Successful mplementation of ne PD (if omplied)/ Written Varning (if did not omply)	None	20 minutes	AO IV
1 in	.17 Reviews and hitials on the nemorandum	None	10 minutes	HRMDD Chief
in	.18 Reviews and nitials on the nemorandum	None	10 minutes	ARDA
	.19 Signs the nemorandum	None	10 minutes	RD
m th a a	.20 Routes the nemorandum to ne concerned staff nd all those who re copy furnished	None	5 minutes	AA II (JO)
du fc	.21 Forward PD ocuments to PAS or filing at the taff's Per 16	None	5 minutes	AA II (JO)

Feedback and complaints me	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 HRW 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 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
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

# 101. Implementation of Grievance Machinery

Office or Division:	Human Resource and Welfare Section (HRWS)
Classification:	Highly Technical
Type of Transaction:	G2G- Government to Government
Who may avail:	Staff (Internal Public)

	F REQUIREMENTS:		VHERE TO S	ECURE:
Grievance Presen			shared folder	D
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
1. Submits accomplished Grievance	1.1 Receives the accomplished form	None	2 minutes	AO IV
Presentation 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 aggrieved party is not satisfied with the resolution)	None	5 days	Next Higher Supervisor
	1.6 Accomplishes and signs the Grievance Agreement Form (if the aggrieved party	None	30 minutes	Parties involved, Grievance Committee Chairperson

is satisfied with the resolution)			
1.7 File grievance documents	None	10 minutes	Next Higher Supervisor
1.8Conducts 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 is not satisfied with the resolution)	None	10 days	RMANCOM
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	10 minutes	RMANCOM

Feedback and complaints mechanismHow to send feedbackAccomplishfeedbackHow Feedbacks are processedComplaintformofHow Feedbacks are processedFeedback or complaintWhenever available will be addressed and facilitated by the Head of HRW SectionHow complaint is addressedAny through private message text or complaint through
How Feedbacks are processedSectionHow Feedbacks are processedFeedback or complaint whenever available will be addressed and facilitated by the Head of HRW SectionHow complaint is addressedAny complaint written through private message text or complaint through
How Feedbacks are processedFeedback or complaint whenever available will be addressed and facilitated by the Head of HRW SectionHow complaint is addressedAny complaint written through private message text or complaint through
whenever available will be addressed and facilitated by the Head of HRW SectionHow complaint is addressedAny complaint written through private message text or complaint through
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the Head of HRW SectionHow complaint is addressedAny complaint written through private message text or complaint through
How complaint is addressed Any complaint written through private message text or complaint through
through private message text or complaint through
text or complaint through
quad-media will be
immediately addressed by
the Head of Accounting
Complaint/s through 8888 Desk/ Hotline Section Head of HRWS will facilitate
the response within the response within the reglementary period and
send response to 8888
hotline and Internal Audi
Unit
How complaints are processed Concerned Division Chie
may issue Show Cause
Order for violations
committed by permanent o
contractual staff or Letter o
Explanation for non
permanent staff
Contact information of DSWD FO-CAR Any irregularity using the
name of DSWD-CAR o
involving any of its officia
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/ +091787
9893/ +63917-872 0256
+63919 065 5356- 68 0
through email address
focar@dswd.gov.ph or through
Facebook account: www
facebook.com/dswdfocar

**102. Facilitation of exit interview** 

Office or Division:		Human F	Human Resource and Welfare Section (HRWS)		
Classification:			Simple		
Type of	Transaction:	G2G- (	G2G- Government to Government		
Who	may avail:	Outg	oing Staff (Inte	ernal Public)/	
		F	Resigned/Transferred		
	F REQUIREMENTS:		VHERE TO S		
Exit Interview Forr			shared folder		
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible	
1. Submits accomplished	1.1 Receives forms	None	1 minute	AA I / AA II (JO)	
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 complaints me		mplaints med	chanism		
How to send feed	back		Accomplish	feedback/	
			Complaint Section	form of the	
How Feedbacks are processed			addressed a	r complaint /ailable will be Ind facilitated by HRW Section	
How complaint is	addressed		Any com through pri	plaint written, ivate message,	
Complaint/s through 8888 Desk/ Hotline			quad-media immediately the Head Section Head of HR the respon- reglementar send respon- hotline and	addressed by of Accounting WS will facilitate ise within the y period and onse to 8888	
How complaints a	re processed		Unit 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

# 103. Implementation of Grievance Redress System

Office or Division:			Kapit-Bisig Laban sa Kahirapan –			
			Comprehensive and Integrated			
			Delivery of Social Services – National			
				Community-Driven Development		
				Program (KC		
Clas	sification:			Comple	,	
Type of	Transaction:		G2G- (	Government t	o Government	
Who	may avail:			Staff (Internal	Public)	
CHECKLIST O	F REQUIREMENTS:		V	VHERE TO S	ECURE:	
Grievance Redres	s System Intake Form	۱	Network	shared folder		
Client steps	Section's Actions		ees to be	Processing	Persons	
Cheffe etepe			paid	time	Responsible	
2. Submits	1.14 Intakes	N	one	5 hours	Technical staff	
		1.11	one	5 110013	reonnical stan	
complaint to	complaint/s					
KC-NCDDP	1.15 Verifies and	N	one	1 day	Technical staff	
	inspects					
	complaint/s					
	· ·					
	1.16 Transmit to	N	one	1 day	Administrative	
	Regional				staff	
	Director (RD)					
	for decision					

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 4.1 Files the complaints to be complaint to the dismissed as database or decided by the logbook RD	None	5 hours	Administrative staff
Feedback and co	omplaints med		
How to send feedback		Accomplish	
		Complaint	form of the
		Section	
How Feedbacks are processed		Feedback or	r complaint
		whenever av	ailable will be
		addressed a	nd facilitated by
		the Regiona	l Program
		Coordinator/	0
		Program Ma	0
How complaint is addressed		Any com	
		•	ivate message,
		•	mplaint through
		quad-media	
		•	addressed by
			onal Program
		0	(RPC)/Regional
			anager (RPM) or
		•	ff who received
		the complair	
Complaint/s through 8888 Desk/ Hotlin	0		of KC-NCDDP
	5		e the response
		within the	•
			send response to
		•	e and Internal
		Audit Unit	e anu internai
How complaints are processed			Division Chief
			Show Cause
			or violations
			by permanent or
			staff or Letter of
		Explanation	
		permanent s	
Contact information of DSWD FO-CAF		-	
Contact information of DSWD PO-CAP			arity using the DSWD-CAR or
		•	ny of its official
			ubmitted to the
			's office at No.
			ive, Baguio City
			gh cellphone
		numbers: (6	6374) 661-0430/

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

#### 104. Formulation of Work and Financial Plan

Office or Division: Classification: Type of Transaction: Who may avail: CHECKLIST OF REQUIREMENTS:		Com Delivery Comn G2G-0	Kapit-Bisig Laban sa Kahirapan – Comprehensive and Integrated Delivery of Social Services – National Community-Driven Development Program (KC-NCDP) Simple G2G- Government to Government WHERE TO SECURE:		
Written request		Not Appl			
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 co	mplaints med			
How to send feed				vailable will be and facilitated by	

	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
	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

# 105. Facilitation of Request for Fund Release

Office or Division:	Kapit-Bisig Laban sa Kahirapan –
	Comprehensive and Integrated
	Delivery of Social Services – National

				Development		
			Community-Driven Development			
Classification:			Program (KC-NCDP) Complex			
Type of Transaction:			2G- Government t			
	may avail:					
	F REQUIREMENTS:		WHERE TO S	ECURE:		
RFR checklist and						
Client steps	Section's Actions	Fees	Processing time	Persons		
		to be		Responsible		
		paid				
2. Receives	1.7 Receives RFR	None	1 hour	Administrative		
Request for				staff		
Fund Release (RFR)	1.8Logs and	None	1 hour	Administrative		
	records RFR			staff		
	1.9Routes RFR	None	1 hour	Administrative		
				staff		
3. Reviews	1.10 Receives	None	4 hours	Technical Staff		
Request for	RFR for review			of M&E Unit,		
Fund Release				Social		
				Development		
				Unit, Finance		
				Unit, and		
				Engineering		
	1.11 Routes for	None		Unit Administrative		
	1.11 Routes for approval of RD	none	2 days	Staff		
				Stall		
	1.12 Once	None	1 day	Administrative		
	approved by		,	Staff		
	RD, routes to					
	Accounting					
	Section					
	Feedback and co	mplaints		book/ Complaint		
How to send feed	Dack		Accomplish feed			
How Feedbacks a	re processed		form of the Section Feedback or complaint whene			
			available will be a	•		
			facilitated by the			
			Program Coordin	•		
			Program Manage			
How complaint is	addressed		Any complaint			
			private messa			
			complaint throu	•		
			will be immediate	ely 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 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

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

Office or Div	ision:	Pantawid Pamilyang Pilipino Program		
Classificat	ion:	Complex		
Type of Trans	action:	G2G- Government to Government		
Who may a	vail:	Staff (internal public)		
CHECKLIST OF REG	QUIREMENTS:	WHERE TO SECURE:		
Referral letter an	d supporting	Not applicable (Generic request may be		
documents		used by the requesting staff)		
Client steps	Section's Actior	ns Fees Processing Persons		
		to be time Responsible		
		paid		

2. Submit request to the Regional Director for	1.15 Receives request from the POO.	None	1 day	Technical Staff
approval	<ul> <li>1.16 a)</li> <li>Convenes technical working group for further review and documents proceedings and discussion of the endorsed cases</li> <li>b) If technical working group is not needed, proceed to the next step</li> </ul>	None	2 days	Technical Staff
	1.17 If eligible for referral for further action, drafts referral letter and counter-signs on the referral letter.	None	1 day	Technical Staff
	1.18 a) Counter signs on the referral letter within the agency	None	1 day	Regional Program Coordinator (RPC) and Division Chief
	1.19 Routes the referral letter to the Regional Director Records Section	None	1 day	Administrative Staff
	1.20 Signs the Referral letter or places additional	None	5 hours	Administrative Staff

		nstruction to be			
	1.21	ccomplished Routes to	Nono	5 hours	Administrative
		he RPC	None	5 nours	Staff
	-	ack and compla	int moo	hanicm	Stall
How to send feedba					orm of the Section
How Feedbacks are					available will be
processed	7	addressed and			
processed		Pantawid Pam		•	
		Section	nyang i	inpirio i rogi	
How complaint is			written,	through priv	ate message, text
addressed					vill be immediately
					ntawid Pamilyang
		Pilipino Progra	m RPN	IO Section	
Complaint/s through	າ 8888	Head of the Pantawid Pamilyang Pilipino Program			
Desk/ Hotline		RPMO Section will facilitate the response within the			
		reglementary period and send response to 8888			
		hotline and Inte	ernal Au	udit Unit	
How complaints are					sue Show Cause
processed					by permanent or
				etter of Exp.	planation for non-
	-	permanent sta			
Contact information	of				of DSWD-CAR or
DSWD FO-CAR					submitted to the
					orth Drive, Baguio
	City or through cellphone numbers: (6374) 661-04				
		(6302) 396 6580/ +0917871 9893/ +63917-872			
	0256/ +63919 065 5356- 68 or through e			0	
	address: focar@dswd.gov.ph or through Faceboo account: www. facebook.com/dswdfocar				5
		account. www.	Iacepo	UK.CUII/USW	uiucai

## 107. Regional Clearance Certificate:

Office or Division:	Personnel Administration Section
Classification:	Simple
Type of Transaction:	G2G- Government to Government
Who may avail:	Employees/Workers/Process Handlers
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:
Turn-Over Report, Turn-Over of Accountabilities, Regional Clearance Certificate	Employees/workers submit turn-over documents and PAS prepares RCC (Forms are available at the DSWD FO shared folder)
Client steps Section's Act	

2. Regional Clearance	1.1 PAS checks	None	1-4 hours	PAS Process
Certificate	turn-over			Handler
	documents			
	1.2PAS prepares Clearance			
	1.3Reviews,	None	1-4 hours	PAS Head
	ensure IDs are		1 Thous	
	surrendered,			
	Payroll are			
	administered			
	and sign			_
	1.4 Reviews,	None	1-4 hours	HRWS Head
	ensures Exit			
	Interview is conducted and			
	sign			
	1.5 Reviews,	None	1-4 hours	CBS Head
	ensures Library			
	Services are			
	settled and			
	sign			
	1.6 Reviews,	None	1-4 hours	Accounting
	ensures no financial			Section Head
	services are			
	unprocessed			
	and sign			
	1.7 Reviews,	None	1-4 hours	Cash Head
	ensures no			
	financial			
	services are			
	unprocessed			
	and sign 1.8Reviews,	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 complaints mechanism
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 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 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

# 108. Certificate of Employment and Other Certification:

	•					
Office or Division:			Personnel Administration Section			
Classification:			Simple			
Type of Transa	ction:	(	G2G- G	overnment to (	Government	
Who may av	ail:	En	nployee	s/Workers/Pro	cess Handlers	
CHECKLIST OF REQU	JIREMENTS:		W	HERE TO SEC	CURE:	
Request for Documents form			oyees/w	or Documen vorkers (Forms re Folder)	ts is to be are available in	
Client steps	Section's Action	ons	Fees to be paid	Processing time	Persons Responsible	
3. Certificate of Employments and other Certification	1.11 PAS Rev request retrieves necessary fi 1.12 Prepares Certification	and les	None	1-3 days	PAS Process Handlers	

	1.13 Reviews and sign	None	1-4 hours	PAS Head		
	1.14 Reviews and	None	1-4 hours	HRMDD Chief		
	Sign					
F	eedback and complair	nts mech	nanism			
How to send feedback	Accomplish feedba	ck/ Com	plaint form of t	he Section		
How Feedbacks are	Feedback or compl	aint whe	never availabl	e will be		
processed	addressed and faci	litated by	y the Head of F	Personnel		
	Administration Sec	tion				
How complaint is	Any complaint writ	ten, thro	ough private n	nessage, text or		
addressed	complaint through	quad-	media will l	be immediately		
	addressed by the	Head	of Personne	Administration		
	Section					
Complaint/s through 8888	B Head of Accountin	g Secti	on will facilitat	te the response		
Desk/ Hotline	within the reglementary period and send response to 8888					
	hotline and Internal	Audit U	nit			
How complaints are	Concerned Division Chief may issue Show Cause Order					
processed	for violations comm	itted by	permanent or	contractual staff		
	or Letter of Explana	tion for	non-permanen	nt staff		
Contact information of	Any irregularity usir	ig the na	me of DSWD-	CAR or involving		
DSWD FO-CAR	any of its official m	nay be s	submitted to th	e 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. fa	acebook.com/d	swdfocar		

### 109. Preparation of DTR Monitoring:

Office or Division:		Pe	Personnel Administration Section			
Classification:			Simple			
Type of Tra	nsaction:		G2	G2G- Government to Government		
Who may	/ avail:		Empl	oyees/V	Vorkers/Proce	ess Handlers
CHECKLIST OF RI	EQUIREMEN	TS:		WHE	ERE TO SECI	JRE:
HRMIS, Daily Tin	ne Record	and	Biome	tric Sc	anner Machi	nes provides
Biometric Scanner Ma	achines		data fo	data for the DTR (System is maintained		
			in the Server)			
Client steps	Section'	s Actio	ns	Fees	Processing	Persons
				to be	time	Responsible
				paid		
4. DTR Monitoring	1.15 Activa	ation	of	None	1-2 days	PAS
	Biometric Machines					Process
	1.16 Dowr	loadin	g of			Handlers
	Biometric	c Entrie	es			

	<ul> <li>1.17 Transfer of Biometric Entries to the HRMIS</li> <li>1.18 Synchronizing/Re- populating DTR entries</li> <li>1.19 Generation of DTR</li> <li>1.20 Printing and</li> </ul>					
	Distribution of DTRs Feedback and complaints mechanism					
How to send feedback						
How Feedbacks are	Feedback or complaint whenever available will be					
processed	addressed and facilitated by the Head of Personnel Administration Section					
How complaint is	Any complaint written, through private message, text or					
addressed	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	Concerned Division Chief may issue Show Cause Order					
processed	for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff					
Contact information o DSWD FO-CAR						

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

Office or Division:	Personnel Administration Section		
Classification:	Simple		
Type of Transaction:	G2G- Government to Government		
Who may avail:	Employees/Workers/Process Handlers		
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:		
Guidelines for the conduct Flag Ceremony, Schedule of Hosts Offices for the Flag Ceremony and Conducted Flag Ceremonies	Guidelines and schedule are prepared by the PAS (Forms are available at the DSWD FO shared folder)		

Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible		
5. Conduct of Flag Ceremonies	<ul> <li>1.21 Prepares Schedule of Hosts Office</li> <li>1.22 Oversee the conduct of the Flag Ceremony</li> </ul>	None	1 day	PAS Process Handler		
	1.23 Document the Conducted Flag Ceremonies	None	1 day	PAS Head		
F	eedback and compla	ints mecl	nanism			
How to send feedback	Accomplish feedba	ack/ Com	plaint form of t	he Section		
How Feedbacks are processed	Feedback or comp addressed and fac Administration Se	ilitated 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 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: focar@dswd.gov.ph or through Facebook account: www. facebook.com/dswdfocar					

### 111. Preparation of GPAI Enrollment/Renewal:

Office or Division:	Personnel Administration Section
Classification:	Simple
Type of Transaction:	G2G- Government to Government
Who may avail:	Employees/Workers/Process owners
CHECKLIST OF	WHERE TO SECURE:
REQUIREMENTS:	
Transmittal, List, ORS, DV	PAS

Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible	
6. GPAI Enrollment/ Renewal	<ul> <li>1.24 Prepares <ul> <li>List</li> <li>List</li> <li>ferrollees</li> </ul> </li> <li>1.25 Prepares <ul> <li>Transmittal</li> <li>and</li> <li>Accountability</li> <li>form</li> <li>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>	None	1-2 days	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 con	•			
How to send feedback					
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	Head of Accounting Section will facilitate the response
8888 Desk/ Hotline	within the reglementary period and send response to 8888
	hotline and Internal Audit Unit
How complaints are	Concerned Division Chief may issue Show Cause Order
processed	for violations committed by permanent or contractual staff
	or Letter of Explanation for non-permanent staff
Contact information of	Any irregularity using the name of DSWD-CAR or involving
DSWD FO-CAR	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

#### **112. Preparation of Leave Administration:**

Office of	or Division:	F	Personne	el Administrati	on Section
Class	ification:	Simple			
Type of T	Fransaction:	C	G2G- Go	vernment to G	overnment
Who n	nay avail:	Em	ployees	/Workers/Proc	ess Handlers
CHECKLIST OF	REQUIREMENTS:		WH	IERE TO SEC	URE:
	Leave Form, Leave			cation Form	
	e of Forced Leaves				es (Forms are
and Special Leave				e DSWD FO	/
Client steps	Section's Actions	5	Fees	0	
			to be	time	Responsible
7. Leave Administration	<ul> <li>1.35 Checks reviews application for leave</li> <li>1.36 Updates Ladger based on leave</li> <li>1.37 Updates ledger every 1st of each monthe deduction and eacredits</li> <li>1.38 Prepares Mente the schedule of Flager</li> </ul>	eave eave leave week for arned	paid None	1-4 hours	PAS Process Handler
	1.39 Reviews and Certification	sign	None	1-4 hours	PAS Head

		Recommending	None	1-4 hours	Division Chief Concerned / ARD for Concerned ARD for	
	1.41 fo	Reviews and Sign r Approval	none		ARD for Administration / Regional Director	
	er	Endorses approved ave application to nployees Prepare	None	1-4 hours	PAS Process Handler	
	sn di: ap	nemorandum for sapproved leave oplications				
		Reviews and sign	None	1-4 hours	PAS Head	
	1.45	Reviews and Sign	None	1-4 hours	HRMDD Division Chief	
	F	eedback and complair	nts mech	anism	DIVISION CHIEF	
How to send feed		Accomplish feedback			e Section	
How Feedbacks a		Feedback or complaint whenever available will be				
processed		addressed and facilitation				
		Administration Section				
How complaint is addressed			quad-m	nedia will b	_	
Complaint/s throug 8888 Desk/ Hotling	-	Head of Accounting within the reglementa hotline and Internal A	ary perio	d and send re	•	
How complaints an processed		Concerned Division C violations committed Letter of Explanation	by pern for non-	nanent or con permanent sta	tractual staff or	
Contact information of DSWD FO-CAR or involving any of its official may be submitted to the DSWD-CAR of involving office at No. 40 North Drive, Baguio City or throug cellphone numbers: (6374) 661-0430/ (6302) 396 6580 +0917871 9893/ +63917-872 0256/ +63919 065 5356-60 or through email address: focar@dswd.gov.ph or through Facebook account: www.facebook.com/dswdfocar					e DSWD-CAR's City or through 302) 396 6580/ 9 065 5356- 68 .ph or through	

# **113. Preparation of Leave Monetization:**

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

Who may avail: CHECKLIST OF REQUIREMENTS:				Employees/Process Handlers			
				WHERE TO SECURE:			
Leave Application Form, Resolutio							
from the Committee, Payroll,						allable at the	
and DV					ed folder)		
Client steps	Sec	tion's Actior	าร	Fees	Processing	Persons	
				to be	time	Responsible	
4	1.1.0	lidates		paid			
1. Leave	1.1 Consc		Leave	None	1-7 days	PAS Process	
Monetization		ation Forms	5			Handler	
		res Matrix	vening				
		est the Con					
			ization				
	Comm			Nana	1 1 h a una	Manatization	
	1.4 Delibe		of	None	1-4 hours	Monetization	
	Reque			NIST	4.4.6.5.000	Committee	
	1.5 Prepa		_	None	1-4 hours	PAS Process	
	letters	acceptance	9			Handler	
	1.6 Prepa	res payroll,	ORS	None	1-4 hours	PAS Process	
	and D					Handler	
	1.7 Revie	ws and sigr	า	None	1-4 hours	PAS Head	
		ws and Sigr		None	1-4 hours	HRMDD Chief	
	1.9Obliga			None	1-4 Hours	Budget	
	Ŭ					Section	
	1.46 Pr	e-audit		None	1-4 Hours	Accounting	
	1.10 Iss	sues JEV	and			Section	
	ADA						
	1.11 Ap	proved	for	None	1-4 hours	ARD for	
	Payme	ent				Administration	
	1.12 Er	dorses Al	DA to	None	1-4 hours	Cash Section	
	Bank						
	Fee	dback and	complai	ints mech	anism		
How to send feed	dback	Accomplis	h feedb	back/ Complaint form of the Section			
How Feedbacks	are	Feedback	or com	olaint whe	enever availab	ole will be	
processed		addressed	l and fa	and facilitated by the Head of Personnel			
		Administra	ation Se	ection			
How complaint is Any com			laint wr	itten, thro	ugh private m	nessage, text or	
						be immediately	
	addressed by the Head of Personnel Administration					Administration	
	Section						
Complaint/s through	ugh 8888	Head of A	\ccounti	ng Sectio	on will facilitat	te the response	
Desk/ Hotline			•			nd response to	
		8888 hotlir	ne and I	nternal A	udit Unit		

How complaints are	Concerned Division Chief may issue Show Cause Order				
processed	for violations committed by permanent or contractual staff				
	or Letter of Explanation for non-permanent staff				
Contact information of	Any irregularity using the name of DSWD-CAR or				
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				

# 114. Preparation of Issuance of NOSI/NOSA:

	Personnel Administration Section				
		Simple			
ו:	G2G- Gov	ernment to Gov	/ernment		
E					
	WHE	RE TO SECUR	RE:		
DBM	Office/Webs	site			
ion's Actions	Fees to be paid	Processing time	Persons Responsible		
pares	None		PAS Process		
		,	Handler		
dates Service					
views and sign	None	1-4 hours	PAS Head		
views and Sign	None	1-4 hours	HRMDD Chief		
	None	1-4 hours	ARD for		
Ũ			Administration		
dorses copy to	None	1 day	PAS Process		
			Handler		
	nplaints mec	hanism			
			the Section		
Any complain					
	essed by the Head of Personnel Administration				
	of Accounting Section will facilitate the response				
	•				
	DBM ion's Actions pares SI/NOSA dates Service cord views and sign views and Sign views and Sign views and Sign dorses copy to C, GSIS, COA edback and com Accomplish fe Feedback or o addressed an Administratior Any complain complaint the addressed by Section Head of Acco within the reg	n: G2G- Gov Employees/W WHE DBM Office/Webs ion's Actions Fees to be paid epares None SI/NOSA dates Service cord None views and sign None dorses copy to None C, GSIS, COA edback and complaints med Accomplish feedback/ Co Feedback or complaint wh addressed and facilitated Administration Section Any complaint written, thr complaint through quad addressed by the Head Section Head of Accounting Sect within the reglementary	Simple         G2G- Government to Gov         Employees/Workers/Proces         WHERE TO SECUE         ion's Actions       Fees to         Processing         be paid       time         object       None       1 day         object       Simple       1 day         object       None       1-4 hours         views and sign       None       1 -4 hours         views and Sign       None       1 day         cord       None       1 day         dorses copy to       None       1 day         c, GSIS, COA       None       1 day         edback and complaints mechanism       Accomplish feedback/ Complaint form of         Feedback or complaint whenever availat       addressed and facilitated by the Head of         Administration       Section       Any complaint written, through private m         complaint       through quad-media will to       addressed by the Head of Personnel         Section       Section		

How complaints are	Concerned Division Chief may issue Show Cause Order				
processed	for violations committed by permanent or contractual staff				
	or Letter of Explanation for non-permanent staff				
Contact information of	Any irregularity using the name of DSWD-CAR or				
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				

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

Office or Classifi Type of Tr Who ma CHECKLIST OF F Payroll, ORS and Documentary Red Time Report,	Personnel Administration Section Simple G2G- Government to Government Employees/Workers/Process Handlers WHERE TO SECURE: DTRs and ARs are to submitted by the employees/workers (Forms are available at the DSWD FO shared folder)				
Report, etc.) Client steps	Section's Actic	ons	Fees to be paid	Processing time	Persons Responsible
8. Payroll Administration	1.47 Reviews and AR 1.48 Prepares P ORS and DV	DTR ayroll,	None	1-2 days	PAS Process Handler
	1.49 Reviews sign	and	None	1-4 hours	PAS Head
	1.50 Reviews Sign	and	None	1-4 hours	HRMDD Chief
	1.51 Obligation		None	1-4 Hours	Budget Section
	1.52 Pre-audit 1.53 Issues JE ADA	√ and	None	1-4 Hours	Accounting Section
	1.54 Approved Payment	for	None	1-4 hours	ARD for Administration
	1.55 Endorses A Bank	ADA to	None	1-4 hours	Cash Section
	1.56 Prepares Payslips		None	1-4 hours	PAS Process Handler
	1.57 Reviews sign	and	None	1-4 hours	PAS Head

	1.58 P	Distributes ayslips	None	1-4 hours	PAS Process Handler			
		eedback and complete	aints mech	nanism				
How to send feedb	How to send feedback Accomplish feedback/ Complaint form of the Section							
How Feedbacks a	re	Feedback or comp	laint when	ever available	will be			
processed		addressed and faci	litated by	the Head of Pe	ersonnel			
		Administration Sec						
How complaint is		Any complaint write						
addressed		complaint through						
		addressed by the	e Head	of Personnel	Administration			
Compleint/e through	. <b>b</b>	Section	an Cantin		the response			
Complaint/s throug 8888 Desk/ Hotline		Head of Accountin within the reglement	•		•			
	7	hotline and Internal			sponse to oboo			
How complaints ar	е	Concerned Divisior		-	Cause Order for			
processed		violations committe		•				
		Letter of Explanation	on for non-	permanent sta	ff			
Contact informatio	n of	Any irregularity usi						
DSWD FO-CAR		any of its official r	•					
		office at No. 40						
	cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68							
		or through email Facebook account:		-	•			
			www.iac		wulutai			

### 116. Preparation of PDS Compliance:

Office	or Division:	Personnel Administration Section					
Clas	Classification:			Simple			
Type of	Transaction:		G2G- Gov	vernment to Go	overnment		
Who	may avail:	Er	nployees/	Workers/Proce	ess Handlers		
CHECKLIST O	F REQUIREMENTS:		WH	ERE TO SECL	JRE:		
Personal Data S		the D			itted by the are available at		
Client steps	Section's Action	S	Fees to be paid	Processing time	Persons Responsible		
9. PDS Compliance	<ul> <li>1.59 Consolidates submitted PDS</li> <li>1.60 Enters in data the PDS to database</li> <li>1.61 Prepares Certification Report</li> </ul>	from the and	None	1-7 days	PAS Process Handler		
	1.62 Reviews and	sign	None	1-4 hours	PAS Head		

					T		
	1.63	Reviews and Sign	None	1-4 hours	HRMDD Chief		
	1.64	Reviews and Sign	None	1-4 hours	ARD for		
					Administration		
	1.65	Reviews and Sign	None	1-4 hours	Regional		
					Director / OIC		
	1.66	Endorses signed	None	1-4 hours	PAS Process		
	Ce	ertification and			Handler		
	Re	eport to CSC					
		Feedback and compl	aints med	hanism			
How to send		Accomplish feedbac	k/ Compl	aint form of the	Section		
feedback			•				
How Feedbacks	ks are Feedback or complaint whenever available will be						
processed		addressed and facili					
		Administration Section					
How complaint	is	Any complaint written, through private message, text or					
addressed		complaint through quad-media will be immediately					
		addressed by the Head of Personnel Administration Section					
Complaint/s thro	bugh	Head of Accounting Section will facilitate the response within					
8888 Desk/ Hot	-	the reglementary period and send response to 8888 hotline					
		and Internal Audit U		•			
How complaints	are	Concerned Division	Chief ma	y issue Show (	Cause Order for		
processed		violations committed by permanent or contractual staff or					
		Letter of Explanatior					
Contact informa	tion	Any irregularity usin					
of DSWD FO-C	AR	any of its official may be submitted to the DSWD-CAR's					
		office at No. 40 North					
		numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871					
		9893/ +63917-872 (		· /			
		email address: fo			•		
		account: www. facel	•	•	.g		

### **117. Preparation of Personnel Locator Slip Monitoring:**

Office or Division	Personnel Administration Section						
Classification:			Simple				
Type of Transactic	n:	G2	G- Govern	ment to Gover	nment		
Who may avail:		Emple	oyees/Wor	kers/Process I	Handlers		
CHECKLIST OF	CHECKLIST OF			WHERE TO SECURE:			
REQUIREMENTS	S:						
Personnel Locator Slip		PLS are to be submitted by the employees (Forms					
		are available at the DSWD FO shared folder)					
Client steps	Sectior	n's Actions	Fees	Processing	Persons		
			to be	time	Responsible		
			paid				

10. Personnel Locator Slip Monitoring	in P 1.68 Ie	ncodes time fractions due to LS Updates leave dger of	None	1-4 hours	PAS Process Handler	
		mployees for the ave infractions				
	1.69 si	Reviews and gn	None	1-4 hours	PAS Section Head	
		Reviews and ign	None	1-4 hours	Division Chief Concerned / ARD for Concerned	
		dback and compla				
How to send feedbac	k	Accomplish feedback/ Complaint form of the Section				
How Feedbacks are		Feedback or complaint whenever available will be				
processed		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 Desk/ Hotline	8888	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 DSWD FO-CAR	of	Any irregularity involving any of DSWD-CAR's of or through cellph 396 6580/ +091 065 5356- 68 or or through facebook.com/ds	its offic fice at No ione num 7871 989 through e Face	ial may be su b. 40 North Dri bers: (6374) 66 3/ +63917-872 email address:	ubmitted to the ive, Baguio City 61-0430/ (6302) 2 0256/ +63919	

### **118. Preparation of Remittance Administration:**

Office or Division:	Personnel Administration Section
Classification:	Simple
Type of Transaction:	G2G- Government to Government
Who may avail:	Employees/Workers/Process owners
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:

ORS, DV, Remittance List, Authority to PA Pay				, GSIS, F	PHIC, Pag-IBI	G Office
Client steps	Sectio	on's Action	S	Fees to be paid	Processing time	Persons Responsible
11. Remittance Administration	remitt and	epares ance list, ( DV basec rsed payro	on	None	1-2 days	PAS Process Handlers
	1.72 R sign	eviews	and	None	1-4 hours	PAS Head
	1.73 Re Sign	eviews	and	None	1-4 hours	HRMDD Chief
	1.74 OI	oligation		None	1-4 Hours	Budget Section
	-	e-audit sues JEV	and	None	1-4 Hours	Accounting Section
	1.77 Ар Раут	oproved ient	for	None	1-4 hours	ARD for Administration
	Bank	ndorses AE or Chec Agencies		None	1-4 hours	Cash Section
	Feedb	ack and co	ompla	ints mecl	hanism	
How to send feedba		Accompli	sh fee	edback/ (	Complaint forn	n of the Section
How Feedbacks are processed	9		d and	l facilitate	whenever ava ed by the Head	ailable will be d of Personnel
How complaint is addressed	Any complaint written, through private message, te or complaint through quad-media will be immediate addressed by the Head of Personnel Administration Section					be immediately
Desk/ Hotline response with			with	in the re	glementary p	I facilitate the eriod and send Audit Unit
How complaints are processed	e Concerned Division Chief may issue Show Caus Order for violations committed by permanent of contractual staff or Letter of Explanation for non permanent staff				e Show Cause permanent or	
Contact information DSWD FO-CAR						

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

# 119. Preparation of SALN Compliance:

Office or Division: Classification:			Personne	Administratio	on Section	
Type of Transaction:			Simple G2G- Government to Government			
Who may a				Workers/Proce		
CHECKLIST OF REC				ERE TO SECI		
Statement of Assets,		SALN			/ the employees	
Net Worth				•	SWD FO shared	
		folder	r)			
Client steps	Section's Acti	ons	Fees to be paid	Processing time	Persons Responsible	
12. SALN	1.79 Consolic	lates	None	1-7 days	PAS Process	
Compliance	submitted				Handler	
	SALNs					
	1.80 Enters	in				
	data from	the				
	SALNs to database	the				
	1.81 Prepare	c .				
	Certification					
	Report					
	1.82 Reviews	S	None	1-4 hours	PAS Section	
	and sign				Head	
	1.83 Reviews	and	None	1-4 hours	HRMDD	
	Sign				Division Chief	
	1.84 Reviews	and	None	1-4 hours	ARD for	
	Sign	1	NL	4 4 1 4 4	Administration	
	1.85 Reviews	and	None	1-4 hours	Regional Director / OIC	
	Sign 1.86 Endorse	<u> </u>	None	1-4 hours	PAS Process	
	signed	3	None		Handler	
	Certification	and			T la	
	Report	to				
	Ombudsma	n				
	Feedback and	compl	aints mecl	hanism		
How to send feedback				plaint form of th		
How Feedbacks are				never available		
processed		addressed and facilitated by the Head of Personnel				
		Administration Section Any complaint written, through private message, text or				
How complaint is						
addressed	complaint t	complaint through quad-media will be immediately				

	addressed by the Head of Personnel Administration Section
Complaint/s through	Head of Accounting Section will facilitate the response
8888 Desk/ Hotline	within the reglementary period and send response to 8888 hotline and Internal Audit Unit
How complaints are	Concerned Division Chief may issue Show Cause Order
processed	for violations committed by permanent or contractual staff
	or Letter of Explanation for non-permanent staff
Contact information of	Any irregularity using the name of DSWD-CAR or involving
DSWD FO-CAR	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

120. Processing of Request for Name Matching
 Processing of name matching request from the internal offices to the Listahanan database.

Office or	Office or Division:			argeting Section		
Classifi	Classification:			Highly Technical		
Type of Tra	ansaction:	G2G-	Government t	o Government		
Who ma	y avail:	En	d-Users/ Proc	ess owners		
CHECKLIST OF R	EQUIREMENTS:		WHERE TO S	ECURE:		
Request Memorandu	5	To be	submitted by	the end user/		
for name matching		process	owner			
information (Provi						
Barangay, First Na						
Last Name, Ext Na						
Month of Birth, and Y	ear of Birth) in excel					
file						
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible		
13. Submit	1.1 Receives the	None	1 minute	Administrative		
request to NHTS	request			Assistant III		
with complete	- 1					
information	1.2Reviews	None	5 minutes	Regional IT		
	request as to			Officer II		
	completeness					
	of information					
	1.3Run the name	None	15 days	Regional IT		
	matching and			Officer II		
	Manual					
	verification					

	1.4 Prepares transmittal to the requesting party		None	2 minutes	Regional IT Officer II	
	1.5Reviews generated data and signs transmital		None	5 minutes	Regional Field Coordinator	
	req sec	utes to the uesting ction	None	5 minutes	Administrative Assistant III	
		back and com				
How to send feedbac	k				n of the Section	
How Feedbacks are		Feedback o	r complain	t whenever ava	ailable will be	
processed		addressed a	and facilitated by the Head of the Section			
How to complaint is		Any compla	aint written, through private message, text			
addressed	or complaint		nt through quad-media will be immediately by the Head of the Section			
Complaint using 8888	Head of the		ntary perio	od and send re	e response within esponse to 8888	
How complaints are processed		Order for	violations staff or L	committed by	ue Show Cause / permanent or anation for non-	
Contact information of DSWD FO-CAR	of	involving an DSWD-CAF or through (6302) 396 +63919 065	y of its of i's office at cellphone 6580/ +09 5 5356- 6 v.ph or thro	ficial may be No. 40 North E numbers: (6 17871 9893/ +6 8 or through bugh Facebool	DSWD-CAR or submitted to the Drive, Baguio City 5374) 661-0430/ 63917-872 0256/ email address: k account: www.	

# 121. Data Sharing of Listahanan Statistics

Provision of statistical data as requested by internal offices from the Listahanan database.

National Household Targeting Section
Simple
G2G- Government to Government
End-Users/ Process owners
WHERE TO SECURE:
To be submitted by the end user/ process owner

Client steps	Section's A	ctions	Fees to be paid	Processing time	Persons Responsible
1. Submit request to NHTS	1.1 Receive request	s the	None	1 minute	Administrative Assistant III
	1.2 Reviews request as to completeness of information		None	5 minutes	Statistician II
	1.3 Extract of requeste from the database	ed	None	4 hours	Statistician II
	1.4 Prepares transmittal to the requesting party		None	2 minutes	Statistician II
	1.5 Reviews generated data and signs transmittal		None	5 minutes	Regional Field Coordinator
	1.6 Routes to the requesting section		None nplaints me	5 minutes	Administrative Assistant III
How to send feedbac	k A				nt form of the
How Feedbacks are processed				aint whenever litated by the H	available will be lead of the
t		Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Head of the Section			
Complaint using 8888 Head of within t		lead o vithin th	f the Secti ne reglemer	on will facilita	te the response d send response
How complaints are processed Concern Order for		or violation tual staff or	s committed b	sue Show Cause by permanent or lanation for non-	
Contact information of FO-CAR	ir D	nvolving SWD-	g any of its CAR's office	official may be e at No. 40 No	of DSWD-CAR or submitted to the rth Drive, Baguio ers: (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

# 122. Data Sharing of Personal and Sensitive Personal Information

Provision of data with personal and sensitive personal information (names, address, and other information) requested by internal offices from the Listahanan database.

Office or I	National	Household Ta	rgeting Section	
Classific	Complex			
Type of Tra	G2G-	Government to	Government	
Who ma	y avail:	Enc	d-Users/ Proce	ss owners
CHECKLIST OF R	EQUIREMENTS:	N	WHERE TO SE	CURE:
Request Memorand the Data Protect approved by the Re the OIC	ion Officer and	To be sub owner	mitted by the e	nd user/ process
Non Disclosure Agre	ement	NHTS		
Data Release Form		NHTS		
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
1. Submit request	1.1 Receives the	None	1 minute	Administrative
to NHTS	request			Assistant III
	1.2 Reviews request as to completeness of information	None	5 minutes	Regional IT Officer II
	1.3Extract data requested from the		5 days	Regional IT Officer II
	1.4 Prepares transmittal including the Data Release Form and the Non Disclosure Agreement to the		5 minutes	Regional IT Officer II

	requesting party					
	1.5 Reviews generated data and signs transmittal		None	5 minutes	Regional Field Coordinator	
	1.6 Routes requesting section	ng	None	5 minutes	Administrative Assistant III	
			mplaints me			
How to send feedba	ck	Accon Sectio	•	back/ Compla	int form of the	
How Feedbacks are	be add		Feedback or complaint whenever available will be addressed and facilitated by the Head of the Section			
How to complaint is a	text o		Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Head of the Section			
Complaint using 888	8	Head within	of the Sector the regle	ementary per	ate the response riod and send ternal Audit Unit	
How complaints are	processed	Order contra	for violation	ns committed	sue Show Cause by permanent or lanation for non-	
Contact information FO-CAR	of DSWD	involvi the D3 Baguid (6374) 9893/ throug Faceb	ng any of i SWD-CAR's c City or ) 661-0430/ +63917-872 h email add	ts official may s office at No. through cellp / (6302) 396 2 0256/ +63919 Iress: focar@dswo account:	of DSWD-CAR or be submitted to 40 North Drive, ohone numbers: 6580/ +0917871 0 065 5356- 68 or d.gov.ph or through www.	

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

Office or Division:	Policy Development and Planning Section (PDPS)
Classification:	Complex
Type of Transaction:	G2G- Government to Government

Who may avail: CHECKLIST OF REQUIREMENTS:		14	PDPB WHERE TO SECURE:		
HPMES Accomplish	nment Reports from the			CURE:	
	Office/Division/Section/Units (ODSU's)				
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible	
1. Submits report to PDPS (hardcopy or electronic	1.7 Receives and acknowledge reports	None	10 minutes	Administrativ e Assistant II	
сору)	1.8 Reviews the completeness of the submitted report	None	1 hour	Statistician I	
	1.9Updates the scorecard	None	10 minutes	Statistician I	
	1.10 Consolidate s the Regional HPMES accomplishmen t report	None	2 days	Statistician I	
	1.11 Reviews the consolidated HPMES accomplishmen t report	None	2 hours	Section Head	
	1.12 Endorse to the PPD Division Chief for signature	None	30 minutes	OIC PPD Chief	
	1.13 Endorse to the Regional Director for approval	None	1 day	Administrativ e Assistant II	
	1.14 Route the approved HPMES Accomplishme nt Report to Records and	None	10 minutes	Administrativ e Assistant II	

	Archives Management Section			
	1.15 Email the approved HPMES Accomplishme nt Report to Central Office- Policy Development and Planning Bureau	None	10 minutes	Statistician I
	Feedback and com	plaints mecha		
How to send feedba	ick		Section	feedback/ form of the
How Feedbacks are	e processed		addressed a	vailable will be nd facilitated of the Policy it and
How complaint is a	ddressed		Any comp through priv text or com quad-media immediately the Head	
Complaint/s through 8888 Desk/ Hotline		the responsive reglementary send responsive	PS will facilitate se within the y period and inse to 8888 Internal Audit	
How complaints are	processed		may issue Order fo committed b	y 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

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

	or Division:	Policy I	Development Section (PD	PS)
Class	sification:		Complex	x
Type of	Transaction:	G2G- 6	Sovernment to	Government
	may avail:		PDPB	
CHECKLIST OF	REQUIREMENTS:	W	HERE TO SE	ECURE:
GAD Plan and E	Budget/Accomplishme	nt Not appli	cable	
Reports from the	concerned GAD for	al		
persons				
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
1. Submits GAD Plan and	1.1 Receives and acknowledge	None	10 minutes	Administrativ e Assistant II
Budget/Accomp lishment Report	reports			
to PDPS	1.2 Review the	None	1 hour	Planning Officer III
(hardcopy or electronic copy)	completeness of the submitted			Officer III
cicculonic copy)	report			
	1.3 Prepare the	None	10 minutes	Planning
	scorecard			Officer III
	1.4 Consolidate the	None	2 days	Planning Officer III
	Regional GAD			Officer III

Plan and Budget/GAD Accomplishme nt Report			
1.5 Review the consolidated Regional GAD Plan and Budget/GAD Accomplishme nt Report	None	1 day	GAD-TWG Chairperson/ OIC ARDO
1.6Endorse to the Regional Director for approval	None	1 day	Administrativ e Assistant II
1.7 Route the approved Regional GAD Plan and Budget/GAD Accomplishme nt Report to Records and Archives Management Section	None	10 minutes	Administrativ e Assistant II
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
Feedback and com	plaints mecha	anism	

Llow to cond foodbook	Accomplish 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 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
now complaints are processed	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

### 125. Sectors Plans and Accomplishments

Office or Division:		Policy [	Policy Development and Planning Section (PDPS)	
Classification:			Complex	
	Transaction:	G2G- G		Government
	nay avail:	020 0	PDPB	Covernment
	REQUIREMENTS:	W	HERE TO SE	CURE:
	Accomplishment fro			
Sectors Focal Perso				
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
1. Submits Sectors Plan and Accomplishmen ts to PDPS	1.1 Receives and acknowledge reports	None	10 minutes	Administrativ e Assistant II
(hardcopy or electronic copy)	1.2 Review the completeness of the submitted report	None	1 hour	Planning Officer III
	1.3Prepare the scorecard	None	10 minutes	Planning Officer III
	1.4Consolidate the Regional Sectors Plans and Accomplishme nts	None	2 days	Planning Officer III
	1.5 Review the consolidated Regional Sectors Plans and Accomplishme nts	None	1 day	OIC PPD Chief
	1.6Endorse to the Regional	None	1 day	Administrativ e Assistant II

	Director for approval			
	1.7 Route the approved Regional Sectors Plans and Accomplishme nts to Records and Archives Management Section	None	10 minutes	Administrativ e Assistant II
	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
How to send feedba	Feedback and com	plaints mech	Accomplish Complaint	feedback/ form of the
How Feedbacks are	processed		addressed a	vailable will be nd facilitated of the Policy at and
How complaint is a	ddressed		Any comp through priv text or com quad-media immediately the Head	elaint written, vate message, oplaint through will be addressed by
Complaint/s through 8888 Desk/ Hotline				PS will facilitate se within the

How complaints are processed	reglementary period and send response to 8888 hotline and Internal Audit Unit Concerned Division Chief
How 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:
	<u>focar@dswd.gov.ph</u> or through Facebook account: www. facebook.com/dswdfocar

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

Office or Division:	Policy Development and Planning
	Section (PDPS)
Classification:	Complex
Type of Transaction:	G2G- Government to Government
Who may avail:	PDPB
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:
Inputs and comments to draft guidelines	Not applicable
and policies	
Client steps Section's Actions Fo	ees to be Processing Persons paid time Responsible

1. Submits GAD Plan inputs or comments on the draft guidelines and	1.1 Receives and acknowledge comments/inpu ts	None	10 minutes	Administrativ e Assistant II
policies to PDPS (hardcopy or electronic copy)	1.2Consolidate the inputs or comments submitted by concerned ODSU's	None	1 day	Planning Officer III
	1.3 Review the consolidated inputs or comments	None	1 day	OIC PPD Chief
	1.4Endorse to the Regional Director for approval	None	1 day	Administrativ e Assistant II
	1.5 Route the approved inputs and comments to a certain draft guidelines or policies to Records and Archives Management Section	None	10 minutes	Administrativ e Assistant II
	1.6 Email the approved inputs and comments to a certain draft guidelines or policies to Central Office	None	10 minutes	Planning Officer III
How to send feedba	Feedback and com ck	plaints mecha	Accomplish	feedback/ form of the

	Feedback or complaint whenever available will be addressed and facilitated by the Head of the Policy Development and Planning Section
	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
	Head of PDPS 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
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

127. Preparation of Office Performance Contract Review (OPCR)

Office or Division:		Policy I	Policy Development and Planning Section (PDPS)		
Classification:			Complex		
Type of Transaction:		G2G- G	Sovernment to	Government	
Who may avail:		10	PDPB		
	REQUIREMENTS:		HERE TO SE	CURE:	
of Verifications (MO	plishments and Mean	ns Not appli	Cable		
Client steps	Section's Actions	Fees to be	Processing	Persons	
		paid	time	Responsible	
1. Submits OPC Actual Accomplishmen ts and Means of	1.1 Receives and acknowledge report/MOV's	None	10 minutes	Administrativ e Assistant II	
Verification to PDPS (hardcopy or electronic copy)	1.2 Review the completeness of the submitted report/MOV's	None	1 hour	Planning Officer II	
	1.3Prepare the scorecard	None	10 minutes	Planning Officer II	
	1.4 Consolidate the Office Performance Contract Review (OPCR) based on the submitted MOV's	None	1 day	Planning Officer II	
	1.5 Review the Office Performance Contract Review (OPCR)	None	2 hours	Planning Officer III and PPD Chief	
	1.6Endorse to the Regional Director for approval	None	1 day	Administrativ e Assistant II	

	1.7 Route the approved Office Performance Contract Review (OPCR) to Records and Archives Management Section	None	10 minutes	Administrativ e Assistant II
	1.8 Email the approved Office Performance Contract Review (OPCR) to Central Office- Policy Development and Planning Bureau	None	10 minutes	Planning Officer II
	Feedback and com	plaints mech		
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			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

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

Office or Division:		Policy	Policy Development and Planning Section (PDPS)	
Class	Classification:		Complex	
Type of	Type of Transaction:		G2G- Government to Government	
Whor	nay avail:		PDPB	
CHECKLIST OF	CHECKLIST OF REQUIREMENTS: WHERE TO SECURE:			ECURE:
Work and Financ	Work and Financial Plan and Annual Not applicable			
Performance Measure (APM)				
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
1. Submits Work and Financial Plan /Annual Performance	acknowledge	None	10 minutes	Administrative Assistant II
Measure to PDPS	1.2 Review the completeness	None	1 hour	Planning Officer I

(hardcopy or electronic copy)	of the submitted report			
	1.3Prepare the scorecard	None	10 minutes	Planning Officer I
	1.4Consolidate the Regional Work and Financial Plan /Annual Performance Measure	None	3 days	Planning Officer I
	1.5 Review the consolidated Work and Financial Plan /Annual Performance Measure	None	1 day	Planning Officer III and PPD Division Chief
	1.6Endorse to the Budget Section for final review and inputs	None	1 day	Budget Section Head
	1.7Endorse to the Regional Director for approval	None	1 day	Administrative Assistant II
	1.8 Route the approved Work and Financial Plan /Annual Performance Measure to Records and Archives Management Section	None	10 minutes	Administrative Assistant II
	1.9Email the approved Work and Financial Plan /Annual	None	10 minutes	Planning Officer I

Me Ce Po De and	rformance asure to ntral Office- licy velopment d Planning reau			
Fee	dback and con	nplaints mech	nanism	
How to send feedback			Accomplish Complaint Section	feedback/ form of the
How Feedbacks are proces	sed		addressed a the Head of	vailable will be and facilitated by
How complaint is addresse	ŀd		Any com through pri text or con quad-media immediately the Head	addressed by
Complaint/s through 8888 [	Desk/ Hotline			y period and onse to 8888
How complaints are proces	sed		Concerned may issue Order for committed b	or violations by permanent or staff or Letter of for non-
Contact information of DSV	VD FO-CAR		name of involving ar may be su DSWD-CAR 40 North Dr	arity using the DSWD-CAR or ny of its official ubmitted to the as office at No. rive, Baguio City gh 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

## 129. Preparation of Proposed Annual Budget for Field Office

Office	Policy	Development Section (PI	and Planning DPS)		
Classification:			Complex		
Type of	Transaction:	G2G- (	Government te	o Government	
Who	nay avail:		PDPB		
CHECKLIST OF	REQUIREMENTS:	V	VHERE TO S	ECURE:	
Budget Proposal fro		Not appli	cable		
Client steps	Section's Actions	Fees to be	Processing	Persons	
		paid	time	Responsible	
1. Submits budget		None	10 minutes	Administrative	
proposal to	acknowledge			Assistant II	
PDPS	reports				
(hardcopy or					
electronic	1.2 Review the	None	1 hour	Planning	
copy)	completeness of the submitted			Officer III	
	report				
	Тероп				
	1.3Prepare the	None	10 minutes	Planning	
	scorecard	Nono		Officer III	
	1.4Consolidate the	None	1 day	Planning	
	Regional		5	Officer III	
	Budget				
	Proposal				
	1.5 Endorse to	None	1 day	Budget Section	
	Budget Section			Head	
	for input in the				
	financial part				

	1.6Endorse to the PPD Division Chief for signature	None	30 minutes	OIC PPD Chief
	1.7 Endorse to the Regional Director for approval	None	1 day	Administrative Assistant II
	1.8 Endorsed to NEDA-CAR the approved Budget Proposal	None	4 hours	Administrative Assistant II
	1.9 Email the approved Budget Proposal to NEDA-CAR	None	10 minutes	Planning Officer III
	Feedback and cor	nplaints mecl	nanism	
How to send feedba	ck		Accomplish Complaint Section	feedback/ form of the
How Feedbacks are	processed		Feedback or whenever av addressed a the Head of	vailable will be and facilitated by
How complaint is addressed			Any com through pri text or cou quad-media immediately the Heac	mplaint through will be 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: <u>focar@dswd.gov.ph</u> or through Facebook account: www. facebook.com/dswdfocar

130. Issuance of Certificate of Authority to Conduct Regional Fund Raising Campaign to Individual, Corporation, Organization or Association

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

Office or Division:	Policy and Plana Division Standarda	
Office or Division:	Policy and Plans Division - Standards	
	Section	
Classification:	Complex	
Type of Transaction:	<ul> <li>Government to Client (G2C)</li> </ul>	
	<ul> <li>Government to Government (G2G)</li> </ul>	
Who may avail:	All eligible person/individual, corporation,	
	organization or association desiring to solicit	
	funds for charitable and public welfare	
	purposes in one (1) region	
CHECKLIST OF REQUIREMEN	NTS WHERE TO SECURE	
A. For Corporation, Organization or Association desiring to solicit funds for		
charitable and public welfare purp		

1.	One (1) Duly Accomplished Application Form signed by the Agency Head or his/her authorized representative	• 40 No	DSWD Field Office CAR - Standards Section orth Drive, Baguio City https://www.dswd.gov.ph/d ownloads-forms- downloads-public solicitation forms/ DSWD- SB- PS-F-001: Application Form
2.	One (1) Certified True Copy of Certificate of Registration and Articles of Incorporation and By-laws with the SEC or other regulatory government agency which has jurisdiction to regulate the applicant, if new application *Not applicable to Government Agencies.	•	Securities Exchange Commission (SEC) – 3/F Newtown Square, 42 Navy Base Road, Baguio City
3.	One (1) Photocopy of Updated Certificate of Good Standing, or Updated Certificate of Corporate Filing/Accomplished General Information Sheet (GIS) from SEC or any government regulatory agencies that has jurisdiction to regulate the applicant organization or agency. Required if the date of registration with the concerned regulatory agency is more than five (5) years prior to application. *Not applicable to Government Agencies.	•	Securities Exchange Commission (SEC) - 3/F Newtown Square, 42 Navy Base Road, Baguio City
4.	One (1) Original Copy of Project Proposal approved by the Head of Agency on the intended public solicitation activity including the work and financial plan (WFP) on the activity to be undertaken.	•	DSWD Field Office CAR – Standards Section https://www.dswd.gov.ph/ downloads-forms- downloads-public solicitation forms/ DSWD-SB- PS-F-002: Project Proposal
5.	One (1) Original Copy of Profile of current Governing Board Members or its equivalent in the corporation, certified by the Corporate Secretary or any equivalent officer. *Not applicable to Government Agencies.	•	DSWD Field Office CAR – Standards Section https://www.dswd.gov.ph/ downloads-forms- downloads-public solicitation forms/ DSWD-SB- PS-F-003: Profile of Governing Board

6.	One (1) Original Copy of Notarized Written Agreement or any similar document signifying the intended beneficiary concurrence as recipient of the fundraising activities.	<ul> <li>with intended beneficiary/recipients</li> </ul>
7.	<ul> <li>One (1) Original Copy of Endorsement or Certification from any but not limited to the following agencies that allow/s applicant to undertake solicitation activities in their agency's jurisdiction, as applicable:</li> <li>8.1. Director of Private Schools</li> <li>8.2. Schools Superintendent of Public School</li> <li>8.3. Head or authorized representative of National Government Agencies (NGAs)</li> <li>8.4. Head or authorized representative of Local Government Unit (LGU)</li> <li>8.5. Bishop/Parish Priest/Minister or Head of Sect or Denomination</li> </ul>	<ul> <li>with the agency that allows applicant to undertake solicitation activities in their jurisdiction</li> </ul>
8.	8.6. Others One (1) Original Copy of Fund Utilization Report (DSWD-SB-PSF-007), of proceeds and expenditures duly certified by the agency's auditor/bookkeeper, if applying for renewal of permit/authority	<ul> <li>DSWD Field Office CAR – Standards Section</li> <li>https://www.dswd.gov.ph/ downloads-forms- downloads-public solicitation forms/</li> <li>DSWD-SB- PS-F-007: Fund Utilization Report</li> </ul>
В.	For individual soliciting funds for child/rela	ative suffering from chronic
	diseases that requires long-term and/or ex	-
1.	One (1) Original Copy of Endorsement or Certification from Licensed and Accredited SWDA allowing an individual to solicit funds under their name or responsibility	<ul> <li>DSWD Licensed or Accredited Social Welfare and Development Agency (SWDA)</li> </ul>
2.	One (1) Original Copy of Applicant's Social Case Study Report from his/her locality duly signed by the Head of the City/Municipal Social Welfare and Development Office (C/MSWDO)	<ul> <li>Office of the City/Municipal Social Welfare and Development in the City/Municipal Local Government Unit of applicant's current residence</li> </ul>
3.	One (1) Copy of Original/Certified True Copy of Medical Certificate/Abstract and/or Treatment Protocol certified by the attending physician or by the Hospital Records Section	<ul> <li>Hospital's Records Section or Attending Physician or Treatment Protocol</li> </ul>

 4. One (1) Original Copy of Fund Utilization Report (DSWD-SB-PSF-007), of proceeds and expenditures duly certified by the agency's auditor/bookkeeper, **if applying for renewal of permit/authority*

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCES SING TIME	PERSON RESPONSI BLE
A. Assessment	Procedures for Walk-in A	pplicants		
1.SecureapplicationformthrutheDSWDWebsite or from theDSWD Field Office		None	*5 minutes	Support Staff - Standards Section
2. Payment of Processing Fee	Receive payment for the required processing fee and issue official receipt (OR)	₱500.00	*10 minutes	Receiving Staff – Cash Section
3. Submit/file application documents	If Complete and Compliant: 1.1 Receive the documentary requirements including copy of Official Receipt (OR) for payment of processing fee; If found incomplete or non-compliant, 1.1 Return application documents to person/ individual, corporation, organization or association together with the Checklist of Requirements.	None	*15 minutes	Focal Person - Standards Section
	1.2 Provide necessary technical assistance to the applicant to qualify for the issuance of permit.			

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCES SING TIME	PERSON RESPONSI BLE
4. Wait for the result of the assessment	<ul> <li>1.1 Review and evaluate application documents for completeness and compliance to requirements;</li> <li>1.2 Conduct agency visit, if necessary.</li> </ul>	None	3 days	Focal Person - Standards Section
4.1 Wait for the result of the assessment	<ul> <li>1.1 If applicant is compliant to requirements: Forward application form together with the assessment report and the Certificate of Authority to Conduct Regional Fund Raising Campaign to the Regional Director or his/her authorized representative for approval and signature.</li> <li>If found incomplete or non-compliant:</li> <li>1.1 Return application documents to the person/individual, corporation, organization or association with an acknowledgement letter citing reasons for disapproval;</li> <li>1.2 Provide necessary</li> </ul>	None	3 days	Focal Person - Standards Section/Sec tion Head/Divisi on Chief/Regio nal Director
	1.2 Provide necessary technical assistance to the applicant to			

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCES SING TIME	PERSON RESPONSI BLE
	qualify for the issuance of permit. <i>As needed.</i>			
5. Issuance of Permit	<ul> <li>1.1 Notify the Applicant Organization on the availability of the Certificate</li> <li>1.2 Issues the Certificate of Accreditation or the Denial Letter</li> <li>1.3 Provide orientation conforming to the standard operating procedures in the inventory, monitoring and utilization of solicited funds</li> </ul>	None	1 day	Focal Person - Standards Section
	TOTAL			
For C	Complete and Compliant:	₱500.00	7 working days	
	If Disapproved:	₱500.00	5 working days	
For	Incomplete Submission:	None	30 minutes	

## 131. Issuance of Certificate of Authority to Conduct National Fund Raising Campaign to Individual, Corporation, Organization or Association

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

Office or Division:	Standards Section – DSWD Field Office
	Standards Compliance and Monitoring Division (SCMD) Standards Bureau – DSWD Central Office
Classification:	Highly Technical

Turna of Transaction:	- Covernment to Client (COC)
Type of Transaction:	Government to Client (G2C)
	Government to Government
	(G2G)
Who may avail:	All eligible person/individual,
	corporation, organization or
	association desiring to solicit funds
	for charitable and public welfare
	purposes in more than one (1) region
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
C. For Corporation, Organization or Asso	
charitable and public welfare purposes	
9. One (1) Duly Accomplished Application	DSWD Field Office -
Form signed by the Agency Head or	Standards Section (SS)
his/her authorized representative	40 North Drive, Baguio City
	<ul> <li>https://www.dswd.gov.ph/dow</li> </ul>
	nloads-forms-downloads-
	public solicitation forms/
	DSWD-SB- PS-F-001:
	Application Form
10. One (1) Certified True Copy of Certificate	
of Registration and Articles of	Commission (SEC) - 3/F
Incorporation and By-laws with the SEC	Newtown Square, 42 Navy
or other regulatory government agency	Base Road, Baguio City
which has jurisdiction to regulate the	Date Road, Dagaio erry
applicant, if new application	
*Not applicable to Government	
Agencies.	
11. One (1) Updated Certificate of Good	Securities Exchange
Standing, or Updated Certificate of	Commission (SEC)- 3/F
Corporate Filing/Accomplished General	Newtown Square, 42 Navy
Information Sheet (GIS) from SEC or any	Base Road, Baguio City
government regulatory agencies that has	Dase Road, Daguio City
jurisdiction to regulate the applicant	
organization or agency. Required if the	
date of registration with the concerned	
•	
regulatory agency is more than five (5)	
years prior to application.	
*Not applicable to Government	
Agencies.	
12. Project Proposal approved by the Head of	DSWD Field Office CAR-     Standarda Castian
Agency on the intended public solicitation	Standards Section
activity including the work and financial	
plan (WFP) on the activity to be	
undertaken.	nloads-forms-downloads-
	public solicitation forms/

	DSWD-SB- PS-F-002:
<ul> <li>13. Profile of current Governing Board Members or its equivalent in the corporation, certified by the Corporate Secretary or any equivalent officer.</li> <li>*Not applicable to Government Agencies.</li> </ul>	<ul> <li>Project Proposal</li> <li>DSWD Field Office CAR- Standards Section</li> <li>40 North Drive, Baguio City</li> <li>https://www.dswd.gov.ph/dow nloads-forms-downloads- public solicitation forms/ DSWD-SB- PS-F-003: Profile of Governing Board</li> </ul>
14. Notarized Written Agreement or any similar document signifying the intended beneficiary concurrence as recipient of the fundraising activities.	<ul> <li>from intended beneficiary/recipients or its head/authorized representative</li> </ul>
15. Endorsement or Certification from any but not limited to the following agencies that allow/s applicant to undertake solicitation activities in their agency's jurisdiction, as applicable:	<ul> <li>from the agency that allows applicant to undertake solicitation activities in their jurisdiction</li> </ul>
<ul> <li>7.1. Director of Private Schools</li> <li>7.2. Schools Superintendent of Public School</li> <li>7.3. Head or authorized representative of National Government Agencies (NGAs)</li> <li>7.4. Head or authorized representative of Local Government Unit (LGU)</li> <li>7.5. Bishop/Parish Priest/Minister or Head of Sect or Denomination</li> <li>7.6. Others</li> </ul>	
16. Fund Utilization Report (DSWD-SB-PSF- 007), of proceeds and expenditures duly certified by the agency's auditor/bookkeeper, if applying for <u>renewal</u> of permit/authority	<ul> <li>DSWD Field Office CAR- Standards Section</li> <li>40 North Drive, Baguio City</li> <li>https://www.dswd.gov.ph/dow nloads-forms-downloads- public solicitation forms/ DSWD-SB-PS-F-007: Fund Utilization Report</li> </ul>
17. Sample of additional specific requirements for each methodology to be used, such as:	<ul> <li>Please refer to https://www.dswd.gov.ph/issu ances/MCs/MC_2014-017.pdf</li> </ul>

0.4 Tisket Dellate Oanda and distilled	Ean that a delition of the second sec
9.1. Ticket, Ballots, Cards and similar	For the additional specific
forms	requirements for each methodology
9.2. Donation Boxes, Coin Banks and	to be used
other similar forms	
9.3. Benefits show such as fashion	
show, concert and similar activities	
9.4. Photo or Painting Exhibits and	
similar activities	
9.5. Written request such as envelops,	
letters of appeal, greeting cards and	
similar forms	
9.6. Text messages and other types of	
solicitation suing electronic devices such	
as e-mail	
9.7. Mass media campaign through	
radio, television, cinema, magazines,	
newspapers, billboards and other similar	
forms	
9.8. Sport activities for a cause such as	
fun run, marathon, cycling and similar	
activities	
9.9. Rummage sale, garage sale, sale of	
goods and other similar forms	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME* (under normal circumstance)	PERSON RESPONS IBLE
1. Secure application form thru the DSWD Website or from the DSWD Field Office	Client secures or provided with application form and checklist of requirements	None	*5 minutes	Support Staff - Standards Section
2. Payment of Processing Fee	Receive payment for the required processing fee and issue official receipt (OR)		*10 minutes	<i>Receiving</i> <i>Staff</i> – Cash Section-
3. Submit/file application documents	If Complete and Compliant: 1.1 Receive the documentary requirements including copy of	None	*15 minutes	Focal Person - Standards Section

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME* (under normal circumstance)	PERSON RESPONS IBLE
	Official Receipt (OR) for payment of processing fee;			
	If found incomplete or non-compliant,			
	1.1 Return application documents to person/ individual, corporation, organization or association together with the Checklist of Requirements.			
	1.2 Provide necessary technical assistance to the applicant to qualify for the issuance of permit.			
4. Wait for the result of the assessment	If applicant is compliant to requirements:			
	1.1 Endorse complete application documents including copy of official receipt representing payment of processing fee together with the assessment report to the	None	3 days	Focal Person - Standards Section/Se ction Head/Divisi on Chief/Regi onal Director

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME* (under normal circumstance)	PERSON RESPONS IBLE
	Standards Bureau – DSWD Central Office			
Compliant:	TOTAL omplete and	₱1,000.00	7 working days	
Complete and Submission:	Non-Compliant	₱1,000.00	Six (6) days	
I Submission:	ncomplete	None	30 minutes	

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

### 132. Endorsement of Duty-Exempt importation of Donations to SWDAS

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

Office or Division:	Standards Section – DSWD Field Office
Classification:	Highly Technical
Type of Transaction:	Government to Client (G2C)
Who may avail of:	Licensed and/or accredited Social Welfare and Development Agencies (SWDAs) who wish to exempt from customs dues the foreign donations consigned to them.
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Application form (DSWD DFE Form 1)	<ul> <li>Any DSWD Field Office CAR - Standards Section</li> <li>https://www.dswd.gov.ph/issuances/MCs/MC</li> </ul>
	_2019-021.pdf – DSWD DFE Form 1
2. Authenticated Deed of Donation from the Philippine Consular Office of the country of origin.	Philippine Consular Office (i.e. embassy or consulate) of the country of origin
3. Notarized Deed of Acceptance	Notary public
4. Copy of valid DSWD Registration, License	Issued by the DSWD to the licensed and/or accredited SWDA

	and/or Accreditation Certificate	
	Bill of Lading or Airway Bill	Carrier (or agent) to acknowledge receipt of cargo for shipment, usually provided by the donor to the donee
6. 1	Packing List	Carrier (or agent) to acknowledge receipt of cargo for shipment, usually provided by the donor to the donee
7. 1	Plan of Distribution	<ul> <li>https://www.dswd.gov.ph/issuances/MCs/MC_2019- 021.pdf - DSWD DFE Form 2</li> <li>To be certified and endorsed by the DSWD Field Office(s) having jurisdiction over the target area for distribution</li> </ul>
1. (	OPTIONAL REQUIREMENTS Certification from Food and Drug Administration (FDA), in case of medicines	Food and Drug Administration – Civic Drive, Filinvest Corporate City, Alabang, Muntinlupa City 1781
l i	Notarized distribution report on latest shipment, if not the first time to import foreign donations.	<ul> <li>https://www.dswd.gov.ph/issuances/MCs/MC_2019- 021.pdf - DSWD DFE Form 3</li> <li>To be certified correct by the concerned DSWD Field Office</li> </ul>
	Proof of prior agreements or approved arrangements, in case In case of relief items other than food and medicines	Appropriate government agencies

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME (under normal circumstance)	PERSON RESPONSIBLE
1. The representative of the SWDA files the application form, together with the supporting documents and	Receives the application and provides technical assistance, if necessary.	None	*30 minutes	Standards Section administrative personnel and/or Officer- of-the-Day

other requirements at the respective DSWD-Field Office covering the region where the intended distribution of goods shall take place.				
2. The applicant shall pay the required processing fee at the Cash Unit of the concerned DSWD-Field Office; provides a copy to the Standards Section	Issues an official receipt.	Php1,000.00	*10 minutes	Cash Section personnel
3. Awaits results of the assessment.	Reviews and assesses the submitted requirements. If complete, to determine the necessity of conducting a validation visit. If incomplete, to return all submitted documents to the applicant.	None	3 working days	Standards Section <i>Technical staff</i>
4. Validation Visit	Conducts area visit, obtains in- depth information concerning administrative and operational aspects of the program. (Optional)	None	2 working days (per agreed schedule)	Standards Section <i>Technical Staff</i>

5. Awaits endorsement by DSWD Central Office.	Secures endorsement of the application by the DSWD Regional Director Endorses the application to the Standards Bureau at the Central Office If deficient to return the application to the applicant and provide the necessary technical assistance to comply with the	None	1 working day	Field Office: Standards Section Technical Staff DSWD Regional Director
	comply with the requirement.			
	TOTAL Complete and Compliant:	₱1,000.00	Seven (7) days	
Complete and	d Non-Compliant Submission:	₱1,000.00	Eight (3) days and forty (40) minutes	
	For Incomplete Submission:	None	30 minutes	

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

132. Accreditation of Social Workers Managing Court Cases (SWMCCs)
 The process of assessing the Social Workers managing court-related cases as to their compliance to delivery of quality service

Office:	Standards Section – DSWD Field Office
Type of Transaction:	Highly Technical

Who may av CHECKLIST ( A. For New Applica 1. For Social Work	including supervisors fro and center-bas other National Workers, No individual prac disadvantaged OF REQUIREMENTS ¹	supervisors from the DSWD Field Offices, residential, and center-based facilities, Local Government Units, other National Government Agencies, Court Social Workers, Non-Government Organizations, and individual practitioners managing court cases of the disadvantaged groups.		
	Application Form for	Any DSWD Field Office -		
	n of Social Workers	Standards Section		
Managing C	ourt Cases (Annex A)	40 North Drive, Baguio City		
		Refer to DSWD Website – Administrative Order No. 1 series of 2008 for the form		
b. 2 copies and Professional Registration	Regulations Commission	Professional Regulations Commission		
basic course hours) on th cases from I training insti *In case of I	ost certificate, a certified om the training provider	Training Provider		
-	ocumentation of four (4) ged (Annex B)	Refer to DSWD Website – Administrative Order No. 1 series of 2008 for the template		
	commendation attesting to nce of the social worker	<ul> <li>Any of the following:</li> <li>Supervisor of the applicant;</li> <li>Philippine Association of Social Workers, Inc. (PASWI);</li> <li>If court social worker, from the Philippine Association of Court Social Workers, Inc. (PACSWI)</li> </ul>		

	f.	<ul> <li>The following documents on cases handled must be made available during on-site assessment:</li> <li>Case study reports;</li> <li>Progress/running notes;</li> <li>Case summaries;</li> <li>Case conference proceedings/notes</li> </ul>	Applicant/Client
2.	Foi	r Supervisors	
	a.	First three (3) requirements stated under new applicants for social worker	(As stated above)
	b.	Technical supervisory notes of two (2) supervisees as proof of providing technical assistance	Applicant/Client
	C.	<ul> <li>The following documents on cases handled must be made available during on-site assessment: <ul> <li>Case study reports;</li> <li>Progress/running notes;</li> <li>Case summaries;</li> <li>Case conference proceedings/notes</li> </ul> </li> </ul>	Applicant/Client
В.	Foi	r Renewal	
1.		r Social Workers	
	a.	Certificate of attendance to relevant trainings attended or refresher course of at least 24 hours	DSWD or recognized training institutions
	b.	Summary documentation (Annex B) of cases managed for the last six months	Refer to DSWD Website – Administrative Order No. 1 series of 2008 for the template
	C.	Recommendation from the Supervisor attesting to the competence of social worker in managing court cases	Applicant/Client
		<ul> <li>The following documents on cases handled must be made available during on-site assessment:</li> <li>Case study reports;</li> <li>Progress/running notes; and</li> <li>Other relevant documentations pertaining to the cases</li> </ul>	Applicant/Client
2.		Supervisor	
	a.	First three (3) requirements stated under renewal for social worker	(As stated above)

<ul> <li>b. Technical supervisory notes of two (2) supervisees as proof of providing technical assistance</li> </ul>	Applicant/Client
<ul> <li>c. The following documents on cases handled must be made available during on-site assessment: <ul> <li>Case study reports;</li> <li>Progress/running notes/marginal notes;</li> <li>Case summaries;</li> <li>Case conference proceedings/notes</li> </ul> </li> </ul>	Applicant/Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME* (Under Normal Circumstances)	PERSON RESPONSIB LE
<ol> <li>The Applicant shall file application (Annex A) at the concerned DSWD Field Offices (FO) – Standards Section together will the requiremen ts stated above.</li> </ol>	<ul> <li>1.1. The Field Office- Standards Section shall review the submitted documents as to completeness and accuracy with the original copies of the documents.</li> <li>If found to be complete, Receiving Officer shall forward the documents to the Technical Staff.</li> </ul>	None	*10 minutes	Receiving Officer– Standards Section
	1.2. The technical staff shall conduct pre- assessment by verifying the documents submitted by the Applicant with the original copies of the documents.	None	2 days	Any of the assigned <i>technical</i> <i>staff</i> - Standards Section

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME* (Under Normal Circumstances)	PERSON RESPONSIB LE
	<ul> <li>1.3. If requirements are complete, the Field Office-Standards Section shall endorse one copy of the application requirements to DSWD- Standards Bureau, and file the other copy in the Field Office.</li> <li>If requirements are incomplete, to return the application to the application to the applicant and provide the necessary technical assistance to comply with the requirement.</li> </ul>	None	2 days	Standards Section Head, – Standards Section
	Total Proce	ssing Time:	7 workinę	g days

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

## 133. Accreditation of Beneficiary CSOs

The process of assessing the applicant to determine whether a Beneficiary Civil Society Organization is eligible to be provided with DSWD Funds.

Office or Division:	Standards Section – DSWD Field Office		
Classification:	Highly Technical		
Type of Transaction:	Government to Client (G2C)		
Who may avail:	Social Work Agencies w/ at least one (1) year valid license to operate		
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE		
1. Certified true copy of the Certificat Eligibility issued by the SLP-RPMO	e of DSWD Field Office CAR- Sustainable Livelihood Program		
2. Endorsement of SLPAs with CoE signation by the RPC (to include the projection of			

approved, address of budget approved for t	of the SLPA, and the he project)			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSIN G TIME* <u>(under</u> <u>normal</u> <u>circumstance</u>	PERSON RESPON SIBLE
<b>STEP 1:</b> A certified true copy of CoE and Endorsement of SLPAs with CoE signed by RPC is forwarded to SS by the SLP	<ul> <li>1.1 Receives documentary requirements</li> <li>1.2 Review of the requirements received</li> <li>1.3 If complete, the SS will sign the Endorsement of SLPAs, which was initially signed by the RPC, and will prepare the CoA.</li> <li>If found incomplete, the application requirements shall be returned to SLP-</li> </ul>	None	*10 minutes 1 day	Support staff (Standard s Section) Technical Staff (Standard s Section)
	RPMO for compliance of the lacking document/s within two (2) working days 1.4 CoA and the Endorsement of SLPAs will be endorsed to Field Office Director or his/her Officer-in-Charge for issuance of the CoA as Beneficiary CSO.	None	1 day	Support Staff (Standard
	1.5 Approval of the Regional Director or issuance of CoA by the Regional Director	None	2 days	s Section) Regional Director

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSIN G TIME* <u>(under</u> <u>normal</u> <u>circumstance</u> <u>)</u>	PERSON RESPON SIBLE
<b>STEP 2:</b> CSO Applicant, through SLP-RPMO, are informed of the final action or decision of the Regional Director.	<ul> <li>1.1 Informs the SLP- RPMO, of the final action or decision of the Regional Director, and shall forward signed CoA to SKP-RPMO.</li> <li>1.2 Posting of selected information of the CSO at DSWD Website and conspicuous places in the DSWD compounds for public information and may receive derogatory reports.</li> </ul>	None	2 working days	Support Staff/Tec hnical Staff (Standard s Section)
	None	6 working days		
	plete and Non-Compliant:	None	2 Working days	

*The number of minutes shall be included on the total 6 working days.

 134. Registration of Private Social Welfare And Development Agencies (SWDAS)
 The process of assessing the applicant organization to determine whether its intended purpose is within the purview of Social Welfare and Development.

Office or Division:	DSWD Field Office – Standards Section (Covering the area of operation if operating <b>only in one</b> (1) region)
Classification:	Complex
Type of Transaction:	Government to Client (G2C)
Who may avail:	All Private Organization that intends to engage in Social Welfare and Development Activities
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ol> <li>One (1) Duly Accomplished an Notarized Application Form</li> </ol>	<ul> <li>DSWD Field Office CAR – 40 North Drive, Baguio City</li> </ul>
	<ul> <li>https://www.dswd.gov.ph/downloads- 2/ Annex 1. DSWD-RLA-F001 Application Form for Registration</li> </ul>

2. One (1) Updated Copy of Certificate of Registration and latest Articles of Incorporation and by-laws indicating that the organization's primary purpose is within the purview of social welfare and development issued by SEC that gives a juridical personality to a non-stock non –profit organization to operate in the Philippines	Securities Exchange Commission (SEC) - 3/F Newtown Square, 42 Navy Base Road, Baguio City
<ul> <li>3. One (1) Copy of any of the following:</li> <li>• Handbook or Manual Operations of its programs policies and procedures to attain its purposes</li> <li>• Brochure</li> </ul>	<ul> <li>https://www.dswd.gov.ph/downloads- 2/ Annex 4. DSWD-RLA-F004 Manual of Operation</li> <li>https://www.dswd.gov.ph/downloads- 2/ Annex 5. DSWD-RLA-F005 Brochure</li> </ul>
<ul> <li>Duly signed Work and Financial Plan for at least two (2) years</li> </ul>	<ul> <li>https://www.dswd.gov.ph/downloads- 2/ Annex 9. DSWD-RLA-F009 Work and Financial Plan</li> </ul>

CLIENT STEPS	AGENCY ACTIONS Procedures for Walk-in	FEES TO BE PAID	PROCESSING TIME (under normal circumstance)	PERSON RESPONS IBLE
<ol> <li>A. Assessment P</li> <li>Secure application form thru the DSWD Website/ Standards Section</li> <li>2.</li> <li>1.1 Submit/ file</li> </ol>	Provides client application form, and checklist of requirements	None	*10 minutes *10 minutes	Support Staff (Standards Section)
<ul> <li>1.1 Submit/ file application and supporting documents.</li> <li>1.2 For applicant organization with complete requirements</li> </ul>	1.1 Receive the documentary requirements and provide the applicant organization with an application reference number for easy	NOTE	TO minutes	Support Staff in charge of all incoming documents (Standards Section)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME (under normal circumstance)	PERSON RESPONS IBLE
acknowledgeme nt receipt of the submitted requirements.	tracking and reference.			
1.3 For incomplete requirements, the applicant organization shall sign the	1.2 Determine whether the submitted documents are complete.			
acknowledgeme nt of the returned documents and the checklist of the lacking requirements.	1.3 If complete, provide the organization an acknowledgeme nt receipt and log the receipt of application documents into the Document Tracking System (DTS) for Standards Bureau.			
	1.4 If incomplete, return all documents submitted accompanied by a checklist of requirements for applicant Organization's compliance.			
<ul><li>3. If Complete,</li><li>Settle the required processing fee.</li><li>.</li></ul>	Prepare Billing Statement and instructs applicant to proceed to the <b>Cash</b> <b>Section.</b>	None	*20 minutes	Support Staff in- charge of the issuance of Billing statement

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME (under normal circumstance)	PERSON RESPONS IBLE
				(Standards Section)
	Process payment and issues Official Receipt.	₱1,000. 00	*10 minutes	<i>Cashier</i> (Cash Section)
4. Provide the DSWD Standards Section the photocopy of the Official Receipt (OR).	Acknowledge the copy of the Official Receipt from the applicant Organization.	None	*10 Minutes	Support Staff in charge of all incoming documents (Standards Section)
5. Accomplish and drop the Customer's Feedback Form on the dropbox.	Provide the applicant Organization the Customer's Feedback Form	None	*5 minutes	Support Staff (Standards Section)
documents which	vill implement 4:00pi includes the payme m shall be considered	ent of pro	cessing fees. A	Applications
6. Wait for the result of assessment.		None	2 working days	Technical Staff (Standards Section)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME (under normal circumstance)	PERSON RESPONS IBLE
	ii. Applicant has employed a sufficient number of duly qualified staff and/or registered social workers to supervise and take charge of its social welfare and development activities and/or social work interventions in accordance with the set standards.			
	iii. Applicant must submit a duly certified financial statement that at least seventy percent (70%0 of its funds are disbursed for direct social work services while thirty percent (30%) of the funds are disbursed for administrative services.			
	iv. The SWDA must have a financial capacity to operate for at least two (2) years.			
	v. Applicant keeps record of all			

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME (under normal circumstance)	PERSON RESPONS IBLE
	social development and/or welfare activities it implements.			
	Note: Criteria ii, iii and v are only applicable for those organizations that are already in operation prior to application for Registration.			
	1.2 Once the applicant Organization satisfies the prescribed requirements, the Technical Staff assessing the documents shall prepare the Confirmation Report and the Draft Certificate of Registration.			
	Review and approval of the Confirmation Report; endorsement for approval of the Registration Certificate.	None	2 working days	Technical Staff/ Section Head/ Division Chief/ Regional Director
	Approval and Signing of Registration Certificate	None	2 working days	Regional Director

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME (under normal circumstance)	PERSON RESPONS IBLE
7. Receive the Certificate and confirmation letter.	Send the Confirmation Report and notify the availability of the Certificate of Registration for release through various means per preference indicated in the application form. (direct pick-up or courier)	None	1 working day (depending on the choice of the applicant)	Support Staff in- charge of outgoing documents (Standards Section)
	TOTAL			
For Com	plete and Compliant:	₱1,000. 00	7 working days	
For Inco	omplete Submission:	None	20 minutes	
	ocedures of Application	ions subm	itted at Standard	s Section
through Mail/( 1. Send the Application Form together with the prescribed documentary requirements through Mail or Courier to: DSWD-CAR Standards Section	Log receipt into the Document Tracking System (DTS) for Standards Section. This shall be route to the Assigned Technical Staff.	None	*10 minutes	Support Staff in- charge of incoming documents (Standards Section)
40 North Drive, Baguio City				
2. Wait for the result of assessment.	1.1 Review the submitted documents as to completeness and compliance. The submitted complete documents must satisfy the following Criteria:	None	2 working days	<i>Technical</i> <i>Staff</i> (Standards Section)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME (under normal circumstance)	PERSON RESPONS IBLE
	i. Applicant must be engaged mainly or generally in Social Welfare and Development Activities.			
	<ul> <li>ii. Applicant has employed a sufficient number of duly qualified staff and/or registered social workers to supervise and take charge of its social welfare and development activities and/or social work interventions in accordance with the set standards.</li> </ul>			
	iii. Applicant must submit a duly certified financial statement that at least seventy percent (70%0 of its funds are disbursed for direct social work services while thirty percent (30%)			

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME (under normal circumstance)	PERSON RESPONS IBLE
	of the funds are disbursed for administrative services.			
	iv. The SWDA must have a financial capacity to operate for at least two (2) years.			
	<ul> <li>v. Applicant keeps record of all social development and/or welfare activities it implements.</li> </ul>			
	Note: Criteria ii, iii and v are only applicable for those organizations that are already in operation prior to application for Registration.			
	1.2 <b>If found</b> <b>incomplete or non-</b> <b>compliant</b> , draft an Acknowledgement Letter containing the checklist of requirements to be secured or accomplished. This shall be signed by the Regional			
	Director (FO) and shall be sent to the applicant agency			

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME (under normal circumstance)	PERSON RESPONS IBLE
	together with all the documents submitted.			
<ul> <li>3. Settle the required processing fee.</li> <li>For those operating in more than one region, the applicant organization may settles its payment either at DSWD Field Office where their Main Office is located according to Organization's preference.</li> </ul>	<ol> <li>If found both complete and compliant, notify the Applicant Organization that they have to settle their processing fee.</li> <li>Inform the applicant organization that the processing of the application shall start once they have paid the required fees and provided the Standards Bureau the copy of the Official Receipt.</li> </ol>	₱1,000. 00	*10 minutes	Technical Staff and Support Staff (Standards Section)
	Support Staff shall prepare Billing Statement and instructs applicant to proceed to Field Office Cash Section.			
<ul> <li>4. Provide the DSWD Standards Section the copy of the Official Receipt (OR) through the following:</li> <li>1. Scanned copy of the Official Receipt</li> </ul>	<ol> <li>Acknowledge the copy of Official Receipt from the Organization.</li> <li>For the Copy of OR sent through email: the Support Staff managing the</li> </ol>	None	*10 Minutes	Support Staff in- charge of incoming documents (Standards Section)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME (under normal circumstance)	PERSON RESPONS IBLE
standards.focar@ dswd.gov.ph with the subject: Name of the Organization_ Copy of OR for	Official email of the Standards Section shall acknowledged its receipt.			
Registration.	1.2 For the Copy of OR sent through			
2. Hand-carry the Photocopy of Official Receipt	mail/courier: the assigned technical Staff shall			
3. Mail/Courier the Photocopy of Official Receipt	acknowledged its receipt.			
5. Accomplish and drop the Customer's Feedback Form on the dropbox.	Provide the applicant Organization the Customer's Feedback Form	None	5 minutes	Support Staff (Standards Section)
documents which	vill implement 4:00pl includes the payme m shall be considered	ent of pro	cessing fees. A	Applications
6. Wait on the result of assessment.	Review and approval of the Confirmation Report; endorsement for approval of the Registration Certificate.	None	2 working days	Technical Staff/ Section Head/ Division Chief/ Regional Director
	Approval and Signing of Registration Certificate	None	2 working day	Regional Director
7. Receive the Certificate and confirmation letter.	Send the Confirmation Report and notify the availability of the Certificate of	None	1 working day (depending on the choice of the applicant)	Support Staff in- charge of outgoing documents

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME (under normal circumstance)	PERSON RESPONS IBLE
	Registration for release through various means per preference indicated in the application form. (direct pick-up or courier)			(Standards Section)
	TOTAL			
For Complete and Compliant:		₱1,000. 00	7 working days	
For Incomplete Submission:		None	3 working days	

# 135. Licensing of Private Social Welfare and Development Agencies (SWDAS) 1. Auxiliary SWDA 2. Social Work

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

(Cov (1) r Classification: High Type of Transaction: Gove	DSWD Field Office – Standards Section (Covering the area of operation if operating only in one (1) region) Highly Technical Government to Client (G2C) ALL Private SWDAs Intending to Operate ENTS WHERE TO SECURE		
1. One (1) Duly Accomplished an Notarized Application Form			
<ul> <li>2. One (1) set of the following Basil Documents:         <ul> <li>a. A certification of plan to hir the required Registere Social Worker (RSW) or stat complement; or (b) Profile of Employees and volunteer whichever is applicable</li> </ul> </li> </ul>	c https://www.dswd.gov.ph/downloads-2/ e Annex 22. DSWD-RLA-F022 Profile of d Employees ff		

b. Manual of Operation containing the SWDAs program and administrative policies, procedures and strategies to attain its purpose/s among others	<ul> <li>https://www.dswd.gov.ph/downloads-2/ Annex 4. DSWD-RLA-F004 Manual of Operation</li> </ul>
c. Profile of Board of Trustees	<ul> <li>https://www.dswd.gov.ph/downloads-2/ Annex 21. DSWD-RLA-F021 Profile of Governing Board</li> </ul>
d. Certified True Copy of General Information Sheet issued by SEC (One (1) copy)	<ul> <li>Securities Exchange Commission (SEC) - 3/F Newtown Square, 42 Navy Base Road, Baguio City</li> </ul>
e. Notarized certification from the Board of Trustees and/or the funding agency to financially support the organizations to operate for at least two (2)	<ul> <li>Board resolution by the Organization</li> </ul>
f. Work and Financial Plan for the two (2) succeeding years	<ul> <li>https://www.dswd.gov.ph/downloads-2/ Annex 9. DSWD-RLA-F009 Work and Financial Plan</li> </ul>
3. ADDITIONAL REQUIREMENTS	
<ul> <li>a. Basic Documents <ol> <li>For those operating in more than one region</li> <li>List of main and satellite/branch offices with contact details, if any</li> </ol> </li> </ul>	<ul> <li>https://www.dswd.gov.ph/downloads-2/ Annex 7. DSWD-RLA-F007 List of Main and Satellite Office</li> <li>Photocopy of the Memorandum of Agreement/Contract of Partnership and Certified by the Head of Applicant</li> </ul>
<ul> <li>b. Certified True Copy of the notarized written agreement of partnership or cooperation between the agency and its partner agency e.g. MOA, Contract of Partnership, among others</li> </ul>	Organization
b. For Applicant SWA's implementing Child Placement Services	

Certification from DSWD or photocopy of the certificate of training attended by the hired RSW related to child placement service.	<ul> <li>https://www.dswd.gov.ph/downloads-2/ Annex 22. DSWD-RLA-F022 Profile of Employees</li> </ul>
<ul> <li>c. Documents Establishing Corporate Existence and Regulatory Compliance</li> <li>1. For those operating in more than one region:</li> </ul>	
<ul> <li>Validation report from concerned DSWD Field Office or Certification from Regional ABSNET/Cluster or LGUs attesting to the existence and status of operation of the organization in the area/s of jurisdiction.</li> </ul>	<ul> <li>https://www.dswd.gov.ph/downloads-2/ Annex 23. DSWD-RLA-F023 ABSNET Active Membership</li> </ul>
There is no need to get a validation report/certification of existence for the region where the main office of the applicant is located.	
<ol> <li>For Center Based (<i>Residential and Non-Residential Based</i>) Copy of the valid safety certificates namely:         <ul> <li>a. Occupancy permit (only for new buildings) or Annual Building Inspection/Structural Safety Certificate (for old buildings)</li> </ul> </li> </ol>	<ul> <li>City/Municipal Engineering Office of Local Government Unit covering the SWDAs area of operation or Private Engineer</li> </ul>

b. Fire Safety Inspection Certificate	<ul> <li>Office of the Bureau of Fire Protection in the City/Municipal Local Government Unit covering the SWDAs area of operation</li> </ul>
c. Water Potability Certificate or Sanitary Permit	<ul> <li>City/Municipal Health Office of Local Government Unit covering the SWDAs area of operation or Private Service Provider</li> </ul>
<ol> <li>For applicant serving within the Ancestral Domains of Indigenous People (IP) – Photocopy of NGO Accreditation from NCIP.</li> </ol>	<ul> <li>National Commission of Indigenous People (NCIP) Regional Office where the NGO operates.</li> </ul>
<ul> <li>4. For applicant with past and current partnership with the DSWD that involved transfer of funds</li> <li>a. Certification from</li> </ul>	<ul> <li>DSWD Field Office CAR- Financial Management Division/ 40 North Drive, Baguio City</li> </ul>
DSWD Office and/or other concerned government agencies that the applicant is free from any financial liability/obligation	Government Agency where the Organization implemented or implements projects and programs.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSIN G TIME (under normal circumstances )	PERSON RESPONSIBL E
A. Assessment Procedures for Walk-in Applicants				
1. Secure application form thru the DSWD Website/ Standards Section	Provides client application form, and checklist of requirements	None	*10 minutes	Support Staff (Standards Section)
2. 1.1 Submit/ file application and	1.1 Receive the documentary	None	*20 minutes	Support Staff in charge of all

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSIN G TIME (under normal circumstances )	PERSON RESPONSIBL E
supporting documents. 1.2 For applicant organization with complete requirements, shall have acknowledgem ent receipt of the submitted	requirements and provide the applicant organization with an application reference number for easy tracking and reference.			incoming documents (Standards Section)
requirements. 1.3 For incomplete requirements, the applicant organization shall sign the acknowledgem ent of the returned documents and the checklist of the lacking requirements.	<ul> <li>1.2 Determine whether the submitted documents are complete.</li> <li>1.3 If complete, provide the organization an acknowledgeme nt receipt and log the receipt of application documents into the Document Tracking System (DTS) for Standards Bureau.</li> </ul>			
	1.4 If incomplete, return all documents submitted accompanied by a checklist of requirements for applicant			

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSIN G TIME (under normal circumstances )	PERSON RESPONSIBL E
	Organization's compliance.			
3. If Complete, Settle the required processing fee.	Prepare Billing Statement and instruct applicant to proceed to the Cash Section.	None	*20 minutes	Support Staff in charge on the issuance of Billing Statement (Standards Section)
	Process payment and issues Official Receipt.	₱1,000 .00	*15 minutes	Cashier (Cash Section)
4. Provide the DSWD Standards Bureau the photocopy of the Official Receipt (OR).	Acknowledge the photocopy of the Official Receipt from the applicant Organization.	None	*15 Minutes	<i>Support Staff</i> (Standards Section)
5. Accomplish and drop the Customer's Feedback Form on the dropbox.	Provide the applicant Organization the Customer's Feedback Form	None	*5 minutes	<i>Support Staff</i> (Standards Section)
documents which	will implement 4:00 includes the payn pm shall be considered	nent of	processing fee	s. Applications
6. Wait for the result of the documents review and notice of validation assessment.	<ul> <li>1.1 Review the submitted documents as to completeness and compliance, both in form and substance. The submitted complete documents must satisfy the following Criteria:</li> <li>i. Applicant must be engaged</li> </ul>	None	2 working 2 working days	Technical Staff (Standards Section)

CLIENT STEPS	AGENCY ACTIONS generally in	FEES TO BE PAID	PROCESSIN G TIME (under normal circumstances )	PERSON RESPONSIBL E
	Social Welfare and Development Activities.			
	ii. In case a <b>new</b> applicant SWDA applying to operate a residential care facility, the applicant must establish the need for a residential facility serving a particular sector and the absence of related facility to cater them. e.g. Situationer			
	<ul> <li>iii. Applicant has employed a sufficient number of duly qualified staff and/or registered social workers to supervise and take charge of its social welfare and development activities and/or social work interventions in accordance with the set standards.</li> </ul>			
	iv. Applicant must submit a duly			

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSIN G TIME (under normal circumstances )	PERSON RESPONSIBL E
	certified financial statement that at least seventy percent (70%) of its funds are disbursed for direct social work services while thirty percent (30%) of the funds are disbursed for administrative services.			
	v. The SWDA must have a financial capacity to operate for at least two (2) years.			
	vi. Applicant keeps record of all social development and/or welfare activities it implements.			
	Note: Criteria iv and vi are only applicable for those SWDAs that are already in operation prior to application for License to Operate.			
	1.2.1 If complete and compliant, an			

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSIN G TIME (under normal circumstances )	PERSON RESPONSIBL E
	Acknowledg ment Letter and Notification on the proposed schedule on the conduct of Validation Visit shall be prepared.			
	1.2.2 If found incomplete or non- compliant, the Acknowledge ment Letter prepared shall contain the checklist of requirements to be secured and complied. This will be sent to the applicant SWDA together with all the application documents submitted.			
	1.3 Review and approval of the Acknowledgement	None	2 working days	Section Head/Division Chief/Regional Director

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSIN G TIME (under normal circumstances )	PERSON RESPONSIBL E
	Letter including its attachments.			(Standards Section)
7. Confirm the Availability on the proposed Validation Visit	For those with requirements that are complete and compliant, Confirmation of Validation Visit.	None	*30 minutes	<i>Technical Staff</i> (Standards Section)
8. Assist the Assessor during the conduct of Validation visit.	Conduct of Validation visit	None	1 working day per agreed schedule	<i>Technical Staff</i> (Standards Section)
9. Accomplish and place the Customer's Feedback Form on a sealed envelope.	Provide the applicant Organization the Customer's Feedback Form	None	*5 minutes	<i>Technical Staff</i> (Standards Section)
10. Awaits the result of the licensing assessment	<ul> <li>1.1 Prepare Confirmation Report</li> <li>1.2.1 If favorable, the Technical Staff shall draft Confirmation Report and Draft Certificate of License to Operate.</li> <li>1.2.2 If not favorable, the Technical Staff shall detail the Assessors Findings and the agreed compliance date of the Action Plan.</li> </ul>	None	3 working days	Technical Staff (Standards Section)
	1.3.1 If favorable, review and approval of the Confirmation Report and the Draft	None	Favorable; 8 working days	Section Head/Division Chief (Standards Section)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSIN G TIME (under normal circumstances )	PERSON RESPONSIBL E
	Certificate of License to Operate.			
	1.3.2 If unfavorable, review and approval of the Confirmation Report.		Unfavorable; 7 working days	
	1.4.1 If favorable, for approval and signature of the Certificate of License to Operate.		Favorable; 3 working days	Regional Director
	1.4.2 If unfavorable, the Support Staff shall send the Confirmation Report to the SWDA through email and via courier.		Unfavorable; 2 working days	<i>Support Staff</i> (Standards Section)
11. Acknowledge the receipt of the Certificate of License to Operate.	Send the Confirmation Report and notify the availability of the Certificate of License to Operate for release through various means per preference indicated in the application form. (direct pick-up or courier)	None	1 working day (depending on the choice of the applicant)	Support Staff (Standards Section)
TOTAL For Complete and Compliant:		₱1,000 .00	20 working days	
For Inco	For Incomplete Submission:			
B. Processing Pro through Mail/C	ocedures of Applicatio	ons subn	days nitted at Standar	ds Section

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSIN G TIME (under normal circumstances )	PERSON RESPONSIBL E
1. Send the Application Form together with the prescribed documentary requirements for Licensing through Mail or Courier to:	Log receipt into the Document Tracking System (DTS) for Standards Section. This shall be route to the Assigned Technical Staff.	None	*15 minutes	Support Staff in charge of incoming documents (Standards Section)
DSWD-CAR Standards Section 40 North Drive, Baguio City				
2. Wait for the result of documents review.	1.1 Review the submitted documents as to completeness and compliance, both in form and substance. The submitted complete documents must satisfy the following Criteria:	None	2 working day	Technical Staff (Standards Section)
	i. Applicant must be engaged mainly or generally in Social Welfare and Development Activities.			
	ii. In case a <b>new</b> <b>applicant SWDA</b> applying to operate a residential care facility, the applicant must establish the			

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSIN G TIME (under normal circumstances )	PERSON RESPONSIBL E
	need for a residential facility serving a particular sector and the absence of related facility to cater them. e.g. Situationer			
	<ul> <li>iii. Applicant has employed a sufficient number of duly qualified staff and/or registered social workers to supervise and take charge of its social welfare and development activities and/or social work interventions in accordance with the set standards.</li> </ul>			
	iv. Applicant must submit a duly certified financial statement that at least seventy percent (70%) of its funds are disbursed for direct social work services while thirty percent (30%) of the funds are disbursed for			

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSIN G TIME (under normal circumstances )	PERSON RESPONSIBL E
	administrative services.			
	v. The SWDA must have a financial capacity to operate for at least two (2) years.			
	vi. Applicant keeps record of all social development and/or welfare activities it implements.			
	Note: Criteria iv and vi are only applicable for those SWDAs that are already in operation prior to application for License to Operate.			
	1.2 <b>If complete and</b> <b>compliant</b> , an Acknowledgment Letter and Notification on the proposed schedule on the conduct of Validation Visit shall be prepared.			
	1.3 <b>If found</b> <b>incomplete or non-</b> <b>compliant</b> , the Acknowledgement Letter prepared shall contain the checklist			

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSIN G TIME (under normal circumstances )	PERSON RESPONSIBL E
	of requirements to be secured and complied. This will be sent to the applicant SWDA together with all the application documents submitted.			
3. Settle the required processing fee. For those operating in more than one region, the applicant organization may settles its payment either at DSWD Central Office or at the DSWD Field Office where their Main Office is located according to Organization's preference.	<ol> <li>If found both complete and compliant, notify the Applicant</li> <li>Organization that they have to settle their processing fee.</li> <li>Inform the applicant organization that the processing of the application shall start once they have paid the required fees and provided the Standards Bureau the copy of the Official Receipt.</li> <li>Field Office: The Support Staff shall prepare Billing Statement and instructs applicant to proceed to Field Office Cashier Section.</li> </ol>	₱1,000 .00	*15 minutes	Technical Staff and Support Staff (Standards Section)
4. Provide the DSWD Standards Bureau the copy of	1.1 Acknowledge the copy of Official	None	*15 Minutes	Support Staff in charge of incoming

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSIN G TIME (under normal circumstances )	PERSON RESPONSIBL E
<ul> <li>the Official Receipt (OR) through the following:</li> <li>1. Scanned copy of the Official Receipt standards.focar @dswd.gov.ph</li> </ul>	Receipt from the SWDA. 1.2 For the Copy of OR sent through email: the Support Staff managing the Official email of			documents (Standards Section)
with the subject: <i>Name</i> <i>of the</i> <i>Organization</i> _ <i>Copy of OR</i> <i>for Licensing.</i>	the Standards Bureau shall acknowledged its receipt. 1.3 For the Copy of OR sent through			
<ol> <li>Hand-carry the Photocopy of Official Receipt</li> <li>Courier the</li> </ol>	mail/courier: the assigned technical Staff shall acknowledged its receipt.			
Photocopy of Official Receipt				
5. Accomplish and drop the Customer's Feedback Form on the dropbox.	Feedback Form	None	*5 minutes	Support Staff (Standards Section)
Note: The DSWD will implement 4:00pm cut-off on the submitted complete documents which includes the payment of processing fees. Applications received after 4:00pm shall be considered as a next working day transaction.				
6.Wait for the notice of validation assessment.	Review and approval of the Acknowledgement Letter including its attachments.	None	3 working days	Section Head/Division Chief (Standards Section)
	For those with requirements that			

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSIN G TIME (under normal circumstances )	PERSON RESPONSIBL E
	are complete and compliant, Confirmation of Validation Visit.			
7. Confirm the Availability on the proposed Validation Visit	For those with requirements that are complete and compliant, Confirmation of Validation Visit.	None	1 working day	<i>Technical Staff</i> (Standards Section)
8. Assist the Assessor during the conduct of Validation visit.	Conduct of Validation visit	None	1 working day per agreed schedule	<i>Technical Staff</i> (Standards Section)
9. Accomplish and place the Customer's Feedback Form on a sealed envelope.	Provide the applicant Organization the Customer's Feedback Form	None	*5 minutes	<i>Technical Staff</i> (Standards Section)
10. Wait for the result of the Validation visit.	<ul> <li>1.Prepare Confirmation Report</li> <li>1.2.1 If favorable, the Technical Staff shall draft Confirmation Report and Draft Certificate of License to Operate.</li> <li>1.2.2 If not favorable, the Technical Staff shall detail the Assessors Findings and the agreed compliance date of the Action Plan.</li> </ul>	None	3 working days	Technical Staff (Standards Section)
	1.3.1 If favorable, review and approval of the Confirmation	None	Favorable; 8 working days	Section Head/Division Chief

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSIN G TIME (under normal circumstances )	PERSON RESPONSIBL E
	Report and the Draft Certificate of License to Operate.			(Standards Section)
	1.3.2 If unfavorable, review and approval of the Confirmation Report.		Unfavorable; 7 working days	
	1.4.1 If favorable, for approval and signature of the Certificate of License to Operate.		Favorable; 3 working days	Regional Director
	1.4.2 If unfavorable, the Support Staff shall send the Confirmation Report to the SWDA through email and via courier.		Unfavorable; 1 working days	<i>Support Staff</i> (Standards Section)
11. Wait on the release of the Certificate of License to Operate.	Send the Confirmation Report and notify the availability of the Certificate of License to Operate for release through various means per preference indicated in the application form. (direct pick-up or courier)	None	1 working day (depending on the choice of the applicant)	<i>Support Staff</i> (Standards Section)
TOTAL For Complete and Compliant:		<del></del>		
	-	₱1,000 .00	20 working days	
For Inco	omplete Submission:	None	17 working days	

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

#### **136. Accreditation of Pre-Marriage Counselors**

Refers to the process of assessing the Pre-Marriage Counselors if they are compliant to set standards.

Office or Division:	Standards Section	SWD Field Office	
Classification:	Standards Section – DSWD Field Office Highly Technical		
Type of Transaction:	Government to Client (G2C)		
Who may avail:		ng to practice Pre-Marriage	
who may avail.	Counseling Sessions	ng to practice i re-mainage	
CHECKLIST OF REC		WHERE TO SECURE	
One (1) Duly Accomplis	hed Application Form	<ul> <li>DSWD Field Office CAR- Standards Section</li> <li>40 North Drive, Baguio City</li> <li>https://www.dswd.gov.ph</li> </ul>	
		/issuances/MCs/MC_20 19-001.pdf Annex A. PMC Form_App	
Constitution and By-Laws/Local Ordinance or Resolution		<ul> <li>City/Municipal Sangguniang Bayan Office or at the City/Municipal Social Welfare and Development Office of Local Government Unit of Local Government Unit</li> </ul>	
<ul> <li>One (1) photocopy of documents (original presented):</li> </ul>	-		
<ol> <li>Any of the following applicant is a gradu course:</li> </ol>	•		
a. Photocopy of Ce graduation/college of records; or	rtificate of diploma or transcript		
b. Certified photoco	ppy of valid PRC ID.		
2. Photocopy of Train Certificates/Certific	ing ates from seminars,		

r		
	conferences, training, and other related activities on basic counseling service for at least twenty-four (24) four hours. If original copy is unavailable, a certified true copy of the certificate of participation/attendance from the training provider will be accepted;	
3.	Any of the following as proof that applicant is tasked to assist/conduct PMC sessions and/or part of the local PMC Team, if applicable:	
	<ul><li>a. Certification from immediate Supervisor; or</li><li>b. An approved resolution.</li></ul>	
4.	Documentation of at least six (6) PMC sessions, which captures the role performed by the applicant as proof that he/she has assisted in the PM Counseling session; and	
5.	Other documents to be made available during the assessment visit. a. Accomplished Marriage Expectation Inventory Form of would-be-married couple/s present during the validation visit.	
FOR REI		
1.	Certificates of training, seminars, orientation and other related or similar activities on marriage counseling or topics related to pre-marriage counseling such as but not limited to Gender and Development, Human Maturity, Value Clarification and Responsible Parenting for at least twenty-four (24) hours within the validity period of the preceding certificate.	
2.	Accomplishment Report for the past year with at least a minimum of ten (10) PMC sessions conducted preceding the	

application using the template provided by DSWD ( <u>Annex D</u> );	<ul> <li>DSWD Field Office CAR- Standards Section</li> </ul>
<ol> <li>Summary documentation of PMC session/s conducted for the past year using the template provided by DSWD (<u>Annex C</u>);</li> </ol>	<ul> <li>https://www.dswd.gov.ph /issuances/MCs/MC_20 19-001.pdf Annex D. PMC Form</li> </ul>
<ol> <li>Other documents to be made available during the validation visit.</li> </ol>	<ul> <li>https://www.dswd.gov.ph /issuances/MCs/MC_20</li> </ul>
a. Accomplished Marriage Expectation Inventory Form of would-be-married couple/s present during the validation visit.	19-001.pdf Annex C. PMC Form
<ul> <li>b. Accomplished and consolidated result of client feedback/satisfaction survey (See <u>Annex F</u>) for the template) of about fifty (50) percent of the total number of counselled couple for the past year; and</li> </ul>	
c. A summary/record on the number of Certificate of Marriage Counseling issued.	<ul> <li>https://www.dswd.gov.ph /issuances/MCs/MC_20 19-001.pdf Annex F. PMC Form</li> </ul>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME (under normal circumstance s)	PERSON RESPONSI BLE
A. Assessment F	Procedures for Walk-in	Applicants		
1. Secures application form thru the DSWD Website/Standar ds Section	Provides client application form, and checklist of requirements	None	*5 minutes	Support Staff in charge of all incoming documents (Standards Section)
2. Submit/ file application and supporting documents at Field Office –	Receive the documentary requirements and shall provide the applicant with an	None	*5 minutes	Support Staff in charge of all incoming documents

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME (under normal circumstance s)	PERSON RESPONSI BLE
Standards Section	application reference number for easy tracking and reference.			(Standards Section)
3. Awaits for acknowledgeme nt or notification relative to the application.	<ul> <li>1.1 Reviews and assesses the completeness of the requirements/docume nts submitted to wit:</li> <li>1.2 If found complete/sufficient, acknowledge receipt of application and notifies applicant and coordinate for the schedule of assessment visit.</li> <li>1.3 If found insufficient/have not met required qualification and requirements, acknowledge receipt and notify the applicant on the lacking requirements, provide necessary technical assistance and return all the submitted documents.</li> </ul>	None	*10 minutes	Technical Staff or Officer of the day / Support Staff in charge of all incoming documents ( Standards Section)
4. Accomplish and drop the Customer's Feedback Form on the dropbox.	Provide the applicant Organization the Customer's Feedback Form	None	*5 minutes	Support Staff (Standards Section)
documents which	will implement 4:00pm h includes the payment 00pm shall be considere	of process	ing fees. Applica	ntions

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME (under normal circumstance s)	PERSON RESPONSI BLE
5. Prepare for the Actual Assessment	Conducts validation assessment to include the following: a. Brief overview on the assessment process; b. Observation on the counseling session; ; and c. Exit Conference	None	2 working days	Technical Staff or Officer of the day (Standards Section)
6. Awaits the approval of the application/ confirmation report/issuance of the Certificate	<ul> <li>1.1 Final Assessment of the application documents and result of the actual accreditation assessment.</li> <li>1.2 Prepares the confirmation report, with the following possible content:</li> <li>a. If favorable, inform applicant on the approval of his/her accreditation.</li> <li>b. If unfavorable, recommend for re-</li> </ul>	None	7 working days	Technical Staff/ Section Head/ Division Chief/
	assessment. 1.3 Forwards to the office of the RD for approval/signature.			Support Staff
	1.4 Approval and signature of the documents			Regional Director

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME (under normal circumstance s)	PERSON RESPONSI BLE
7. Receives the Accreditation Certificate	Release of Certificate	None	1 working day	Support Staff (Standards Section)
TOTAL				
For Complete and	Compliant:	None	10 working days	
for Compliance:	uirements with Areas	None	25 minutes	
B. Processing Protection B. Processing Protect	rocedures of Applicatio	ons submitte	ed at Standards S	Section
1. Send the Application Form together with the prescribed documentary requirements for PMC Accreditation through Mail or Courier to: Standards Section DSWD Field Office residing the applicant for PMC accreditation	Log receipt into the Document Tracking System (DTS) for Standards Section. This shall be route to the Assigned Technical Staff.	None	*15 minutes	Support Staff in charge of incoming documents (Standards Section)
2. Awaits for acknowledgeme nt or notification relative to the application.	<ul> <li>1.1 Reviews and assesses the completeness of the requirements/docume nts submitted to wit:</li> <li>1.2 If found complete/sufficient, acknowledge receipt of application and</li> </ul>	None	*10 minutes	Technical Staff or Officer of the day / Support Staff in charge of all incoming documents

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME (under normal circumstance s)	PERSON RESPONSI BLE
	notifies applicant and coordinate for the schedule of assessment visit.			(Standards Section)
	1.3 If found insufficient/have not met required qualification and requirements, acknowledge receipt and notify the applicant on the lacking requirements, provide necessary technical assistance and return all the			
	submitted documents.			
	will implement 4:00pm			
	h includes the payment		• • • •	
3. Prepare for the Actual Assessment	Opm shall be consideredConducts validationassessment to includethe following:a. Brief overview onthe assessmentprocess;b. Observation on thecounseling session;andc. Exit Conference	None	2 working days	Technical Staff or Officer of the day (Standards Section)
4. Awaits the approval of the application/ confirmation report/issuance of the Certificate	<ul> <li>1.1 Final Assessment of the application documents and result of the actual accreditation assessment.</li> <li>1.2 Prepares the confirmation report,</li> </ul>	None	7 working days	Technical Staff/ Section Head/ Division Chief/

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME (under normal circumstance s)	PERSON RESPONSI BLE
	with the following possible content: a. If favorable, inform applicant on the approval of his/her accreditation. b. If unfavorable, recommend for re-			
	assessment. 1.3 Forwards to the office of the RD for approval/signature.			Support Staff
	1.4 Approval and signature of the documents			Regional Director
5. Receives the Accreditation Certificate	Release of Certificate	None	1 working day	Support Staff (Standards Section)
6. Accomplish and drop the Customer's Feedback Form on the dropbox.	Provide the applicant Organization the Customer's Feedback Form	None	*5 minutes	Support Staff (Standards Section)
	TOTAL			
For Cor	nplete and Compliant:	None	10 working days	
For Inc	complete Submission:	None	3 working days	

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 Standards Section			

How to file a complaint	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Head of Standards Section
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 CCB, PCC, ARTA	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. Handling of Incoming Documents:

Class	r Division: fication: ransaction:	Re	Records and Archives Managemen Section (RAMS) Simple C2G- Client to Government		
Who m	nay avail: REQUIREMENTS:		Staff (Internal Public)		
Inward documents f System (DTS) encodi	or Document Tracki	ng Not A	WHERE TO SECURE: Not Applicable		
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible	
1. Delivers document to the Field Office – RAMS	1.1 Receive, check for completeness and marking of communication as "Received"	None	5 minutes	Incoming Staff/ PACD Staff/ Guard on duty	
	1.2 Prepare Delivery Receipt if directly addressed to specific ODSU or staff	None	10 minutes	Incoming Staff	

	1.3 Log the communication to the Data Tracking System (DTS)	None	20 minutes	Incoming Staff
	1.4 Write down the DTS control number to the document and to the Transmittal Logsheet.	None	5 minutes	Incoming Staff
	1.5 Route the document to the office concerned	None	1 hour	Incoming/ outgoing Staff
	1.6 Ensure delivery receipt from concerned ODSU or staff	None	20 minutes	Incoming/ outgoing Staff
	Feedback and con	nplaints n	nechanism	
How to send feedbac				dback/ Complaint
			form of the Sec	tion
How Feedbacks are p	processed			mplaint whenever
				addressed and
				e Head of RAMS
How complaint is add	dressed		· ·	written, through
				sage, text or
			complaint thro	ugh quad-media
				<b>.</b>
			will be immedia	tely addressed by
Complaint/s through a	8888 Desk/ Hotline		will be immedia the Head of Acc	tely addressed by counting Section
Complaint/s through 8	3888 Desk/ Hotline		will be immedia the Head of Acc Head of RAMS	tely addressed by counting Section S will facilitate the
Complaint/s through 8	8888 Desk/ Hotline		will be immedia the Head of Acc Head of RAMS response within	tely addressed by counting Section
Complaint/s through 8	3888 Desk/ Hotline		will be immedia the Head of Acc Head of RAMS response within	tely addressed by counting Section will facilitate the the reglementary response to 8888
Complaint/s through 8 How complaints are p			will be immedia the Head of Acc Head of RAMS response within period and send hotline and Inte Concerned Div	tely addressed by counting Section will facilitate the the reglementary response to 8888 rnal Audit Unit vision Chief may
			will be immedia the Head of Acc Head of RAMS response within period and send hotline and Inte Concerned Div issue Show (	tely addressed by counting Section will facilitate the the reglementary response to 8888 rnal Audit Unit vision Chief may Cause Order for
			will be immedia the Head of Acc Head of RAMS response within period and send hotline and Inte Concerned Div issue Show ( violations	tely addressed by counting Section will facilitate the the reglementary response to 8888 rnal Audit Unit vision Chief may Cause Order for committed by
			will be immedia the Head of Acc Head of RAMS response within period and send hotline and Inte Concerned Div issue Show 0 violations 0	tely addressed by counting Section will facilitate the the reglementary response to 8888 rnal Audit Unit vision Chief may Cause Order for committed by contractual staff or
			will be immedia the Head of Acc Head of RAMS response within period and send hotline and Inte Concerned Div issue Show ( violations of permanent or of Letter of Expl	tely addressed by counting Section will facilitate the the reglementary response to 8888 rnal Audit Unit vision Chief may Cause Order for committed by contractual staff or anation for non-
How complaints are p	processed		will be immedia the Head of Acc Head of RAMS response within period and send hotline and Inte Concerned Div issue Show C violations of permanent or c Letter of Expl permanent staff	tely addressed by counting Section will facilitate the the reglementary response to 8888 rnal Audit Unit vision Chief may Cause Order for committed by contractual staff or anation for non-
	processed		will be immedia the Head of Acc Head of RAMS response within period and send hotline and Inte Concerned Div issue Show C violations permanent or c Letter of Expl permanent staff Any irregularity	tely addressed by counting Section will facilitate the the reglementary response to 8888 rnal Audit Unit vision Chief may Cause Order for committed by contractual staff or anation for non-
How complaints are p	processed		will be immedia the Head of Acc Head of RAMS response within period and send hotline and Inte Concerned Div issue Show ( violations permanent or of Letter of Expl permanent staff Any irregularity DSWD-CAR or	tely addressed by counting Section will facilitate the the reglementary response to 8888 rnal Audit Unit vision Chief may Cause Order for committed by contractual staff or anation for non-
How complaints are p	processed		will be immedia the Head of Acc Head of RAMS response within period and send hotline and Inte Concerned Div issue Show O violations of permanent or of Letter of Expl permanent staff Any irregularity DSWD-CAR or official may be	tely addressed by counting Section will facilitate the the reglementary response to 8888 rnal Audit Unit vision Chief may Cause Order for committed by contractual staff or anation for non-

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. Facilitation of postage and waybill:

Offic	ce or Division:	Records and Achieves Managemer Section (RAMS)		Ũ	
Cla	assification:		Simple		
Туре	of Transaction:	G	G2C- Government to Client		
Wh	no may avail:		Staff (Internal	Public)	
CHECKLIST	OF REQUIREMENTS:		WHERE TO S	ECURE:	
Any document for	postage and waybill	Not Ap	olicable		
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible	
1. Delivers/ Forwards	1.1 Receive and check for completeness	None	10 minutes	Outgoing Staff	
document 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 communications 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	
	Feedback and cor	nplaints me	chanism		
How to send feedback			Accomplish		
				m of the Section	
How Feedbacks a	are processed		Feedback or		
			whenever ava	id facilitated by	
			the Head of F		
How complaint is	addressed			t written, through	
				sage, text or	
			complaint	through quad-	
				be immediately	
				y the Head of	
Complaint/s throu	gh 8888 Desk/ Hotline		Accounting S	MS will facilitate	
	gir oooo Deski riotiine			se within the	
				period and send	
				8888 hotline and	
			Internal Audit		
How complaints a	re processed			ivision Chief may	
				Cause Order for committed by	
				contractual staff	
				Explanation for	
			non-permane		
Contact information	on of DSWD FO-CAR		Any irregula		
				DSWD-CAR or	
			• •	of its official may to the DSWD-	
				at No. 40 North	
				City or through	
				umbers: (6374)	
				302) 396 6580/	
				93/ +63917-872	
				) 065 5356- 68 or mail address:	
			focar@dswd.gov.j		
			0	account: www.	
			facebook.com		

# 139. Processing of Freedom of Information (FOI) requests

ds and Achieves Management
Section (RAMS)

Classification:			Highly Technical		
Type of Transaction:		C2G- Client to Government			
Who may avail:		Any Filipino Citizen/Individual			
CHECKLIST OF REQUIREMENTS:		1	VHERE TO S		
•	Any Government issue	ed	Freedom		nation website,
ID with photo sent via	ID with photo sent via email or personal				e/FOI portal or at rthdrive, Baguio
			City	IOCAR, NO	ninunve, bagulo
Client steps	Section's Actions	Fe	ees to be	Processing	Persons
			paid	time	Responsible
				(based on	
				DSWD FOI MC 9 s.	
				2017)	
1. Submits request	1.1 Receives and	N	one	1 working	Incoming/
and photocopy of	acknowledges			day	PACD Staff/
ID to RAMS	FOI request				FOI Receiving
					Officer (FRO)
	1.2 Reviews and	No	one	3 working	FOI Decision
	determines if			days	Maker (FDM)
	FOI request is denied or				
	granted				
	1.3 If evaluated for	N	one	10 working	FDM/ Office
	extension due			days	Concerned/
	to the nature of				Central Office
	request 1.4Transmittal of	NL	one	10 working	FOI staff ODSU
	Information or	INC	She	10 working days	Concern/ FRO
	action taken to			aayo	
	the FRO				
	1.5Transmittal of	No	one	1 day	FRO
	info to the				
	Requesting				
	Party Feedback and con	nola	aints mech	anism	
How to send feedbac		1010		Accomplish	feedback/
				Complaint	form of the
				Section	
How Feedbacks are processed				Feedback o	
					vailable will be
				the Head of	and facilitated by RAMS
How complaint is ad	dressed				plaint written,
				•	ivate message,
				text or co	mplaint through

Complaint/s through 8888 Desk/ Hotline	quad-mediawillbeimmediatelyaddressedbytheHeadofAccountingSectionHead 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

## 140. Disposal of Records

Office or Division	Departs and Ashieves Management
Office or Division:	Records and Achieves Management
	Section (RAMS)
Classification:	Highly Technical
Type of Transaction:	G2G- Government to Government
Who may avail:	Staff (Internal Public)
CHECKLIST OF REQUIREMENTS	S: WHERE TO SECURE:
Any valueless records for disposal whic	h has Not Applicable
reached its retention period	
Client steps Section's Action	s Fees to be Processing Persons
	paid time Responsible

1. Submits request for disposal to RAMS	1.1 Receives and encodes in the database	None	30 minutes	Disposal Staff
	1.2 Reviews Request Form vis-a-vis approved RDS and previously submitted Inventory of Records	None	1 working day	Disposal Staff
	1.3 Assists the End User for the transfer of records once approved	None	1 working day	Storage Staff
	1.4Checks documents submitted vis-à- vis request list	None	1 working day	Disposal Staff
	1.5 Updates the Disposal Request form of NAP and Surrenders the documents to the Storage Staff	None	1 working day	Disposal Staff / Storage Staff
	1.6 Finalizes Request for Disposal for RD's approval	None	4 hours	Disposal Staff/ Section Head, Division Chief, 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	None	1 working day	Disposal Staff

Proceed from NAP and schedules actual disposal			
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

Feed	back and complaints mechanism
How to send feedback	Accomplish feedback/ Complaint form of the Section
How Feedbacks are	Feedback or complaint whenever available will be
processed	addressed and facilitated by the Head of RAMS
How complaint is	Any complaint written, through private message, text or
addressed	complaint through quad-media will be immediately
	addressed by the Head of Accounting Section
Complaint/s through 8888	Head of RAM will facilitate the response within the
Desk/ Hotline	reglementary period and send response to 8888 hotline
	and Internal Audit Unit
How complaints are	Concerned Division Chief may issue Show Cause
processed	Order for violations committed by permanent or
	contractual staff or Letter of Explanation for non-
	permanent staff
Contact information of	Any irregularity using the name of DSWD-CAR or
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

## 141. Inventory of Records

Office or Division:	Records and Achieves Management
	Section (RAMS)
Classification:	Complex
Type of Transaction:	G2G- Government to Government
Who may avail:	Staff (Internal Public)
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:
Any records for inventory and storage	Not Applicable

Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
1. Submits request for Inventory and Appraisal	1.1 Receives and encodes in the database	None	30 minutes	Inventory Staff
Forms to RAMS	1.2 Reviews Request Form vis-a-vis approved RDS and previously submitted Inventory of Records	None	1 working day	Inventory Staff
	1.3 Assists the End User for the transfer of records once approved	None	1 working day	Inventory Staff
	1.4 Checks documents submitted vis-à-vis request list	None	1 working day	Inventory Staff
	1.5 Updates the Inventory of Records Holdings of NAP and Surrenders the documents to the Archivist	None	1 working day	Inventory Staff / Archivist
	1.6 Finalizes Inventory of Records for RD's approval	None	4 hours	Inventory Staff/ Section Head, Division Chief, 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 final report and forward to the Archiving Staff	None	30 minutes	Inventory Staff/ Archivist

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 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/	Head of RAM will facilitate the response within the
Hotline	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	Any irregularity using the name of DSWD-CAR or
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

## 142. Digitization of Records

Office or Division:		Records and Achieves Management		
		Section (RAMS)		
Classification:		Simple		
	of Transaction:	G2G- Government to Government		
Wh	Who may avail:		Staff (Internal	Public)
CHECKLIST	OF REQUIREMENTS:	V	VHERE TO S	ECURE:
Any vital/permane	ent records for digitization	Not Appli	icable	
Client steps	Section's Actions	Fees to	Processing	Persons
		be paid	time	Responsible
1. Submits request for Digitization of Records	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	Digitization Staff
	1.9Uploading 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
	Fe	edback and compla	aints mech	nanism	
How to send feed	back	Accomplish feedba	ack/ Comp	plaint form of t	he Section
How Feedbacks a	are	Feedback or comp	plaint whe	never availabl	e will be
processed		addressed and fac	cilitated by	the Head of I	RAMS
How complaint is		Any complaint wr	itten, thro	ugh private n	nessage, text or
addressed		complaint throug	h quad-media will be immediately		
		addressed by the	Head of A	ccounting Sec	ction
Complaint/s throu		Head of RAMwi	ll facilitat	e the respo	onse within the
8888 Desk/ Hotline reglementary period and send response to 8888 and Internal Audit Unit			to 8888 hotline		
How complaints a	re	Concerned Divisio	on Chief n	nay issue Sho	ow Cause Order
processed		for violations committed by permanent or contractual staff			
		or Letter of Explan	ation for r	non-permaner	nt staff
Contact information	Any irregularity usi				
DSWD FO-CAR		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	t: www. fa	cebook.com/d	Iswdfocar

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

Office or Division:	Social Pension Program			
Classification:	Highly Technical			
Type of Transaction:	Government to Government			
Who may avail:	Indigent Senior Citizens			
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:			
General Intake Sheets/ Beneficiary	To be secured from the Project Development			
Update Form/Barangay Official	Officer or LGUs furnished copy			
Assessment Form				
Client steps Section's Act	tions Fees Processing Persons			
	to be time Responsible			
	paid			

2. Request copy of BUF /GIS/BOAF for assessment	ass	ovide copy an sist clier ring filling up		30 minutes or 1 hour	Project Development Officer
	1.2 Interview clients on the socio- economic status of the client		)-	30 minutes or 1 hour	Project Development Officer
	1.3 Reviews draft of assessment form and thereafter and let clients signs on the signatory		n er s	10 minutes	Project Development Officer
	1.4Conduct secondary assessment from LGUs/neighbours and Barangay officials		s	1 day	Project Development Officer
	per ma	tential sociansioners in th Insterlist	e	1 day	Project Development Officer
	Feedba	ck and comple			
How to send feedback			( 'riovonoo	torm of the P	rogram
		Accomplish			
How Feedbacks are		Feedback or	^c complaint	whenever av	ailable will be
How Feedbacks are processed		Feedback or addressed a	[·] complaint nd facilitat		ailable will be
processed	ssed	Feedback or addressed a Pension Pro	^r complaint nd facilitat gram	whenever av ed by the Hea	ailable will be d of Social
	ssed	Feedback or addressed a Pension Pro Any complai	complaint nd facilitat gram nt written,	whenever av ed by the Hea through priva	ailable will be d of Social te message, text
processed	ssed	Feedback or addressed a Pension Pro Any complai or complaint	[·] complaint nd facilitat gram nt written, through q	whenever av ed by the Hea through priva uad-media wi	ailable will be d of Social
processed How complaint is addres Complaint/s through 888		Feedback or addressed a Pension Pro Any complai or complaint addressed b Head of So	complaint nd facilitat gram nt written, through q y the Head cial Pensi	whenever av ed by the Hea through priva uad-media wi d of Social Per on Program	ailable will be d of Social te message, text l be immediately nsion Program will facilitate the
processed How complaint is addres		Feedback or addressed a Pension Pro Any complai or complaint addressed b Head of So response wi	complaint nd facilitat gram nt written, through q y the Head cial Pensi thin the re	whenever av ed by the Hea through priva uad-media wi d of Social Per on Program eglementary p	ailable will be d of Social te message, text l be immediately nsion Program will facilitate the period and send
processed How complaint is addres Complaint/s through 888 Desk/ Hotline	8	Feedback or addressed a Pension Pro Any complai or complaint addressed b Head of So response wi response to	complaint nd facilitat gram nt written, through q <u>y the Heac</u> cial Pensi thin the re 8888 hotlir	whenever av ed by the Hea through priva uad-media wil d of Social Per on Program eglementary p ne and Interna	ailable will be d of Social te message, text l be immediately nsion Program will facilitate the period and send al Audit Unit
processed How complaint is addres Complaint/s through 888	8	Feedback or addressed a Pension Pro Any complai or complaint addressed b Head of So response wi response to Concerned	complaint nd facilitat gram nt written, through q y the Heac cial Pensi thin the re 8888 hotlin Division C	whenever av ed by the Hea through priva uad-media wi d of Social Per on Program eglementary p ne and Interna	ailable will be ad of Social te message, text I be immediately nsion Program will facilitate the period and send al Audit Unit ue Show Cause
processed How complaint is addres Complaint/s through 888 Desk/ Hotline	8	Feedback or addressed a Pension Pro Any complai or complaint addressed b Head of So response wi response to Concerned Order for v	complaint nd facilitat gram nt written, through q y the Head cial Pensi thin the re 8888 hotlin Division C violations	whenever av ed by the Hea through priva uad-media wi d of Social Per on Program eglementary p ne and Interna hief may issu	ailable will be ad of Social te message, text I be immediately nsion Program will facilitate the period and send al Audit Unit ue Show Cause / permanent or
processed How complaint is addres Complaint/s through 888 Desk/ Hotline	8	Feedback or addressed a Pension Pro Any complai or complaint addressed b Head of So response wi response to Concerned Order for v	complaint nd facilitat gram nt written, through q y the Head cial Pensi thin the re 8888 hotlin Division C violations staff or Le	whenever av ed by the Hea through priva uad-media wi d of Social Per on Program eglementary p ne and Interna hief may issu	ailable will be ad of Social te message, text I be immediately nsion Program will facilitate the period and send al Audit Unit ue Show Cause
processed How complaint is addres Complaint/s through 888 Desk/ Hotline	8 cessed	Feedback or addressed a Pension Pro Any complai or complaint addressed b Head of So response to Concerned Order for v contractual permanent s	complaint nd facilitat gram nt written, through q y the Heac cial Pensi thin the re 8888 hotlin Division C riolations staff or Lu taff	whenever av ed by the Hea through priva uad-media wi d of Social Per on Program eglementary p ne and Interna chief may issu committed by etter of Expla	ailable will be ad of Social te message, text I be immediately nsion Program will facilitate the period and send al Audit Unit ue Show Cause / permanent or
processed How complaint is addres Complaint/s through 888 Desk/ Hotline How complaints are proc	8 cessed	Feedback or addressed a Pension Pro Any complain or complaint addressed b Head of So response wi response to Concerned Order for w contractual permanent s Any irregula involving an	complaint nd facilitat gram nt written, through q y the Head cial Pensi thin the ro 8888 hotlin Division C violations staff or Lu taff rity using y of its off	whenever av ed by the Hea through priva uad-media wi d of Social Per on Program eglementary p eglementary p eand Interna thef may issu committed by etter of Expla the name of icial may be	ailable will be ad of Social te message, text I be immediately nsion Program will facilitate the period and send al Audit Unit ue Show Cause / permanent or anation for non- DSWD-CAR or submitted to the
processed How complaint is addres Complaint/s through 888 Desk/ Hotline How complaints are proc Contact information of D	8 cessed	Feedback or addressed a Pension Pro Any complai or complaint addressed b Head of So response to Concerned Order for v contractual permanent s Any irregula involving an DSWD-CAR	complaint nd facilitat gram nt written, through q y the Head cial Pensi thin the re 8888 hotlin Division C iolations staff or Le taff rity using y of its off 's office a	whenever av ed by the Hea through priva uad-media wild of Social Per on Program eglementary p ne and Interna committed by etter of Expla the name of icial may be t No. 40 Nor	ailable will be ad of Social te message, text Il be immediately nsion Program will facilitate the period and send al Audit Unit ue Show Cause / permanent or anation for non- DSWD-CAR or

(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

#### 144. Validation of all Social Pensioners

Office or Division:		Social Pension Program		
Classification:		Highly Technical		
Type of Transaction:		G2G- Government to Government		
Who may avail:		<u> </u>	nt Senior C	
CHECKLIST OF REQUIRE			RE TO SEC	
validation Form for pote			ured from	
pensioners				copy of LGUs
Client steps Sec	ction's Actions		Processing	Persons
		to be	time	Responsible
2 Submit call for 1.6 Con	duat validation to	paid	E 20	Technical
	duct validation to ntial social		15-30 ninutes	Technical Staff
	sioners if in doubt,	11	minutes	Stall
	PDO can gather			
	mation from			
	ls, neighbours and			
	ingay officials or			
	r reliable sources			
of in	formation			
Feedba	ck and complaints	mechanisr	m	
How to send feedback	Accomplish feed			
How Feedbacks are	Feedback or com			
processed	addressed and fa	•	y the Head	of Social
	Pension Program		<u> </u>	
How complaint is addressed	Any complaint wr		• •	-
	or complaint through			
Complaint/a through 8088	addressed by the			
Complaint/s through 8888 Desk/ Hotline	Head of Social I			
	response within response to 8888	-	• •	
How complaints are	Concerned Divis			
processed	Order for violati		•	
	contractual staff or Letter of Explanation for non- permanent staff			
Contact information of	Any irregularity u	ising the r	name of D	SWD-CAR or
DSWD FO-CAR	involving any of	•		
	DSWD-CAR's of	ice at No.	40 North I	Drive, Baguio
	City or through cellphone numbers: (6374) 661-			
	0430/ (6302) 39	6 6580/ +0	0917871 98	893/ +63917-

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

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

Office or Divisio			ial Pension P	<b>v</b>
Classification: Type of Transaction:		Highly Technical G2G- Government to Government		
Who may avail:		Indigent Senior Citizens		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Masterlist of potential social p			secured by	
forwarded to the ICTMS throu		Developm		from the
	0			mplate of the
		program		-
Client steps Sect	ion's Actions	Fees		Persons
		to be	g time	Responsibl
<b>Consolidatio</b> 1.7Consolida	to all potential as	paid cial Non	1 dov	e Technical
<b>n of the</b> pensioner	te all potential so	per e	1 day	Staff
	o nunicipalities/barb	•		Otan
	he excel template			
	the e-copy to		5 minutes	Technical
ICTMS a				Staff
theSocial	Pension Program			
1.9Notify the	ICTMS and Soc	pen Non	5 minutes	Technical
Staff on		sent e		Staff
through er	mail			
	ack and complain			
How to send feedback	Accomplish feed			
How Feedbacks are processed	Feedback or cor addressed and f	•		
processed	Pension Program		y the nead of	Oocial
How complaint is addressed	Any complaint w		ugh private n	nessage, text
	or complaint thro			
	addressed by th			
Complaint/s through 8888	Head of Social Pension Program will facilitate the			
Desk/ Hotline	response within			
How complainte are	response to 888			
How complaints are processed		erned Division Chief may issue Show Cause r for violations committed by permanent or		
	contractual staff			
	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. Cleansing /cross-matching of social pensioners

Office or Division: Social Pension Program						
Clas	Highly Technical					
Type of	G2G- Government to Government					
	may avail:		ligent Senior			
	F REQUIREMENTS:		HERE TO SE			
	ial social pensioners for	-		the Project		
	eligibility test using the e-		nent Officer			
copy of BUF or exce				emplate of the		
	51	program		•		
Client steps	Section's Actions	Fees	Processing	Persons		
		to be	time	Responsible		
		paid				
Follow-up on the			5-10	Technical		
application for	of crossmatching ar	nd	minutes	Staff or		
social pension	eligibility tests			admin staff		
program						
	1.11 Refer the client		5 minutes	Technical		
	LGUs for any updates			Staff or		
		of		admin staff		
	crossmatching/eligibilit	У				
	test					
	1.12 Continuous follow		5 minutes	Technical		
	up and coordination wi			Staff		
	Central Office on th					
	result of crossmatchir	ig				
	or eligibility test.					
				1		
	Feedback and complain	s mechan	ism			
How to send feedba				he Section		
How Feedbacks are		ever available				
processed		ilitated by the Head of Social				
	Pension Program					

How complaint is	Any complaint written, through private message, text or
addressed	complaint through quad-media will be immediately
	addressed by the Head of Social Pension Program
Complaint/s through 8888	Head of Social Pension Program will facilitate the
Desk/ Hotline	response within the reglementary period and send
	response to 8888 hotline and Internal Audit Unit
How complaints are	Concerned Division Chief may issue Show Cause Order
processed	for violations committed by permanent or contractual
	staff or Letter of Explanation for non-permanent staff
Contact information of	Any irregularity using the name of DSWD-CAR or
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

# 147. Re-assessment of ineligible list of social pensioners

Office or	Social Pension Program			
Classifi	Highly Technical			
Type of Tra	ansaction:	G2G- Go	vernment to C	Government
Who ma		Indi	gent Senior C	itizens
CHECKLIST OF R	EQUIREMENTS:	WE	IERE TO SEC	CURE:
Beneficiary Update For	Developme	ecured by ent Officer electronic ter	the Project from the mplate of the	
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
Complaints on the non-inclusion of names in the masterlist	1.13 Explain the re of the crossmatch and eligibility test		5-10 minutes	Technical Staff or admin staff
masternst	1.14 Re-assess cl and explain on criteria of the progr		5 -10 minutes	Technical Staff or admin staff
	1.15 Forward upda to the Central office another eligibility te	e for	5 minutes	Technical Staff
How to send feedback	Feedback and complai Accomplis Section			form of the

	Established an example introduce even even in the 10 state
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/	Head of Social Pension Program will facilitate the
Hotline	response within the reglementary period and
	send response to 8888 hotline and Internal Audit
	Unit
How complainte 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	Any irregularity using the name of DSWD-CAR or
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

### 148. Updating on the Social Pension Information System

Office or Division:			Social Pension Program			
Classification:			Highly Technical			
Type of Tr	ansaction:	G	2G- Goʻ	vernment to	Government	
Who ma	ay avail:		Indig	gent Senior (	Citizens	
CHECKLIST OF I	REQUIREMENTS:		WH	ERE TO SE	CURE:	
Update the Social System (SPIS)	Pension Information	To tem		secured fo the program	rm electronic	
Client steps	Section's Actions		Fees to be paid	Processing time	Persons Responsible	
Informed the program of the wrong spelling, transfer of residence etc.	1.16 Correct spelling of names update new add through the upda the SPIS	ress	None	5 minutes	Technical Staff or admin staff	

		iew of the data d in the system	None	5 minutes	Technical Staff or admin staff
	Feedback a	and complaints r	nechan	ism	
How to send feedback		Accomplish fe Section	edback	/ Complaint	form of the
How Feedbacks are p	rocessed	Feedback or c be addressed Social Pensior	and fac	ilitated by the	
How complaint is add	Any complaint text or compl immediately a Pension Progra	aint thr ddresse	ough quad-n	nedia will be	
Complaint/s through 8 Hotline	888 Desk/	Head of Social response with send response Unit	in the	reglementary	/ period and
How complaints ae pro	ocessed	Concerned D Cause Order permanent or Explanation fo	for contra	violations co actual staff	ommitted by or Letter of
Contact information o FO-CAR	f DSWD	Any irregularity involving any of the DSWD-CA Baguio City (6374) 661-04 9893/ +63917- through email a Facebook facebook.com/	v using t of its of R's offi or thro 30/ (63 872 025 address	he name of D ficial may be ice at No. 40 ough cellpho 302) 396 658 56/ +63919 06 : focar@dswd.go account:	SWD-CAR or submitted to North Drive, ne numbers: 30/ +0917871 55 5356- 68 or

#### 149. Payroll Preparation

Office or D	Social Pension Program			
Classifica	ation:		Highly Techni	cal
Type of Trar	nsaction:	G2G- Go	vernment to C	Government
Who may	avail:	LGU and	d indigent sen	ior citizens
CHECKLIST OF RE	QUIREMENTS:	WH	IERE TO SEC	URE:
OBR,DV and masterlist; Printed payroll		Developme	ent Officer or ailable electr	the Project admin staff onic template
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible

Follow-up semestral pay-out	DV and cleaned and w	epare the OBR, nd masterlist of ed masterlist vaitlist; Payroll to sed during pay-	None	2-3days	Technical Staff or admin staff
		entify SDOs to advance for the am	None	1 day or two days	Technical Staff
	1.20 Co finding Accou and M	rom from from section	None	5 -10 minutes	Technical Staff or admin staff
		rd to Accounting n the complied gs	None	2minutes	Admin staff
	sectio	llow up Cash n on the hment	None	5 minutes	Technical Staff or admin staff
		oordinate with on the date of hment	None	5 minutes	Technical Staff or admin staff
		k and complaints			
How to send feedbak		Accomplish fee Section	еараск/	Complaint	form of the
How Feedbacks are processed		Feedback or con addressed and			
proceeda		Pension Program			
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 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			permanent or
Contact information FO-CAR	DSWD	Any irregularity involving any of DSWD-CAR's o City or through 0430/ (6302) 39 872 0256/ +639	its offici ffice at l cellphc 6 6580/	ial may be su No. 40 North one numbers: / +0917871 9	bmitted to the Drive, Baguio : (6374) 661- 893/ +63917-

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

#### 150. Social Pension Pay-out

Office or Division: Classification: Type of Transaction: Who may avail: CHECKLIST OF REQUIREMENTS: Approved schedule of pay-out and Communication letter for LGUs			G L To De	GC-GC GU and WF be s	ent Officer o	ical Government nior citizens
Client steps	Se	ection's Actions		Fees to be paid	Processing time	Persons Responsible
Follow up the schedule of pay-out and communication	SC	Prepare hedule of pay-c	out	None	2-3days	Technical Staff or admin staff
for LGUs	let	Prepare mmunication ter		None	1 day or two days	Technical Staff
	<ul> <li>1.25 Scanned a send via email approved sched of pay-out a communication letter to program's emaddress</li> <li>1.26 PDOs to forwathe communicat letter to respect LGUs</li> </ul>			None	5 -10 minutes	Technical Staff or admin staff
				None	2minutes	Admin staff
	oodbe	ok and complet	nte	moohor	iom	
Feedback and complaHow to send feedbackAccomplish feedback or ofHow Feedbacks areFeedback or ofprocessedaddressed anPension Prog			edb comp d fac	ack/ Co plaint wł	mplaint form	able will be
How complaint is addressed Any complain			t writ hrou	gh quac	I-media will b	message, text e immediately ion Program

Complaint/s through 8888 Desk/ Hotline	Head of Social Pension Program will facilitate the response within the reglementary period and send
How complaints are processed	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
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

#### 151. Monitoring of the Social Pension Implementation

Office or	Social Pension Program			
Classif	Highly Technical			
Type of Tr			overnment to (	
Who ma			nd indigent ser	
CHECKLIST OF F			HERE TO SEC	
Monitoring and evalua	Developm	ent Officer o vailable electr		
Client steps	Section's Actions	Fees to be paid		Persons Responsible
Request updates on the paid and unpaid of the program during the pay-out	1.27 Coordinate paymasters on paid and unpaid of different municipali		1 day	Technical Staff or admin staff
	1.28 Prepare updated monitoring the ser beneficiaries	the None g of ved	1 day	Technical Staff
	1.29 Submit the re to the requesting p		5 -10 minutes	Technical Staff or admin staff

prog	Copy furnish the gram through email ard copy	None	2minutes	Admin staff	
Feedba	ck and complaints	mechan	ism		
How to send feedback	Accomplish feedb			of the Section	
How Feedbacks are	Feedback or com	plaint w	henever avail	able will be	
processed	addressed and fa Pension Program	cilitated	by the Head	of Social	
How complaint is addressed	Any complaint wri or complaint throu addressed by the	igh quad	d-media will b	e immediately	
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	Concerned Division Chief may issue Show Cause				
processed	Order for violation contractual staff permanent staff				
Contact information of DSWD FO-CAR	Any irregularity u involving any of it DSWD-CAR's off City or through 0430/ (6302) 396 872 0256/ +6391 address: focar@ds	ts officia ice at N cellphoi 6580/ 9 065 {	al may be sul lo. 40 North ne numbers: +0917871 9 5356- 68 or 1	bmitted to the Drive, Baguio (6374) 661- 893/ +63917-	
	account: www. fac	cebook.	com/dswdfoc	ar	

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

Office of	r Division:		Adoption Resource and Referral Unit			
Class	ification:		Complex			
Type of T	Transaction:		G2G- Gove	rnment to Gove	ernment	
Who n	nay avail:		End-Use	ers/Process ow	ners	
CHEC	KLIST OF		WHE	RE TO SECUR	E:	
REQUIF	REMENTS:					
Project Proposa	al	End-u	ser/process	owner to submi	it for approval	
Client steps	Section's Actic	ons	Fees to be	Processing	Persons	
			paid	time	Responsible	
14. Submit signed project proposal	1.87 Receives logs in the Tracking Syste logbook	and Data em or	None	1 day	ARRU Staff	
	1.88 Review countersign	and	None	1 day	ARRU Head/CBS	

					Head/OIC-		
			Nana		DC of PSD		
	1.3 Logs and records project proposal in		None	1 day	ARRU Staff		
	the DTS and						
	transmits t	•					
	and OIC-R	D for					
	approval.			4.1-			
	1.4 Prepare F		None	1 day	ARRU Staff		
	transmit to	BAC for					
	approval	2- 4-	Ness	4			
	1.5 Float RFC		None	1 day	ARRU Staff		
	Service Pr		News	4			
	1.6 Open RF		None	1 day	BAC/ARRU		
	prepare ab				Staff		
	quotations 1.7 Conduct		None		TWG/ARRU		
			None	1 day	Staff		
	qualificatio evaluation	11			Stall		
	1.8 Facilitate	tha	None	1 day	BAC/ARRU		
	purchase of		NONE	Tuay	Staff		
	order for a				Stall		
	1.9 Conduct		None	1 day or 2 to	ARRU Staff		
		the activity	NONE	3 days			
	1.10 Process	the	None	3 days	ARRU Staff		
	payment			o dayo			
		ack and cor	nplaints mec	hanism			
How to send fee		Accomplish feedback/ Complaint form of the Unit					
How Feedbacks	sare		Feedback or complaint whenever available will be				
processed				ed by the Head			
How complaint	is addressed	Any complaint written, through private message, text					
					be immediately		
			d by the Head				
Complaint/s thro	ough 8888				onse within the		
Desk/ Hotline	· · · ·		reglementary period and send response to 8888				
			hotline and Internal Audit Unit				
How complaints	How complaints are Co				e Show Cause		
				•	permanent or		
				etter of Explar	nation for non-		
		permanen					
	OSWD FO-CAR involving		Any irregularity using the name of DSWD-CAR or				
DSWD FO-CAR			involving any of its official may be submitted to the DSWD-CAR Field Office located at No. 40 North				
		Drive, Baguio City or through email address: focar@dswd.gov.ph or through Facebook account: www.					
				0	account: www.		
		Tacebook.	com/dswdfoo	idi i			

### 153. Processing of Foster Care Subsidy:

Office or [	Division:		Adoption	Resource and F	Referral Unit		
Classific				Complex			
Type of Tra	nsaction:		G2G- Government to Government				
	Who may avail:			Foster Childre	n		
CHECKLIST OF R	EQUIREMENTS:		W	HERE TO SECU	URE:		
Disbursement Vouc	cher/OS with	Cas	eload Inve	entory and Docu	ments of Clients		
complete attachme							
Client steps	Section's Action	ons	Fees	Processing	Persons		
			to be paid	time	Responsible		
<ul> <li>Submit list of approved Foster Placement Authority of Children and</li> </ul>	1.31 Prepare following: D\ Cash Assist Payroll; Certificate Eligibility		None	2 days	ARRU Staff		
Foster Family Care License of Foster Parents	1.32 Review countersign signatory	and as	None	1 day	ARRU Head		
	1.33 Conduct review approval	final and	None	1 day	OIC-DC of Protective/OIC- ARDO/Budget/ Accounting		
	1.34 Process payments subsidy thr ATM depos Landbank	of rough sit in	None	1 day	Cash Section		
	1.5 Inform client claim their subsi		None	1 day	ARRU Staff		
	1.6 Monitoring o clients	f	None	ANA/Monthly/ Quarterly	ARRU Staff		
	Feedback and						
How to send feedba					t form of the Unit		
How Feedbacks are				nplaint wheneve nd facilitated by t	er available will the ARRU Head		
How complaint is a	te	ext or	complai	· · ·	orivate message, d-media will be RRU 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	Any irregularity using the name of DSWD-CAR or
FO-CAR	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

### 154. Preparation of Case Study Report:

Office or Divi	sion:	Ac	loption Reso	ource and Refer	ral Unit		
	Classification:		Complex				
Type of Trans	action:			nment to Goverr	nment		
Who may a				Clients			
CHECKLIST			WHER	E TO SECURE:			
REQUIREME	NTS:						
Home and Chi	ld Study	Caseload I	nventory an	d Documents of	Clients		
Report with	complete						
supporting docum							
Client steps	Section'	s Actions	Fees to	Processing	Persons		
			be paid	time	Responsible		
2. Submit signed		ve and log	None	1 day	ARRU Staff		
case study		in the Data					
report with		ng System					
complete	or logb	DOOK					
supporting documents	1.5 Review	v and	None	1 day	ARRU Head		
uocuments	counte						
	comple	•					
	attachi						
	1 6 Final	review for	None	1 day	OIC-DC of		
	approv		None	1 ddy	Protective		
	approval				Services/OIC-		
					RD		
	1.4 Present the case		None	1 day	ARRU Staff		
	in the Regional				with the		
	Matchir	•			Regional		
	Confere	•			Child Welfare		
					Specialist		
					Group		

	1.5 Facilit placem childrei 1.6 Monite	ent of	None	1 day ANA/Monthly/	ARRU Staff		
	clients	Shing Of	None	Quarterly			
		back and cor	nolaints me				
How to send feedb			•	Complaint form	of the Unit		
How Feedbacks ar				whenever avail			
processed				ed by the ARRL			
How complaint is		Any compl	aint written,	through private	message, text		
addressed		or complai	or complaint through quad-media will be immediately				
		addressed	addressed by the ARRU Head				
Complaint/s throug	gh 8888		RRU Head will facilitate the response within the				
Desk/ Hotline			reglementary period and send response to 8888 hotline and Internal Audit Unit				
How complaints ar			Division C	Chief may issue	Show Cause		
processed			Order for violations committed by permanent or				
		contractua	l staff or L	etter of Explan	nation for non-		
	permanen			-			
Contact information	n of			the name of			
DSWD FO-CAR		•		ficial may be su			
				e at No. 40 Nort			
		-		il address: foca	-		
		through	Facebo		nt: www.		
		Tacebook.c	om/dswdfoc	ar			

## 155. Processing of Travel Clearance of Minor Traveling Abroad:

Office or Division	Minor Traveling Abroad Unit						
Classification	Classification:			Simple			
Type of Transac	tion:		G2G-Gove	ernment to Gov	vernment		
Who may ava	il:			Clients			
CHECKLIST (			WHE	RE TO SECU	RE:		
REQUIREMEN	TS:						
Application Form with	n complete	Docu	ments of Cl	ients			
attachments							
Client steps	Section's A	ctions	Fees to	Processing	Persons		
			be paid	time	Responsible		
2. Submit application	1.12 Rece	eive	300 per	1 day	MTA Staff		
form with complete	the pro	operly	travel				
attachments	filled-up						
	application						
	form with						
	complete						
	requirem	nents					

	1.13 Pre assess report		None	1 day	MTA Staff	
	1.14 Re	view counter as	None	1 day	Head of MTA	
	1.15 Fin review signs t report approv travel cleara	the with ved	None	1 day	OIC-ARDO	
	record DTS o logboo	ok and e travel nce to	None	1 day	MTA Staff	
	eedback a		plaint mech			
How to send feedback					form of the Unit	
How Feedbacks are pro	cessed	Feedback or complaint whenever available will				
		be addressed and facilitated by the MTA Head Any complaint written, through private message,				
How complaint is addre	ssed			· • •	<b>U</b> .	
		text or complaint through quad-media will be immediately addressed by the MTA Head				
Complaint/s through 888	38 Desk/	MTA Head will facilitate the response within the				
Hotline		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				
				ntractual staf	f or Letter of	
Contact information of DSWD				ing the name c		
		-		its official may		
			• •	R Field Office a		
		Drive, E	Baguio City	or through en	nail address:	
				through Faceb	ook account:	
		www. fa	acebook.co	m/dswdfocar		

# 156. Preparation of vouchers for Obligation (Financial Assistance)

Office or Division:	Crisis Intervention Section

Classification:		Simple			
Type of Transact				vernment to Go	
Who may avail:				sers/ Process	
CHECKLIST OF REQUI				ERE TO SECU	
Obligation Request and				ed by the end	l user/ process
Disbursement vouchers	(DV) with	owne	er		
complete attachments			_		
Client steps	Section's Actions		Fees to be paid	Processing time	Persons Responsible
2. Prepare OBS	1.2 Signatur		None	1 day	Section Head
and DV for	the			,	
signature with	designat	ed			Technical
complete	box at				Staff
attachments	DV				
	1.3 Receives	S			Division Chief
	OBS and				
	and logs	s in			
		Data			
3. Submit	Tracking				Technical
Obligation	System	or			Staff
Request, DV and	logbook				
complete	1.4 Signatur	e on			
attachments to	designat	ed			
Budget Section	box at	the			
	OBS				
	2.1 Record	s to			
	DTS	and			
	logbook	and			
	forward	to			
_	Budget Sec				
	edback and c				<b>6 6 4</b>
How to send feedback	Accom Section		teedback	Complaint	form of the
How Feedbacks are			complain	t whenever av	ailable will be
processed		addressed and facilitated by the Head of Crisis			
			Section	-	
How complaint is addres	sed Any co	ompla	int writter	n, through priv	vate message,
					media will be
	immed	iately	addresse	ed by the H	lead of Crisis
	Interve	ntion	Section		
Complaint/s through 8888 Hea		of Cris	sis Interver	ntion Section v	vill facilitate the
Desk/ Hotline					eriod and send
				ne and Interna	
How complaints are					e Show Cause
processed	Order	for v	iolations of	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

### 157. Preparation of Project Proposals for cash advance of financial assistance:

Office	or Division:		Crisis Interventio	n Section	
Classification:			Simple		
	Transaction:	G2	2G- Government to	Government	
	nay avail:	02	Special Disbursin		
	REQUIREMENTS:		WHERE TO SE		
	or Cash Advance For	m To	be submitted by		
			cess owner		
Client steps	Section's Actions	Fees	Processing time	Persons	
		to be		Responsible	
		paid			
1. Receives	1.13 Logs and	None		Technical	
Approved Request	records request			staff	
for Cash Advance					
Form					
2. Prepares the	2.1 Drafts Project	None	5 hours	Technical	
Project Proposal	Proposal (PP)			staff	
	2.2 Proof reads	None	5 hours	Section Head	
	and signs PP				
	2.3 Logs the PP	None	30 mins	Technical/	
	and forward to PSD	NULLE	50 111115	Administrativ	
				e staff	
	Feedback and com	plaints r	nechanism		
How to send feedba			Accomplish	feedback/	
			Complaint form		
			Intervention Sect		
How Feedbacks are processed			Feedback or complaint		
			whenever available will be		
			addressed and fa	cilitated by	
			the Crisis Interve	ntion Section	
How complaint is a	ddressed		Any complaint written, through		
			private messag	ge, text or	

	complaint through quad-media will be immediately addressed by the 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

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

Office or	Division:	Crisis Intervention			
Classif	ication:		Simple		
Type of Tr	ansaction:	G2G- (	Government to G	overnment	
Who ma	ay avail:		Staff (internal pul	olic)	
CHECK	LIST OF	V	HERE TO SECU	JRE:	
REQUIR	EMENTS:				
Referral letter	and supporting	Not applicab	le (Generic reque	est may be used	
documents		by the reque	sting staff)	-	
Client steps	Section's	Actions Fe	es Processing	Persons	
		to	be time	Responsible	
		pa	aid	·	
Who ma CHECKI REQUIRE Referral letter documents	ay avail: LIST OF EMENTS: and supporting	W Not applicab by the reques Actions Fe to	Staff (internal pul /HERE TO SECU le (Generic reque sting staff) ses Processing be time	olic) JRE: est may be used Persons	

3. Receives the referral letter	1.22 Receives the referral letter and log	None	1 day	Technical Staff
4. Prepares the feedback and referral for approval of Regional Director	<ul> <li>1.23 Verify the name of the referred to the Crisis Intervention Monitoring System or to any available monitoring</li> <li>1.24 Further review the documents attached and inform the client of the needed documentary requirements</li> </ul>	None	1 day	Technical Staff
5. Submit feedback		None	5 hours	Section Head
and referral to the	counter signs on the feedback and referral			
Regional Director for approval	letter	None	5hours	Administrative Staff
	3.2 Routes the referral letter to the Regional Director Records Section			
Feedback and compla	int mechanism		ack or compla	
			ole will be add ted by the He n	
How to send feedback		Any private throug immed	complaint w e message, te h quad-me	sed by the Head
How Feedbacks are processed		Head will fac the reg respor	of Crisis Interv cilitate the resp	vention Section conse within riod and send
How complaint is add	ressed	Conce issue violatio	rned Divisio Show Cau ons committee	,

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

#### **159. 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.

Office or	Division:	Crisis Intervention Section		
Classification:		Simple		
Type of T	ransaction:	G2G- (	Government to	o Government
Who m	ay avail:	End	-Users/ Proce	ess owners
CHECKLIST OF	REQUIREMENTS:	V	VHERE TO S	ECURE:
Client steps	Section's Actions	Fees	Processing	Persons
		to be	time	Responsible
		paid		
1. Walk-in/ referred	1.1 Verifies the client's	None	2 minutes	Administrative
clients inquiry and	or beneficiary's name			Staff/ Social
to submit required	in CrIMS/ on line			Worker
documents for	google sheet/ offline			
financial assistance	master list to check			
	eligibility of assistance			
	by determining if the	None	2 minutes	
	client or beneficiary			Administrative
	received financial	None	5 Minutes	Staff/ Social
	assistance for the past			Worker
	three (3) months.			

2. Get queuing number	1.2 Checks the Correctness, Consistency, and	None	1 minute	Administrative Staff/ Social Worker
3. Answers queries	Completeness of documentary requirements		30 minutes	Administrative Staff/ Social Worker
4. Signs GIS and COE	1.3 If client has incomplete requirements, give list of required documents and advice client to comeback upon completion of	None	3 minutes 2 minutes	Social Worker
	requirements.			
	2. If client has complete			Social Worker
5. Signs Acknowlegment	requirements, give queuing number and instruct the client to wait for his/her number to be called.	None	10 minutes	Social Worker
Receipt (AR)	2.1 Assessment of client			
	<b>3.1 Call the client</b> through the queuing system	None	1 day	CIS Head
	<b>3.2 Interview</b> and fill up the data at the Crisis Intervention Monitoring System (CrIMS)	None	10 minutes	Social Worker
	4.1 Conduct Counselling and Assessment based		1 day	CIS Head
	on the presented problem		2 days	
	4.2 Generate the			CIS Head

		1	1
	General Intake Sheet (GIS) from CRIMS	2 days	PSD Chief
6. Pick up guarantee letter and signs the receiving copy	4.3 Prepare and fill up three copies of Certificate of Eligibility (COE) and request the client to affix his/her signature in the conforme portion of the COE and GIS	7 days 5 minutes	ARD for Operations Regional Director
	<b>5.1 For outright cash</b> amounting to 10,000 and below		SWAide
	5.2 Review of GIS and approval of COE and signs AR and release of assistance		
	5.3 <b>If Guarantee</b> <b>letter (GL)</b> will be given to the client		
	5.4 Prepare Guarantee letter, Social Case Study Report (SCSR), Obligation Request and Status (ORS) form and Disbursement Voucher (DV) form		
	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				
	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				
	5.8 Forwards documents to the Asst. Regional Director for approval of guarantee letter, COE, SCSR/SI for 50,001 to 75,000.00				
	5.9 Forward documents for approval to the ORD for 75,001 to 150,000.00				
	5.10 Receive Approved Guarantee Letter from PSD/ ARDO/ RD office 6.1 Inform the Client through text message to claim the approved GL at CIS regional Office				
	Feedback and complaint				
How to send feedback	Client will scan after release	•	/en queing n s/her assista		
	accomplish fe	edback	complaint	form of the	
	Section. The PDPS is designated to generate				

	consolidated feedbacks and will endorse to the CIS Head.
How Feedbacks are	Feedback or complaint whenever available will be
processed	addressed and facilitated by the Head of Crisis
	Intervention 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 Crisis
	Intervention Section
Complaint through 8888	Head of Crisis Intervention Section will facilitate the
Desk/ Hotline	response within the reglementary period and send
	response to 8888 hotline and Internal Audit Unit
How complaints are	Concerned Division Chief may issue Show Cause
processed	Order for violations committed by permanent or
	contractual staff or Letter of Explanation for non-
	permanent staff
Contact information of	Any irregularity using the name of DSWD-CAR or
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

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

Office	Office or Division:		Procurement Section (PS)		
Class	sification:		Highly Technical		
Type of	Transaction:		G2G-	Government to	Government
Who r	nay avail:			GPPB	
CHECKLIST OF	REQUIREMENTS:			WHERE TO SE	ECURE:
Request form or Me	morandum		Not app	olicable	
Client steps	Section's Actions	F	ees to	Processing	Persons
		k	be paid	time	Responsible
1. Submits request	1.1 Receives and	N	one	15 minutes	Section Clerk
for copy of	logs				
APCPI or APP	memorandum				
or PMR	1.2 Reviews	N	one	15 minutes	PS Head
	memorandum				
	and route to				
	concerned staff				
	1.3 Prepares and	N	one		
	Consolidate				
	needed report			5 days	

<ul> <li>APP</li> <li>PMR</li> <li>APCPI</li> <li>APCPI</li> <li>Updating of PhilGEPS postings or submission of Justification/ Explanation</li> <li>Certificate of Compliance for Undertaking of Early Procurement</li> </ul>		3 days 3 days 1 day 3 days	Technical Staff
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	None	15 minutes	RD's Staff

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	Approved			
	Report			
	1.11 Receives,	None	15 minutes	Section Clerk
	logs and Route			
	Approved			
	Report			
	1.12 Scans	None	1 hour	Technical
	Approved			Staff
	Report and			
	Send through			
	email to the			
	Agency			
	Concerned			
	1.13 Forwards	None	15 minutes	Section Clerk
	Original Copy of			
	the Report to			
	Records			
	Section for			
	Sending to the			
	Agency Concerned			
2. Receives and	2.1 Prints	None	15 minutes	PS Head
Acknowledges	Acknowledgement	NONE	15 minutes	1 S Heau
Report	Receipt of Reports			
	from the			
	Concerned Agency			
			45	
	2.2 Files	None	15 minutes	Section Clerk
	Approved			
	Report and			
	Acknowledgem			
	ent receipt on its respective			
	its respective folders			
	Feedback and com	nlaints mec	hanism	
How to send feedba			Accomplish	feedback/
				form of the
			Section	
How Feedbacks are	e processed		Feedback or	complaint
			whenever ava	
			addressed ar	nd facilitated by
			addressed ar the Head of F	
How complaint is a	ddressed		the Head of F	Procurement

	text or complaint through quad-media will be immediately addressed by the Head of Procurement Section
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/dswdfocar

### 161. Conduct of public bidding

Office or	Division:	Procurement Section (PS)			
	Classification:		Highly Technical		
Type of Tra	ansaction:	G2G- Gov	G2G- Government to Government		
Who ma	y avail:	Internal staff		f	
CHECKLIST OF R	CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
PPMP and WFP		Not applicable			
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible	
1. Prints Acknowledegeme	1.1 None	15 minutes	PS Head	Section Clerk	

nt Receipt of Reports from the Concerned Agency 2. Files Approved Report and Acknowledgement receipt on its		15 minutes	Section Clerk	Technical Staff - Procuremen t Planning and Managemen t Unit(PPMU)
respective folders	1.3 Forwards PP/PR/APP to BSU	None	10 minutes	Technical Staff -PPMU
	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)
	1.7 Presents Philippine Bidding Documents and supporting documents	None	1 hour	PS Head
	1.8 Reviews Philippine Bidding Documents and supporting documents	None	4 hours	BAC
	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
1.15 Receives Letter to Observer for approval of the BAC Chairperson and records in the DTS	None	15 minutes	BAC Chairperson Clerk
1.16 Approves Letter to Observer	None	5 hours	BAC 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
1.22FilesApproved copy oftheLettertheLettertheDbserverintheFolder of thePublicBiddingDocument	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
1.30Routes andLogs Minutes of thePrethePretheProcurementConference	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
1.34 Receives, Logs and Routes Approved Minutes of the Pre Procurement Conference	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	15minutes	Technical Staff- BSU
1.40 Prepares Supplemental/ Bid Bulletin	none	4 hours	Technical Staff- BSU
1.41 Reviews Supplemental/ Bid Bulletin	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 calendarcalendardays beforebeforedeadline forforthe submissionbids)1.48Prepares Minutes	None	4 hours	Technical Staff –BSU
Pre Bid Conference 1.49 Reviews	none	1 hour	PS Head
Minutes of the Meeting Pre Bid Conference		45	Queties
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
1.52 Approves Minutes of the Pre Bid 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 theApproved Minutesof the Pre BidConference andBidSupplementBulletin in theFolder of the PublicBidding Document	None	5 minutes	Technical Staff - BSU

	1.59 Awaits Submission of Bid	None	12 days	
3. Buys bid documents 4. Submission of	<ul><li>2.1 Receives payment of bid documents</li><li>3.1 Receives the</li></ul>	500,000 and below = P 500.00 More than 500,000 up to 1 Million 1,000.00 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 =P50,000. 00 More than 500 Million =P75,000. 00 Nore	15 minutes 15 minutes	Cash Staff
Bids by the Prospective Bidder	Bid Document and Official Receipt from the Supplier		no minuco	Clerk
	3.2 Scans the Official Receipt	None	15 minutes	Technical 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	none	15 minutes	Section Clerk

the Bidding			
Process to the BAC Chairperson			
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 Acknowledge ment Letter to all Bidders who participated 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 Submits report	None	7 days	BAC TWG
	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
	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	None	15 minutes	Section Clerk

concerned BAC Members			
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 Bidding Documents	None	5 minutes	Technical Staff- BSU
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	none	15 minutes	Section Clerk

Bid; Submission of the Post Qualification Documentary Requirements and Conduct of Post Qualification to the BAC Chairperson			
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	None	15 minutes	BAC Chairperson Clerk

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

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Post Qualification in the Folder of the Public Bidding Documents			
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		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	None	15 minutes	Section Clerk

responsive Bid and Recommendati on of the Award to the 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	none	1 day	HOPE

Decompresendet			
Recommendati			
on of the Award			
5.14 Routes Approved BAC Resolution Declaring the Lowest Calculated responsive Bid and Recommendati on of the Award	None	15 minutes	ORD Staff
5.15 Receives and logs Approved BAC Resolution Declaring the Lowest Calculated responsive Bid and Recommendati on of the Award	None	15 minutes	Section Clerk
5.16 Files BAC resolution as the Lowest Calculated Bid in the Public Bidding Documents	None	5 minutes	Technical Staff- BSU
5.17 Prepares Notice of Post Qualification	None	1 hour	Technical Staff- BSU
5.18 Reviews Notice of Post Qualification	None	1 hour	PS Head
5.19 Routes and logs Notice of Post Qualification to the BAC Chairperson	None	15 minutes	Section Clerk

	5.20 Receives Notice of Post Qualification for Approval of the BAC Chairperson		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

6.4 Receives and logs Certificate of Availability of Funds, Obligation Request for signing of Box A	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	10 days	Winning Bidder

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	percent
	(5%)
	Infrastructu
	re Projects
	– Ten
	percent
	(10%) if in
	the form of
	a) Cash
	or
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	r's/ma
	nager'
	S
	check
	issued
	by a
	Univer
	sal or
	Comm
	ercial
	Bank
	b) Bank
	draft/g
	uarant
	ee or
	irrevo
	cable
	letter
	of
	credit
	issued
	by a
	Univer
	sal or
	Comm
	ercial
	Bank
	Thirty
	percent
	(30%)
	c.) Surety
	bond
	callable
	upon

	demand issued by a surety or insurance company duly certified by the Insurance Commissio n 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		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

	8.9 Forwards signed Contract of Agreement by the Accountant to the PS	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
9.5 Receives and logs Notice to Proceed for singing of the BAC Chairperson	None	15 minutes	BAC Chairperson Clerk
9.6 Initials in the Notice to Proceed	none	5 hours	BAC 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	10.1Receives, logs and route confirmed NoticeNoticeto 	None None	15 minutes 15 minutes	Section Clerk Technical
	to Proceed			Staff-BSU
	10.3 Posts Notice to Proceed and Contract of Agreement in the PhilGEPS Website	None	30 minutes	Technical Staff-BSU
	10.4 Files Notice to Proceed and Contract of Agreement in the folder of the Public Bidding Documents	none	5 minutes	Technical 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 feedback			Accomplish Complaint Section	feedback/ form of the
How Feedbacks are p	ocessed		Feedback of whenever av be addresse	vailable will d and v the Head 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
	Procurement Section
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 <b>Or through</b>
	Facebook account: www.
	facebook.com/dswdfocar

# 162. Conduct of alternative mode of procurement

Office or Division:	Procurement Section (PS)
Classification:	Highly Technical
Type of Transaction:	G2G- Government to Government
Who may avail:	Internal staff
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:
PPMP and WFP	Not applicable

Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
1. Submit PPMP and WFP to PS	1.1 Receives and logs PPMP and WFP	None	15 minutes	Section Clerk
	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	2.1 Numbers and PR/PP	None	15 minutes	Section Clerk
supporting documents like design, distribution list, menu, training program and	2.2 Reviews PR/PP and its supporting documents and routes to PPMU	None	1 hour	PS Head
requirements, 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 requirements, CBA etc. for Preparation 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 Qualification			3 days	TWG
7. Submits Post Qualification	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
8. Signs Box A and forwards Box B of Budget Section for Processing of Purchase Order				

<ul> <li>9. Budget</li> <li>Section</li> <li>Forwards PO to</li> <li>Accounting</li> <li>Section</li> <li>10. Accounting</li> <li>Section</li> <li>forwards PO to</li> <li>the RD for</li> </ul>				
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 Confirmation of Supplier			1 day	
12. Forwards to COA copy of the Confirmed Purchase Order			5 days upon receipt of PO of the Supplier	
	Feedback and co	mplaints me		feedbeels/
How to send feedba			Accomplish Complaint forn	feedback/ n of the Section
How Feedbacksare	processed		Feedback or c whenever avai addressed and the Head of Pr Section	omplaint lable will be facilitated by
How complaint is a	ddressed		private mess complaint thro	written, through sage, text or ugh quad-media iately addressed

	by the Head of Procurement Section
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
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.ph Or
	through Facebook account:
	www. facebook.com/dswdfocar
	Tacebook.com/uswulocal

# 163. Processing of Regional Communication Plan

Office	or Division:	Soc	Social Marketing Unit(SMU)		
Clas	sification:		Complex		
Type of	Transaction:	G2G- (	Government to	o Government	
Who	may avail:		SMS		
CHECKLIST O	REQUIREMENTS:	V	VHERE TO S	ECURE:	
Request form		Not Appli	icable		
Client steps	Section's Actions	Fees to be	Processing	Persons	
		paid	time	Responsible	
1. Provides	1.1 Receives	None	1 hour	Administrative	
memorandum	request with			staff/	
for the	notation from			Information	
submission of	the RD			Officer	

Regional Commu- nication Plan (RCP)	None	1 hour	Administrative staff/ Information Officer		
2. Submits 2.1 Submits action/ N request with document to RD order from RD		None	8 days	Information Officer	
	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	
	Feedback and co	mplaints mec	hanism		
How to send feedb		•	Accomplish Complaint Section	feedback/ form of the	
How Feedbacks ar	e processed		Feedback or complaint whenever available will be addressed and facilitated by the Information Officer		
How complaint is a	addressed		through pri	addressed by	
Complaint/s through 8888 Desk/ Hotline			Head of SN the respon reglementary send respon hotline and Unit	y period and onse to 8888	
How complaints are	e processed	committed b	Show Cause or violations by permanent or staff or Letter of for non-		
Contact information	n of DSWD FO-CAR		Any irregula		

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

# 164. Processing of Request for media releases and other materials

Class Type of Who r	or Division: sification: Transaction: may avail: FREQUIREMENTS:	G2G- (	Social Marketing Unit(SMU) Complex G2G- Government to Government SMS WHERE TO SECURE:		
Request form	Not Appli	Not Applicable			
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible	
1. Submits request/ memo for media releases and other materials	1.1 Receives request with notation from the RD/ receives e-mail	None	1 hour	Administrative staff/ Information Officer	
	1.2Logs and records request	None	1 hour	Administrative staff/ Information Officer	
2. Submits request with order from RD/ e-mail		None	3 days	Technical staff/ Information Officer	
	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 compla How to send feedback	
How to send reedback	Accomplish feedback/ Complaint form of the Section
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

#### 165. Technical assistance on IEC materials

	or Division:	Soc	cial Marketing	Unit(SMU)		
Class		Simple				
Type of	G2G- (	G2G- Government to Government				
Who may avail:			Staff (Internal	Public)		
	REQUIREMENTS:		VHERE TO S	ECURE:		
Request form			Not Applicable			
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible		
1. Submits request for design/ proposed design of IEC material	1.1 Receives document	None	1 hour	Administrative staff/ Information Officer		
	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 Ifnot,InformationOfficer providesinputsinputsindocumentorlayoutsbasedonDSWDbrandingguidelinesguidelinesandspecifications.Routesto enduserandManagementfor approval	None	4 days	Administrative staff		
	1.5 Provides approved design to end- user	None	1 hour	Administrative staff/ Information Officer		
	Feedback and con	nplaints mech	anism			

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 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
Llow compleinte are pressed	Unit Concerned Division Chief
How 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

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

Office or Division: Social Marketing Unit(SMU)		
	Office or Division:	Social Marketing Unit(SMU)

Classificat	ion:		Simple		
Type of Trans	G2G- Government to Government				
Who may a	vail:	Staff (	Internal Publi	c)	
				N-	
		WHER	E TO SECUR	(E:	
Request form	Not Apr	olicable			
Client steps	Section's Actions	Fees to be	Processing	Persons	
		paid	time	Responsible	
1. Submits	1.1 Receives	None	1 hour	Administrative	
request for	request			staff/	
Technical Assistance				Information Officer	
Assistance	1.2Logs and	None	1 hour	Administrative	
	records request	NONE	1 HOUI	staff/	
	100010010040000			Information	
				Officer	
	1.3 Reviews the	None	1 hour	Technical staff	
	request and				
	provide inputs				
	and provide				
	action 1.4If necessary,	None	1 hour	Administrative	
	1.4 If necessary, prepares	none	THOUT	staff/	
	document/			Information	
	material and			Officer	
	route to the RD				
	for approval				
	1.5 Provides	None	1 hour	Administrative	
	approved			staff/	
	document/			Information	
	material/ action to end-user			Officer	
	Feedback and cor	nolaints mech	nanism		
How to send feedba			Accomplish	feedback/	
			Complaint	form of the	
			Section		
How Feedbacks are processed			Feedback or	•	
				ailable will be	
				nd facilitated by	
			the Informati		
How complaint is addressed			Any complaint written, through private message,		
			•	nplaint through	

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	quad-mediawillbeimmediatelyaddressedbythe 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

# 167. Preparation of APP-CSE

Office or Division:	Property and Asset Management Section (PAMS)
Classification:	Highly Technical
Type of Transaction:	G2G- Government to Government
Who may avail:	External or Internal Auditors / FMS
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:
Data and information from the DTS, active records, logbooks and other electronic and written reports	To be secured by the technical staff from the available and/ or active written and electronic reports by the PAMS
Client steps Section's Action	ons Fees Processing Persons to be time Responsible paid

2. Request copy of Liquidation report through issuance of memorandum	be .	cures all uirements to used as erence	None	7 days	Technical Staff	
	1.6 Pre rep	epares draft of ort	None	7 days	Technical Staff	
	1.7 Reviews draft of report and thereafter counter signs on the signatory       None       3 days       Technical Staff					
	1.8 ConductfinalNone1 dayHeadreview and signsAccountingthe reportSection					
	1.9 Conduct     final     None     1 day     Regional Direct       review and signs     the report     1 day     1 day     1 day					
	D\ an	is and records / in the DTS d transmits to e client	None	1 day	Administrative Staff	
Feedback and complaints mechanism						
How to send feedback Accomplish feedback/ Complaint form of the Section						
How Feedbacks are processedFeedback or co addressed and Section					ailable will be d of Accounting	
How complaint is add	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				
processed for violation staff or Lett			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 DSWD FO-CAR Any irregularity using the name of D involving any of its official may be su DSWD-CAR's office at No. 40 North Driv or through cellphone numbers: (6374) 66 396 6580/ +0917871 9893/ +63917-872 065 5356- 68 or through email address:			e submitted to the Drive, Baguio City 4) 661-0430/ (6302) -872 0256/ +63919			

or	through	Facebook	account:	WWW.		
facebook.com/dswdfocar						

# 168. Acceptance of supplies and equipment

Office or Division: Classification: Type of Transaction:		Property and Asset Management Section (PAMS) Simple G2G- Government to Government						
Who may				Staff (internal p				
CHECKLI			W	HERE TO SEC	CURE:			
REQUIREN		Taba		with a cliquet for	ana tha Duan antus ana d			
Signed and accomp inventory of sup			To be secured by the client from the Property and Asset Management Section					
equipment		//0000	managem					
Client steps	Section's Actic	ns	Fees to	Processing	Persons			
			be paid	time	Responsible			
	1.11 Receives		None	1 day	Administrative			
Report on Supplies and	request ensures	and all			Staff			
Materials	signatories	are						
Issued	completed,	and						
through	checks							
issuance of	specification	of						
memorandum	supplies	and						
	equipment 1.12 Inspects		None	5 hours	Administrative			
	1.12 Inspects supplies	and	None	5 110015	Staff			
	equipment	and						
	1.13 Receives		None	5 hours	Administrative			
	supplies	and			Staff			
	equipment	and						
	signs on	the						
	Inspection	and						
	Acceptance Report							
	1.14 Logs		None	1 day	Administrative			
		port's			Staff			
	n the							
	DTS Foodback	ande	moloint m	ochaniem				
Feedback and complaint mechanismHow to send feedbackAccomplish feedback/ Complaint form of the Section								
How Feedbacks are		or complaint whenever available will be addressed						
processed								

How complaint is	Any complaint written, through private message, text or						
addressed	complaint through quad-media will be immediately addressed						
	by the Head of Accounting Section						
Complaint/s through	Head of Accounting Section will facilitate the response within						
8888 Desk/ Hotline	the reglementary period and send response to 8888 hotline						
	and Internal Audit Unit						
How complaints are	Concerned Division Chief may issue Show Cause Order for						
processed	violations committed by permanent or contractual staff or						
	Letter of Explanation for non-permanent staff						
Contact information of	Any irregularity using the name of DSWD-CAR or involving						
DSWD FO-CAR	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						

#### 169. Reconciliation of PPEs

Office or Division:		Property and Asset Management Section (PAMS)				
Classit	ication:			Highly Tech	nical	
Type of T	ransaction:		G2G- 6	Sovernment to	Government	
	ay avail:		External or Internal Auditors / FMS			
CHECKLIST OF I	REQUIREMENTS:		V	HERE TO SE	CURE:	
	ion from the DTS,				nical staff from the	
	gbooks and other				itten and electronic	
	en reports		ts by the			
Client steps	Section's Action	S	Fees	0	Persons	
			to be paid	time	Responsible	
2. Request copy of Reconciliation Report through issuance of		rence /enes	None	7 days	Technical Staff	
memorandum	1.7 Prepares draft report	t of	None	7 days	Technical Staff	
	1.8 Reviews draft report and there counter signs of signatory	eafter	None	3 days	Technical Staff	

	nduct final review signs the report	None	1 day	Head of Accounting	
	1.10 Conduct final review and signs the		1 day	Section Regional Director	
repo	0				
in	s and records DV the DTS and nsmits to the client	None	1 day	Administrative Staff	
Fe	edback and compla	aints med	chanism		
How to send feedback	Accomplish feedb	ack/ Con	nplaint form of	the Section	
How Feedbacks are	Feedback or com	plaint wh	enever availal	ole will be	
processed	addressed and fac	cilitated b	by the Head of	FPAM Section	
How complaint is				e message, text or	
addressed	complaint throug addressed by the		d-media will Accounting Se		
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		lu sellu respu		
How complaints are	Concerned Divisio	on Chief	may issue Sh	ow Cause Order for	
processed	violations committed by permanent or contractual staff or				
Letter of Explanation for non-permanent staff					
Contact information of Any irregularity using the name of DSWD-CAR or involving					
DSWD FO-CAR any of its official may be submitted to the DSWD-CAR					
	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. Disposal of properties or properties-negotiated, properties- destruction, properties-bidding, properties-barter.

Office or Division:	Property and Asset Management Section (PAMS)		
Classification:	Highly Technical		
Type of Transaction:	G2G- Government to Government		
Who may avail:	External or Internal Auditors / FMS		
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:		
Inventory of properties, data and information from the DTS, active records, logbooks and other electronic and written reports	To be secured by the technical staff from the available and/ or active written and electronic reports by the PAMS		

Client steps	Sec	ction's Actions	Fees to be paid	Processing time	Persons Responsible	
2. Request copy of Disposal Report through issuance of	1.6 Secu requir as conve comn	rements to be used reference and enes concerned	None	7 days	Technical Staff	
memorandum	1.7 Prepa	ares draft of report	None	7 days	Technical Staff	
	and	ews draft of report thereafter counter on the signatory	None	3 days	Technical Staff	
	1.9Conduct final review and signs the report		None	1 day	Head of Accounting Section	
	1.10 Conduct final review and signs the report		None	1 day	Regional Director	
	1.6 Logs and records DV in the DTS and transmits to the client		None	1 day	Administrative Staff	
		eedback and compla	aints mec	hanism		
How to send feed		Accomplish feedback/ Complaint form of the Section				
How Feedbacks a	ire	Feedback or complaint whenever available will be				
processed		addressed and facilitated by the Head of Accounting Section Any complaint written, through private message, text or				
How complaint is				• •	<b>U</b>	
addressed		complaint through quad-media will be immediately addressed by the Head of PAM Section				
Complaint/s throu	ah 8888	Head of Accounting Section will facilitate the response within				
Desk/ Hotline the reglementary			period an		nse to 8888 hotline	
How complaints are		Concerned Division Chief may issue Show Cause Order for				
processed		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 inv any of its official may be submitted to the DSWD-CAR's at No. 40 North Drive, Baguio City or through cell numbers: (6374) 661-0430/ (6302) 396 6580/ +09 9893/ +63917-872 0256/ +63919 065 5356- 68 or th email address: focar@dswd.gov.ph or through Facebook ad www. facebook.com/dswdfocar			D-CAR or involving DSWD-CAR's office through cellphone 6 6580/ +0917871 356- 68 or through			

# 171. Processing of Property and Transfer Report and Turn-over:

Office or Division:		Property and Asset Management Section (PAMS)			
Classification:		Complex			
Type of Transaction:			626-0	Government to	
Who may				Staff (internal	
CHECKLIST OF R		Tab		VHERE TO SE	
Signed and accom				•	t from the Property
inventory of supplies a	and of equipment			ed folder.	Section or from its
Client steps	Section's Action		Fees	Processing	Persons
Ollerit Steps		3	to be	time	Responsible
			paid	unic	Responsible
2. Request Report on Supplies and Materials Issued through issuance of	1.7 Receives req and ensures signatories completed, checks specifica of supplies equipment	uest all are and ation and	None	1 day	Administrative Staff
memorandum		plies	None	2 days	Administrative Staff
	1.9Encodes in system accomplish form	the and าร	None	2 days	Administrative Staff
	1.10 Logs records rep information in database	and oort's the	None	1 day	Administrative Staff
	1.11 Facilitate physical transfe the property to client		None	1 day	Administrative Staff
	Feedback and c				
How to send feedback	Accomplis	ish feedback/ Complaint form of the Section			
		or complaint whenever available will be			
processed addressed Section		d and facilitated by the Head of Accounting			
How complaint is addressed Any comp complaint		blaint written, through private message, text or through quad-media will be immediately d by the Head of PAM Section			
Complaint/s through 8888Head of ADesk/ Hotlinewithin the		Accounting Section will facilitate the response reglementary period and send response to 8888 d Internal Audit Unit			

How complaints are	Concerned Division Chief may issue Show Cause Order
processed	for violations committed by permanent or contractual staff
	or Letter of Explanation for non-permanent staff
Contact information of	Any irregularity using the name of DSWD-CAR or
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

# 172. Processing of Waste Material Report:

	G2G Exte aste To be secured lata and/ or active the Accounting Se rds, ther	S- Governm rnal or Inte WHERE by the tec written a		ment
reportsClient stepsS2. Request copy1.10ofBFARarthroughre	tten ection's Actions Receives request ad secures all quirements to be sed as reference	Fees to be paid None	Processing time 5 hours	Persons Responsible Technical Staff
1.12 re cc	Prepares draft of port Reviews draft of port and thereafter ounter signs on the gnatory	None	5 hours	Technical Staff
re	Conducts final view and signs the port Signs the report	None None	5 hours 5 hours	Head of Accounting Section Regional Director

	report the transm	gs and records s information in DTS and hits to the client		5 hours	Administrative Staff		
		back and comp					
How to send feed		Accomplish fee					
How Feedbacks are		Feedback or co					
processed		addressed and					
How complaint is				• •	nessage, text or		
addressed			•		e immediately		
		addressed by the Head of Accounting Section					
Complaint/s throu	gh 8888	Head of Accounting Section will facilitate the response					
Desk/ Hotline		within the reglementary period and send response to					
		8888 hotline and Internal Audit Unit					
How complaints a	re	Concerned Division Chief may issue Show Cause Order					
processed		for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff					
Contact information	on of	Any irregularity using the name of DSWD-CAR or					
DSWD FO-CAR		involving any of its official may be submitted to the					
					ve, Baguio City		
				· · ·	61-0430/ (6302)		
					2 0256/ +63919		
					focar@dswd.gov.ph		
		or through		book acco	ount: www.		
		facebook.com/	dswdfocar				

#### 173. Processing of gate pass or property acknowledgment receipt:

Office or [	Division:	Property and	Asset Manac	gement Section
Classific			Simple	
Type of Tra	G2G- Go	G2G- Government to Government		
Who may	Staff (internal public)			
CHECKLIST OF REQUIREMENTS:		WH	ERE TO SEC	URE:
Entire records of properties, and other data and information from the DTS, active records, logbooks and other electronic and written reports		To be secu network shar	red by the ed folder of P	
Client steps	Section's Action	s Fees to be paid	Processing time	Persons Responsible
2. Request copy approval of gate pass or property acknowledgement	1.16 Receives re and secures requirements to used as referenc	equest None all b be	1 day	Technical Staff

receipt through actual	1.17 Prepares reviews gate pass and inspects property	None	1 day	Technical Staff		
	1.18 Forwards to Head of PAMS for signature	None	5 hours	Head of Accounting Section		
	1.19 Signs the report	None	2 hours	Regional Director		
	1.20 Releases approved gate pass or property acknowledge- ment receipt to requestor- staff	None	3 hours	Administrative Staff		
	Feedback and complaint	mechan	ism			
How to send feedback	Accomplish feedbac	k/ Com	plaint form of	the Section		
How Feedbacks are processed	Feedback or comple addressed and facili					
processed	Section	lated by	The flead of	Accounting		
How complaint is addressed	Any complaint writte complaint through	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 88 Desk/ Hotline	within the reglement	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	for violations commi	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		ing the s officia e at No. e numbe 1 9893, ough er Facebe	name of I may be su 40 North Dri ers: (6374) 66 / +63917-872 nail address:	DSWD-CAR or Ibmitted to the ve, Baguio City 51-0430/ (6302) 0256/ +63919 focar@dswd.gov.ph		

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

Office or Division:	Learning and Development Section
Classification:	Highly Technical
Type of Transaction:	Government to Government

	ay avail: REQUIREMENTS:			ternal Public ( IERE TO SEC	
	ent Committee (PDC)	shared directly	e dov folde / thro k is u	wnloaded from er. This can al ugh the onlin	m the network so be filled out e google form. d in the Call for
Client steps	Section's Actions	tc	ees be baid	Processing time	Persons Responsible
1. Submits IDCBA invitation	1.1 Receives and log the IDCBA invitation duly endorsed/appro- by the Regional Director.	is N	lone	1-5 minutes	Administrative staff
	1.2 Prepares the call nomination.		lone	15-30 minutes	Administrative or technical staff
	1.3 Reviews the call nomination.	for N	lone	5-10 minutes	LDS Head
	1.4 Routes the call for nomination for signin		lone	1-5 minutes	Administrative staff
	1.5 Receives and routes/sends thru em the hard copy of the for nomination.	nail	lone	1-5 minutes	Administrative staff
2. Fills out and submits signed nomination form.	2.1 Receives and consolidates/encodes data in the matrix of qualification.		lone	1-4 days (depending on the given deadline of submission of nomination)	Administrative staff
	2.2 Coordinates with PDC Chairperson for schedule of meeting/deliberation.	[·] the	lone	1-5 minutes	Administrative staff
	2.3 Prepares the noti of meeting.	ice N	lone	5-10 minutes	Administrative staff
	2.4 Routes the notice meeting for signing.		lone	1-5 minutes	Administrative staff
	2.5 Receives and routes/sends thru em the hard copy of the notice of meeting.		lone	1-5 minutes	Administrative staff

	2.6 Conducts the	None	1-2 hours	Administrative
	deliberation.			or technical
				staff
	2.7 Prepares the	None	30 minutes-	Technical
	resolutions.		1 hour	staff
	2.8 Reviews the	None	5-10	LDS Head
	resolution.		minutes	
	2.9 Routes the	None	1 day	Administrative
	resolution for signing of		1 day	staff
	the committee			Stan
	members.			
		None	1-5 minutes	Administrative
	2.10 Receives and logs	NONE	1-5 minutes	
	the signed/approved			staff
	resolution.	NI	45.00	Teelsel
	2.11 Prepares the	None	15-30	Technical
	congratulatory letter,		minutes	staff
	RSO/Authority, and the			
	L&D Undertaking Form.			_
	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
	and RSO/Authority for			staff
	signing.			
	2.14 Receives and	None	1-5 minutes	Administrative
	routes/sends the			staff
	documents thru email to			
	the concerned staff.			
3. Fills out the L&D	3.1 Receives, logs, and	None	1 day	Administrative
Undertaking form	files the accomplished		1 duy	staff
and submits back to	•			3(0)
LDS.	L&D undertaking to the			
	individual folder of staff.	maaba	niom	
How to cond	Feedback and complaints			ation
How to send	Accomplish feedback/ Co	mpiaint	ion of the Se	ecuon
feedback				
How Feedbacks are	Feedback or complaint w		available will	be addressed
processed	and facilitated by the LDS			
How complaint is	Any complaint written,	•	•	•
addressed	complaint through quad-r	nedia w	ill be immedia	ately addressed
	by the LDS Head.			
Complaint through	LDS Head will facilitate the	he resp	onse within th	e reglementary
8888 Desk/ Hotline	period and send respons	e to 88	88 hotline and	d 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. Processing of Payment for the Registration Fee of Staff who were Endorsed to Attend External IDCBA

Office or [	Division:	L	earning	and Developr	ment Section
Classific	ation:		0	Highly Techn	
	Type of Transaction:		Government to Government		
Who may			In	ternal Public (	Staff)
CHECKLIST OF R				HERE TO SEC	/
1. Approved PDC R External IDCBA			y be dov ed folde	wnloaded fron	n the network
2. Signed RSO or A	uthority to Attend				
	, i i i i i i i i i i i i i i i i i i i		y be do ed folde		m the network
Client steps	Section's Actions		Fees to be paid	Processing time	Persons Responsible
	1. Prepares ORS/DV payment.	for	None	10-15 minutes	Administrative or technical staff
	2. Photocopies and attaches required documents.		None	10-15 minutes	Administrative staff
	<ol> <li>Certifies photocopy the attachments and signs DV.</li> </ol>	/ of	None	5-10 minutes	LDS Head
	4. Routes the ORS/D and its attachments for signing and processing the FMD.	or	None	1-5 days	Administrative staff
	5. Follows up with the Cash Section the availability of the cheque/ADA for payment.	;	None	1-5 minutes	Administrative staff

Office.					
7. Deposits cheque to the bank account of the organizer and submits deposit slip to7.1 Sends thru email the deposit slip and requests the organizer for an officialNone 1-2 hours staff1-2 hours staffAdministrat staff	ve				
submits deposit slip to the Cash Section and LDS.organizer for an official receipt to be mailed to the Field Office.					
Feedback and complaints mechanism					
How to send feedback Accomplish feedback/ Complaint form of the Section					
How Feedbacks are Feedback or complaint whenever available will be					
processed addressed and facilitated by the LDS Head.					
How complaint is addressed Any complaint written, through private message, text	Any complaint written, through private message, text or				
complaint through quad-media will be immediat	ely				
addressed by the LDS Head.	addressed by the LDS Head.				
Complaint through 8888 LDS Head will facilitate the response within					
Desk/ Hotline reglementary period and send response to 8888 hotl	ne				
and Internal Audit Unit					
How complaints are Concerned Division Chief may issue Show Cause Or					
processed for violations committed by permanent or contractual s	ait				
or Letter of Explanation for non-permanent staffContact information ofAny irregularity using the name of DSWD-CAR	or				
DSWD FO-CAR involving any of its official may be submitted to					
DSWD-CAR's office at No. 40 North Drive, Baguio 0					
or through cellphone numbers: (6374) 661-0430/ (63					
396 6580/ +0917871 9893/ +63917-872 0256/ +639					

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

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

Office or	Division:	Learnin	g and Develop	ment Section
	fication:		Complex	
Type of T	ransaction:	Gov	ernment to Go	vernment
Who m	ay avail:		nternal Public	(Staff)
	REQUIREMENTS:	V	HERE TO SE	CURÉ:
Based on Annex C.2 o	f AO No. 16, series of			
2018:				
<ol> <li>Accomplished A</li> <li>Endorsement of Director/ Immed</li> </ol>	f Head of Office/	May be do shared fol Request th		the network
stating/certifying action of a work office' functions	g alternative courses of arrangement so that , responsibilities, and not be hampered			
3. Service Record	not so namporou	Request th	nru PAS	
	ry (VS) ratings for the		nru HRPPMS	
	secutive rating periods			
5. Certification of I	0	Request the	nru PAS	
	Criminal (CNPAC)			
<b>3</b>	ainst the applicant	-		
6. Certification of I		Request the	nru LDS	
related to other	No Pending Nomination			
	Fraining Program			
	nal Data Sheet (PDS)	May be do	wnloaded from	the network
8. Regional Perso		shared fol		
Committee Res	•	LDS		
9. Medical Certific	ate (for Foreign	Issued by	any authorized	government
Scholarships)		physician		
			Duccost	
Client steps	Section's Actions	Fees to be	0	Persons Responsible
		paid		Responsible
1. Submits invitation	1.1 Receives and logs		1-5 minutes	Administrative
to apply for	invitation to apply for			staff
scholarship	scholarship.			
	1.2 Prepares the call fo	r None		Administrative
	application.		minutes	or technical
				staff

	1.3 Reviews the call for	None	5-10	LDS Head
	application.		minutes	
	1.4. Routes the call for	None	1-5 minutes	Administrative
	application for signing.			staff
	1.5 Receives and	None	1-5 minutes	Administrative
	routes/sends thru email			staff
	the hard copy of the call			
	for application.			
2. Accomplishes the	2.1 Receives and screens	None	1-5 days	Technical
application form and	the submitted		(depending	staff
secures and submits	requirements, and		on the	
to the LDS the	assesses if the applicant		given	
necessary	meets the minimum		deadline of	
requirements.	qualification criteria.		submission	Technical
	2.3 If the applicant does		of	staff, LDS
	not meet the qualification		application)	Head,
	criteria, a regret letter is			Administrative
	prepared, routes for			staff
	signing, and is send to the			
	concerned staff.			
	2.3 If the applicant meets			
	the minimum qualification			
	criteria, proceed to the			
	next step.			
	2.4 Prepares the matrix of	None	1 hour	Technical
	applicant and selection			staff
	criteria.			
	2.5 Coordinates with PDC	None	1-5 minutes	Administrative
	Chairperson for the			staff
	schedule of			
	meeting/deliberation.			
	2.6 Prepares the notice of	None	5-10	Administrative
	meeting.		minutes	staff
	2.7 Routes the notice of	None	1-5 minutes	Administrative
	meeting for signing.			staff
	2.8 Receives and	None	1-5 minutes	Administrative
	routes/sends thru email			staff
	the hard copy of the notice			
	of meeting.			
	2.9 Conducts the	None	1-2 hours	Administrative
	deliberation.			or technical
	0.40.0			staff
	2.10 Prepares the	None	30 minutes-	Technical
	resolutions.		1 hour	staff
	2.11 Reviews the	None	5-10	LDS Head
	resolution.		minutes	

2.12 Routes the resolution for signing of the committee members.	None	1 days	Administrative staff
2.13 Receives and logs the signed/approved resolution.	None	1-5 minutes	Administrative staff
2.14 Prepares the transmittal of the applicant's documents to the PDC Secretariat in Central Office.	None	10-15 minutes	Administrative or technical staff
2.15 Reviews the transmittal.	None	1-5 minutes	LDS Head
2.16 Routes the transmittal for signing.	None	1-5 minutes	Administrative staff
2.17 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
2.18 Receives notification from the PDC Secretariat of the Central Office on the results of the application.	None	3-6 months for the DSWD Funded Scholarship	Technical staff
		2 weeks-1 month for	
<ul> <li>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.</li> <li>6.16.2 If the applicant was considered for the</li> </ul>	None	2 weeks-1	Technical staff, LDS Head, administrative staff
not considered, a regret letter will be prepared and reviewed, routes for signing, and sends to the concerned staff. 6.16.2 If the applicant was	None	2 weeks-1 month for externally sponsored scholarship	staff, LDS Head, administrative

3. Receives the congratulatory letter and contract, signs	3.1 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	3.2 Prepares the transmittal to the PDC Secretariat of the Central Office.	None	10-20 minutes	Technical or administrative staff		
Regional Director, and submits the	3.3 Reviews the transmittal.	None	1-5 minutes	LDS Head		
signed contract together with the	3.4 Routes transmittal for signing.	None	1-5 minutes	Administrative staff		
notarization fee to LDS for sending to the PDC Secretariat of the Central Office.	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		
	Feedback and complaints	mechar	ism			
How to send feedback	Accomplish feedback/ C	Complair	nt form of the S	Section		
How Feedbacks are		plaint whenever available will be				
processed	addressed and facilitate					
How complaint is		Any complaint written, through private message, text or				
addressed	by the LDS Head.	complaint through quad-media will be immediately addressed by the LDS Head.				
Complaint through 888				•		
Desk/ Hotline	period and send respon Unit					
How complaints are	Concerned Division Ch					
processed	violations committed b Letter of Explanation for					
Contact information of	, , , ,			•		
DSWD FO-CAR	any of its official may be					
at No. 40 North Drive, Baguio City or through cellphone				ough 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

#### 177. Processing of Application for Study Leave

Office or Division:	Learning and Development Section
Classification:	Highly Technical
Type of Transaction:	Government to Government
Who may avail:	Internal Public (Staff)
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:
Based on Annex C.2 of AO No. 16, series of	-From the requesting staff.
2018:	
1. Letter of Intent/Written request for	
non-scholarship grant duly endorsed	-May be downloaded from the network
by his/her immediate supervisor and	shared folder.
the Regional Director	
2. Accomplished Application Form	-Request thru PAS
3. Service Record	
4. Very Satisfactory (VS) ratings for the	-Request thru HRPPMS
last two (2) consecutive rating periods	
5. Certification of No Pending	-Request thru PAS
Administrative/Criminal (CNPAC)	Descus et these LDC
Charge filed against the applicant 6. Certification of No Current Service	-Request thru LDS
Obligation and No Pending	
Nomination related to other	
Local/Foreign Scholarship or Training	
Program	
7. Updated Personal Data Sheet (PDS)	-May be downloaded from the network
8. Accomplished Application for Leave	shared folder.
Form	
9. Permit to take Board/ Licensure	-May be downloaded from the network
Examination or Schedule of	shared folder.
Examination (in preparation for	
professional licensure or	-From the Professional Regulation
comprehensive examinations)	Commission or school/university where
10. School Registration/ Enrollment Form/	the requesting staff is enrolled.
Schedule of Classes (for completion of	
academic requirements such as thesis	-From the school/university where the
or practicum)	requesting staff is enrolled.

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
	<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</li> </ul>	None	5-10 minutes 1-2 hours	Technical staff
	staff. 1.3.2 If the applicant meets the minimum qualification criteria, proceed to the next step.			Technical staff, LDS Head, Administrative staff
	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 of the notice of meeting.	None	1-5 minutes	Administrative staff
	1.9 Conducts the deliberation.	None	1-2 hours	Administrative or technical staff
	1.10 Prepares the resolutions.	None	30 minutes-1 hour	Technical staff

	1.11 Reviews the	None	5-10	LDS Head
	resolution.		minutes	
	1.12 Routes the resolution for signing of the committee members.	None	1 day	Administrative staff
	1.13 Receives and logs the signed/approved resolution.	None	1-5 minutes	Administrative staff
	1.14 Prepares the study leave contract and congratulatory letter.	None	30 minutes-1 hour	Technical staff
	1.15 Reviews the contract and congratulatory letter.	None	5-10 minutes	LDS Head
	<ul><li>1.16 Routes the contract for content review/approval and the letter for signing.</li><li>1.16.1 Revises the contract based on the inputs.</li></ul>	None	1-5 minutes	Administrative staff
		None	15-30 minutes	Technical staff
	1.17 Routes the contract and letter to the concerned staff.	None	1-5 minutes	Administrative staff
2. Receives the congratulatory letter and contract, signs the contract, routes	2.1 Receives the contract and routes for signing of the Regional Director.	None	1-2 days	Administrative staff
the contract for signing of the guarantor.	2.2 Receives the signed contract, routes to the concerned, and provide instructions for the notarization.	None	5-10 minutes	Administrative staff
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 complaints	mechar	nism	
How to send feedbac				
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 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

# 178. 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)
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURÉ:
Based on Annex C.2 of AO No. 16, series of	
2018:	
2010.	
1. Letter of Intent/Written request for	
non-scholarship grant duly endorsed	From the requesting staff.
by his/her immediate supervisor and	
the Regional Director	May be downloaded from the network
2. Accomplished Application Form	shared folder.
3. Endorsement of Head of Office/	
Director/ Immediate Supervisor	Request thru LDS
stating/certifying alternative courses	
of action of a work arrangement so	Request thru PAS
that office' functions, responsibilities,	Request linu FAS
and deliverables will not be hampered	Request thru HRPPMS
4. Service Record	
5. Very Satisfactory (VS) ratings for the	Request thru PAS
last two (2) consecutive rating periods	
	Request thru LDS
	•

Administr Charge fi 7. Certificat Obligatio Nominati Local/For Program 8. Updated 9. Regional Committe 10. Medical 0 11. Acceptar	ion of No Pending rative/Criminal (CNPAC) iled against the applicant ion of No Current Service n and No Pending on related to other reign Scholarship or Training Personal Data Sheet (PDS) Personnel Development ee Resolution Certificate nce Letter or Invitation from soring Agency/ Organization	<ul> <li>Issued by any authorized government</li> <li>S) physician</li> <li>Issued by the Sponsoring Agency/</li> <li>Organization</li> </ul>		d government	
Client steps	Section's Actions		Fees to be paid	Processing time	Persons Responsible
1. Submits the duly endorsed request with	1.1 Receives and logs the request.		None	1-5 minutes	Administrative staff
complete documentary requirements	1.2 Screens the completenes of the documentary requirements.	S	None	5-10 minutes	Technical staff
to LDS.	1.3 Assesses if the applicant meets the minimum qualificat criteria.		None	5-10 minutes	Technical staff
	<ul> <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> </ul>		None	1-2 hours	
					Technical staff, LDS Head, Administrative staff
	1.4 Coordinates with PDC Chairperson for the schedule meeting/deliberation.	of	None	1-5 minutes	Administrative staff

	1.5 Prepares the notice of	None	5-10	Administrative
	meeting.		minutes	staff
	1.6 Routes the notice of meeting	None	1-5	Administrative
	for signing.		minutes	staff
	1.7 Receives and routes/sends	None	1-5	Administrative
	thru email the hard copy of the	TNOTIC	minutes	staff
	notice of meeting.		minutes	Stan
	1.8 Conducts the deliberation.	None	1-2 hours	Administrative
		NONE	1-2 110013	or technical
				staff
	1.9 Prepares the resolutions.	None	30	Technical
		none	minutes-1	staff
				Sidii
	1.10 Reviews the resolution.	None	hour 5-10	LDS Head
	1.10 Reviews the resolution.	none		LDS Heau
	1.11 Routes the resolution for	None	minutes	Administrative
		none	1 days	
	signing of the committee members.			staff
		None	1-5	Administrative
	1.12 Receives and logs the	none	-	
	signed/approved resolution.	None	minutes	staff
	1.13 Prepares the transmittal of	None	10-15	Administrative
	the applicant's documents to the		minutes	or technical
	PDC Secretariat in Central			staff
	Office. 1.14 Reviews the transmittal.	None	1-5	LDS Head
	1.14 Reviews the transmittal.	none	minutes	LDS neau
	1.15 Routes the transmittal for	None	1-5	Administrative
		none	-	staff
	signing.	Nono	minutes 10-20	
	1.16 Receives and routes the	None		Administrative
	transmittal with complete		minutes	staff
	attachments to RAMS for			
	sending to the Central Office			
	through courier, and scans and			
	sends advance copy thru email.	N	0	T and a famil
	1.17 Receives notification from	None	2 weeks-1	Technical
1				
	the PDC Secretariat of the		month	staff
	Central Office on the results of		(depending	staff
	Central Office on the results of the application.		(depending on the	staff
	Central Office on the results of the application. 1.17.1 If the applicant's request		(depending on the urgency of	staff
	Central Office on the results of the application. 1.17.1 If the applicant's request was not considered, a regret		(depending on the urgency of the	
	Central Office on the results of the application. 1.17.1 If the applicant's request was not considered, a regret letter will be prepared and		(depending on the urgency of	Technical
	Central Office on the results of the application. 1.17.1 If the applicant's request was not considered, a regret letter will be prepared and reviewed, routes for signing,		(depending on the urgency of the request)	Technical staff, LDS
	Central Office on the results of the application. 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 the concerned		(depending on the urgency of the	Technical staff, LDS Head,
	Central Office on the results of the application. 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 the concerned staff.		(depending on the urgency of the request)	Technical staff, LDS Head, administrative
	Central Office on the results of the application. 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 the concerned	None	(depending on the urgency of the request)	Technical staff, LDS Head,

	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	2.1 Receives the contract and notarization fee.	None 50.00	1-3 days	Administrative staff
congratulatory letter and contract, signs	2.2 Prepares the transmittal to the PDC Secretariat of the Central Office.	None	10-20 minutes	Technical or administrative staff
the contract, routes the	2.3 Reviews the transmittal.	None	1-5 minutes	LDS Head
contract for signing of the	2.4 Routes transmittal for signing.	None	1-5 minutes	Administrative staff
guarantor and the Regional Director, and submits the signed contract together with the 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 contract to the concerned staff and PAS.	None	1-5 minutes	Administrative staff
	2.8 Files a copy of the contract to the individual folder of the staff.	None	1-5 minutes	Administrative staff
How to send fee	Feedback and complaints Accomplish fee			n of the Section
How to send feedbackAccomplish feedback/ Complaint form of the SectionHow Feedbacks are processedFeedback or complaint whenever available will be addressed and facilitated by the LDS Head.				

How complaint is addressed	Any complaint written, through private message, text		
now complaint is addressed	, i i i i i i i i i i i i i i i i i i i		
	or complaint through quad-media will be immediately		
	addressed by the LDS Head.		
Complaint through 8888 Desk/	LDS Head will facilitate the response within the		
Hotline	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	Any irregularity using the name of DSWD-CAR or		
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		

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

Office or Division:	Learning and Development Section
Classification:	Complex
Type of Transaction:	Government to Government
Who may avail:	Internal Public (Staff)
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:
Based on Annex C.2 of AO No. 16, series of 2018:	From the requesting staff.
	May be downloaded from the network
1. Letter of Intent/Written request for	shared folder.
non-scholarship grant duly endorsed	
by his/her immediate supervisor and	
the Regional Director	
2. Accomplished Application Form	Request thru LDS
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 PAS
4. Service Record	
5. Very Satisfactory (VS) ratings for the	Request thru HRPPMS
last two (2) consecutive rating periods	
	Request thru PAS

<ol> <li>6. Certification of No Pending Administrative/Criminal (CNPAC) Charge filed against the applicant</li> <li>7. Certification of No Current Service Obligation and No Pending Nomination related to other Local/Foreign Scholarship or Training Program</li> <li>8. Updated Personal Data Sheet (PDS)</li> <li>9. Regional Personnel Development Committee Resolution</li> <li>10. School Registration/ Enrollment Form/ Schedule of Classes</li> <li>11. Thesis/ Dissertation Proposal Aligned to the Research Agenda or Priority/ Performance Areas of DSWD</li> </ol>		May sha LDS Fro requ	red fold S m the s uesting	wnloaded fror	ed.
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 log the request.	S	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
	requirements. 1.3 Assesses if the applicant meets the minimum qualification criteria. 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. 1.3.2 If the applicant meets the minimum qualification criteria, proceed to the next step.		None	5-10 minutes 1-2 hours	Technical staff Technical staff, LDS Head, Administrative staff
	1.4 Coordinates with PDC Chairperson for	the	None	1-5 minutes	Administrative staff

[]	a a b a dula at			
	schedule of			
	meeting/deliberation.		5.40	
	1.5 Prepares the notice	None	5-10	Administrative
	of meeting.		minutes	staff
	1.6 Routes the notice of	None	1-5	Administrative
	meeting for signing.		minutes	staff
	1.7 Receives and	None	1-5	Administrative
	routes/sends thru email		minutes	staff
	the hard copy of the			
	notice of meeting.			
	1.8 Conducts the	None	1-2 hours	Administrative
	deliberation.			or technical
				staff
	1.9 Prepares the	None	30	Technical
	resolutions.		minutes-1	staff
			hour	
	1.10 Reviews the	None	5-10	LDS Head
	resolution.		minutes	
	1.11 Routes the	None	1 day	Administrative
	resolution for signing of		,	staff
	the committee members.			
	1.12 Receives and logs	None	1-5	Administrative
	the signed/approved		minutes	staff
	resolution.			
	1.13 Prepares the	None	10-15	Administrative
	transmittal of the		minutes	or technical
	applicant's documents to			staff
	the PDC Secretariat in			otan
	Central Office.			
	1.14 Reviews the	None	1-5	LDS Head
	transmittal.	NONC	minutes	LDOTICAU
	1.15 Routes the	None	1-5	Administrative
		TNOTE		staff
	transmittal for signing. 1.16 Receives and	None	minutes 10-20	Administrative
		none		
	routes the transmittal		minutes	staff
	with complete			
	attachments to RAMS			
	for sending to the			
	Central Office through			
	courier, and scans and			
	sends advance copy			
	thru email.			<b></b>
	1.17 Receives	None	2 weeks-1	Technical
	notification from the		month	staff
	PDC Secretariat of the		(depending	
			on the	

2. Receives the congratulatory letter	Central Office on the results of the application 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 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. 2.1 Receives the contract and notarization	None None 50.00	urgency of the request) 1-2 hours 1-2 hours	Technical staff, LDS Head, administrative staff Technical staff, LDS Head, administrative staff
and contract, signs the contract, routes	fee.			
the contract for signing of the guarantor and the Regional Director, and	2.2 Prepares the transmittal to the PDC Secretariat of the Central Office.	None	10-20 minutes	Technical or administrative staff
submits the signed contract together with	2.3 Reviews the transmittal.	None	1-5 minutes	LDS Head
the notarization fee to LDS for sending to the	2.4 Routes transmittal for signing.	None	1-5 minutes	Administrative staff
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	None	1-5 minutes	Administrative staff

the concerne PAS.	ed staff and			
2.8 Files a c	he individual	None	1-5 minutes	Administrative staff
	nd complaints	mechar	nism	
How to send feedback				nt form of the
How Feedbacks are processed		•		r available will ne LDS Head.
How complaint is addressed	text or com	nplaint t		ivate message, I-media will be DS Head.
Complaint through 8888 Desk/ Hotline	LDS Head	vill facili y perioc	tate the resp and send re	onse within the sponse to 8888
How complaints are processed	Cause Ord permanent	ler for or con	violations	f or Letter of
Contact information of DSWD FO- CAR	Any irregula involving an the DSWD- Baguio City (6374) 661- 9893/ +639	rity using y of its CAR's c / or th 0430/ ( 17-872 email Facebo	g the name of official may b office at No. 4 irough cellph 6302) 396 6 0256/ +63919 address: foca ook acco	DSWD-CAR or be submitted to 40 North Drive, none numbers: 580/ +0917871 9 065 5356- 68 ar@dswd.gov.ph Of

## 180. Processing of Request for Certification of No Current Service Obligation and No Pending

Nomination related to other Local/Foreign Scholarship or Training Program

Office o	r Division:	Learning and Development Section		
Class	ification:		Simple	
Type of T	ransaction:	Gove	rnment to Gov	rernment
Who may avail:		Internal Public (Staff)		Staff)
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Written request		-From the re	equesting staff	
Client steps	Section's Actions	Fees	Processing	Persons
		to be paid	time	Responsible

1. Submits the written request to LDS.	1.1 Receives and logs the request.		None	1-5 minutes	Administrative staff	
	1.2 Pre certifica	pares the ation.	None	10-20 minutes	Technical or administrative staff	
	1.3 Rev certifica	views the ation.	None	1-5 minutes	LDS Head	
	1.4 Rou for sign	utes the certification ing.	None	1-5 minutes	Administrative staff	
	routes/i certifica	ceives and releases the ation to the ned 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	
		dback and complaint				
How to send feedb				nplaint form of the Section		
How Feedbacks an processed	е	•		enever available will be by the LDS Head.		
How complaint is		Any complaint writt				
addressed		complaint through addressed by the L	quad-i	media will b		
Complaint through Desk/ Hotline	Complaint through 8888 LDS Head will fa		acilitate	the respor		
How complaints are processed			contractual staff			
Contact information DSWD FO-CAR	n of					

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

Office or Division:	Learning and Development Section
Classification:	Highly Technical
Type of Transaction:	Government to Government

Who may avail:			nternal Public	· /
<ul> <li>CHECKLIST OF REQUIREMENTS:</li> <li>1. Enrollment Form</li> <li>2. Official Receipt of payment</li> <li>3. Monitoring reports</li> <li>4. Grades from the Previous Semester</li> </ul>		-From the -From the -May be do shared fold		e e m the network
Client steps	Section's Actions	Fees to be paid	0	Persons Responsible
1. Submits the requirements as reflected in the	1.1 Receives and logs documents.		1-5 minutes	Administrative staff
checklist to LDS.	<ul> <li>1.2 Screens and assesses of the documents.</li> <li>1.2.1 If the scholar/grantee did not meet the terms and conditions, proceed to step 1.3 under I.</li> <li>Monitoring of Scholars/Grantees under the Educational Program.</li> <li>1.2.2 If the scholar/grantee meets the terms and conditions,</li> </ul>		5-10 minutes	Technical staff
	proceed to the next ste 1.3 Prepares the ORS/ and attachments.		10-15 minutes	Technical staff
	1.4 Reviews and signs the ORS/DV and attachments.         1.5 Routes the ORS/DV for signing and processing of the FMD.		1-5 minutes	LDS Head
			1-5 minutes	Administrative staff
	1.6 Follows up with the Cash Section the statu the reimbursement. 1.6.1 If the reimbursem was already deposited the bank account of the scholar, he/she will be informed. Feedback and comp	s of nent to e		Administrative staff

How to send feedback	Accomplish feedback/ Complaint form of the Section		
How Feedbacks are	Feedback or complaint whenever available will be		
processed	addressed and facilitated by the LDS Head.		
How complaint is	Any complaint written, through private message, text or		
addressed	complaint through quad-media will be immediately		
	addressed by the LDS Head.		
Complaint through 8888	LDS Head will facilitate the response within the		
Desk/ Hotline	reglementary period and send response to 8888 hotline		
	and Internal Audit Unit		
How complaints are	Concerned Division Chief may issue Show Cause Order		
processed	for violations committed by permanent or contractual staff		
	or Letter of Explanation for non-permanent staff		
Contact information of	Any irregularity using the name of DSWD-CAR or involving any		
DSWD FO-CAR	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		

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

Office or Div	Office or Division:		Learning and Development Section		
Classificat	Classification:		Complex		
Type of Trans	action:		Gove	rnment to Go	vernment
Who may a	vail:		In	ternal Public	(Staff)
CHECKLIST OF REC	UIREMENTS:		W	HERE TO SE	CURE:
1. Enrollment Form f	or the current	Fror	n the s	cholar/grantee	Ð
semester/trimeste	r			-	
2. Official receipt of p	payments made	Fror	n the s	cholar/grantee	e
3. Monitoring reports	for scholars	May	be dov	wnloaded fron	n the network-
4. Grades from the F	Previous	shared folder.			
Semester		From the scholar/grantee			
Client steps	Section's Actior	าร	Fees	Processing	Persons
			to be	time	Responsible
			paid		·
	1. Reminds grant	ee	None	10-15	Technical or
	on the submission			minutes	administrative
	his/her scholarship				staff
	requirements at th				
	end of every				
	semester/trimeste	er.			

2. Submits the requirements as reflected in the checklist	2.1 Receives and logs the documents.	None	1-5 minutes	Administrative staff
to LDS.	2.2 Screens and assesses the documents. 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 of DSWD Funded Scholars/Grantees. 2.2.2 If the scholar/grantee did not meet the terms and conditions, proceed to the next step.	None	5-10 minutes	Technical staff
	2.3 Raises the concern with the RPDC Chairperson and informs the PDC Secretariat of the Central Office thru a memorandum for resolution.	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
	2.8 Receives resolution and memorandum on the decision of the	None	2 weeks-1 month	Technical staff

	PDC-Central Office			1
	regarding the			
	scholarship/grant of			
	the staff.			
	2.8.1 If the decision			
	is to terminate the			
	grant and to			
	implement			
	corresponding			
	penalties, the staff			
	will be informed and			
	provided technical			
	assistance			
	2.8.2 If the decision			
	is for the scholar to			
	continue his/her			
	grant, proceed to			
	the next step.			
	2.9 The staff is	None	10-15	Technical
	reminded on his	none	minutes	staff
			minutes	Sidii
	responsibilities as a			
	scholar/grantee as			
	stipulated in his/her			
	contract.			
	2.10 Prepares the	None	1-2 days	Technical
	database and			staff
	semestral report for			
	submission to			
	HRMDS.			
	2.11 Reviews the	None	30	LDS Head
	database and		minutes-1	
	report.		hour	
	2.12 Routes the	None	1-5	Administrative
	documents for		minutes	staff
	signing.			
	2.13 Receives and	None	1-5	Administrative
	routes the signed		minutes	staff
	documents to RAMS			
	for sending to			
	Central Office.			
	2.14 Scans and	None	10-15	Administrative
	emails an advance		minutes	staff
	copy of the report.			
	eedback and complaint	s mech	anism	
How to send feedback				n of the Section
How to senateedoack				

How Feedbacks are	Feedback or complaint whenever available will be
processed	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	LDS Head will facilitate the response within the
Desk/ Hotline	reglmentary period and send response to 8888
	hotline and Internal Audit Unit
How complaints are	Concerned Division Chief may issue Show Cause
processed	Order for violations committed by permanent or
	contractual staff or Letter of Explanation for non-
	permanent staff
Contact information of	Any irregularity using the name of DSWD-CAR or
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

# 182. Monitoring of the Implementation of the Educational Support for DSWD Employees

Office or Division:			Learning and Development Section			
Clas	sification:			Complex		
Type of	Transaction:		Gove	rnment to Go	vernment	
	may avail:		In	ternal Public (	(Staff)	
	REQUIREMENTS:			HERE TO SE	/	
	iploma, TOR, thesis,	-Fro	om the s	cholar/grante	e	
travel/training feed Entry Action Plan)	back report, or Re-					
Client steps	Section's Actions		Fees to be paid	Processing time	Persons Responsible	
	1. Reminds the scholar/grantee on the submission of their completion requiremen at the end of their scholarship/travel/ training.	ıts				
2. Submits the completion	2.1 Receives and logs documents.	the	None	1-5 minutes	Administrative staff	

requirements to	2.2 Screens and assesses	None	5-10	Technical
LDS.	the documents.		minutes	staff
	2.3 Prepares	None	30	Technical
	memorandum to remind		minutes-1	staff
	the staff on his/her service		hour	
	obligation or			
	implementation of their			
	Re-Entry Action Plan.			
	2.4 Reviews the	None	1-5	LDS Head
	memorandum.		minutes	
	2.5 Routes the	None	1-5	Administrative
	memorandum for signing.		minutes	staff
	2.6 Receives and routes	None	1-5	Administrative
	the memorandum to the		minutes	staff
	concerned staff.			
3. Receives the	3.1 Prepares	None	6 months-2	Technical
memorandum	memorandum to ask for		years	staff
and starts with	feedback from the			
his/her service	supervisor of the			
obligation or	scholar/grantee on the			
implementation	implementation of the			
of his/her REAP.	REAP.			
	3.2 Receives and	None	1-5	Administrative
		None		
	consolidates report.		minutes	staff
	consolidates report. 3.3 Integrates updates in	None		staff Technical
	consolidates report. 3.3 Integrates updates in the semestral report for		minutes	staff
	consolidates report. 3.3 Integrates updates in the semestral report for submission to HRMDS.	None	minutes 1 day	staff Technical staff
	consolidates report. 3.3 Integrates updates in the semestral report for		minutes 1 day 30	staff Technical
	consolidates report. 3.3 Integrates updates in the semestral report for submission to HRMDS.	None	minutes 1 day 30 minutes-1	staff Technical staff
	<ul> <li>consolidates report.</li> <li>3.3 Integrates updates in the semestral report for submission to HRMDS.</li> <li>3.4 Reviews the report.</li> </ul>	None None	minutes 1 day 30 minutes-1 hour	staff Technical staff LDS Head
	<ul> <li>consolidates report.</li> <li>3.3 Integrates updates in the semestral report for submission to HRMDS.</li> <li>3.4 Reviews the report.</li> <li>3.5 Routes the documents</li> </ul>	None	minutes 1 day 30 minutes-1 hour 1-5	staff Technical staff LDS Head Administrative
	<ul> <li>consolidates report.</li> <li>3.3 Integrates updates in the semestral report for submission to HRMDS.</li> <li>3.4 Reviews the report.</li> <li>3.5 Routes the documents for signing.</li> </ul>	None None None	minutes 1 day 30 minutes-1 hour 1-5 minutes	staff Technical staff LDS Head Administrative staff
	<ul> <li>consolidates report.</li> <li>3.3 Integrates updates in the semestral report for submission to HRMDS.</li> <li>3.4 Reviews the report.</li> <li>3.5 Routes the documents for signing.</li> <li>3.6 Receives and routes</li> </ul>	None None	minutes 1 day 30 minutes-1 hour 1-5 minutes 1-5	staffTechnicalstaffLDS HeadAdministrativestaffAdministrative
	<ul> <li>consolidates report.</li> <li>3.3 Integrates updates in the semestral report for submission to HRMDS.</li> <li>3.4 Reviews the report.</li> <li>3.5 Routes the documents for signing.</li> <li>3.6 Receives and routes the signed documents to</li> </ul>	None None None	minutes 1 day 30 minutes-1 hour 1-5 minutes	staff Technical staff LDS Head Administrative staff
	<ul> <li>consolidates report.</li> <li>3.3 Integrates updates in the semestral report for submission to HRMDS.</li> <li>3.4 Reviews the report.</li> <li>3.5 Routes the documents for signing.</li> <li>3.6 Receives and routes the signed documents to RAMS for sending to</li> </ul>	None None None	minutes 1 day 30 minutes-1 hour 1-5 minutes 1-5	staffTechnicalstaffLDS HeadAdministrativestaffAdministrative
	<ul> <li>consolidates report.</li> <li>3.3 Integrates updates in the semestral report for submission to HRMDS.</li> <li>3.4 Reviews the report.</li> <li>3.5 Routes the documents for signing.</li> <li>3.6 Receives and routes the signed documents to RAMS for sending to Central Office.</li> </ul>	None None None	minutes 1 day 30 minutes-1 hour 1-5 minutes 1-5 minutes	staffTechnicalstaffLDS HeadAdministrativestaffAdministrativestaff
	<ul> <li>consolidates report.</li> <li>3.3 Integrates updates in the semestral report for submission to HRMDS.</li> <li>3.4 Reviews the report.</li> <li>3.5 Routes the documents for signing.</li> <li>3.6 Receives and routes the signed documents to RAMS for sending to Central Office.</li> <li>3.7 Scans and emails an</li> </ul>	None None None	minutes 1 day 30 minutes-1 hour 1-5 minutes 1-5 minutes 10-15	staffTechnical staffLDS HeadAdministrative staffAdministrative staffAdministrative staff
	<ul> <li>consolidates report.</li> <li>3.3 Integrates updates in the semestral report for submission to HRMDS.</li> <li>3.4 Reviews the report.</li> <li>3.5 Routes the documents for signing.</li> <li>3.6 Receives and routes the signed documents to RAMS for sending to Central Office.</li> <li>3.7 Scans and emails an advance copy of the</li> </ul>	None None None	minutes 1 day 30 minutes-1 hour 1-5 minutes 1-5 minutes	staffTechnicalstaffLDS HeadAdministrativestaffAdministrativestaff
	<ul> <li>consolidates report.</li> <li>3.3 Integrates updates in the semestral report for submission to HRMDS.</li> <li>3.4 Reviews the report.</li> <li>3.5 Routes the documents for signing.</li> <li>3.6 Receives and routes the signed documents to RAMS for sending to Central Office.</li> <li>3.7 Scans and emails an advance copy of the report.</li> </ul>	None None None None	minutes 1 day 30 minutes-1 hour 1-5 minutes 1-5 minutes 10-15 minutes	staffTechnical staffLDS HeadAdministrative staffAdministrative staffAdministrative staff
	<ul> <li>consolidates report.</li> <li>3.3 Integrates updates in the semestral report for submission to HRMDS.</li> <li>3.4 Reviews the report.</li> <li>3.5 Routes the documents for signing.</li> <li>3.6 Receives and routes the signed documents to RAMS for sending to Central Office.</li> <li>3.7 Scans and emails an advance copy of the report.</li> <li>Feedback and complain</li> </ul>	None None None None	minutes 1 day 30 minutes-1 hour 1-5 minutes 1-5 minutes 10-15 minutes anism	staffTechnical staffLDS HeadAdministrative staffAdministrative staffAdministrative staff
How to send feed	consolidates report.3.3 Integrates updates in the semestral report for submission to HRMDS.3.4 Reviews the report.3.5 Routes the documents for signing.3.6 Receives and routes the signed documents to RAMS for sending to Central Office.3.7 Scans and emails an advance copy of the report.Feedback and complainDack	None None None None	minutes 1 day 30 minutes-1 hour 1-5 minutes 1-5 minutes 10-15 minutes anism	staffTechnical staffLDS HeadAdministrative staffAdministrative staffAdministrative staff
	consolidates report.3.3 Integrates updates in the semestral report for submission to HRMDS.3.4 Reviews the report.3.5 Routes the documents for signing.3.6 Receives and routes the signed documents to RAMS for sending to Central Office.3.7 Scans and emails an advance copy of the report.Feedback and complain Accomplish fe Section	None None None None	minutes 1 day 30 minutes-1 hour 1-5 minutes 1-5 minutes 10-15 minutes anism / Complaint	staffTechnical staffLDS HeadAdministrative staffAdministrative staffAdministrative staffform of the
How to send feed How Feedbacks a processed	consolidates report.3.3 Integrates updates in the semestral report for submission to HRMDS.3.4 Reviews the report.3.5 Routes the documents for signing.3.6 Receives and routes the signed documents to RAMS for sending to Central Office.3.7 Scans and emails an advance copy of the report.Feedback and complain Accomplish fe Section	None None None None ts mech eedback	minutes 1 day 30 minutes-1 hour 1-5 minutes 1-5 minutes 10-15 minutes anism Complaint t whenever av	staffTechnical staffLDS HeadAdministrative staffAdministrative staffAdministrative staffform of the vailable will be

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 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

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

Office	or Division:	16	arning	and Develop	ment Section
Classification:			Learning and Development Section Simple		
	Transaction:		Gove	rnment to Go	vernment
	may avail:			ternal Public (	
	F REQUIREMENTS:			HERE TO SE	
	uest/letter of intent	-Fro		cholar/grante	
	Form for the current			cholar/grante	
semester/tr	imester			U	
3. Monitoring	reports for scholars	-May	y be do	wnloaded fror	n the network
4. Grades from			ed fold		
semester/tr	imester	-Fro	m the s	cholar/grante	e
Client steps	Section's Actions		Fees	Processing	Persons
			to be	time	Responsible
			paid		
1. Submits the	1.1 Receives and logs t	he	None	1-5	Administrative
request with	documents.			minutes	staff
complete			•	<b>E</b> 40	<b>-</b>
attachments to	1.2 Screens and assesses		None	5-10	Technical
LDS.	the documents.			minutes	staff
	1.2.1 If the scholar did r	IUT			
	meet the terms and conditions, proceed to s	top			
	CONDITIONS DROCOOD TO S	ten			

1.14 Roules the RSO for signing. 1.15 Receives and routes/releases the RSO to	None	5-10 minutes	Administrative staff Administrative staff
1.13 Reviews the RSO.	None None	1-5 minutes 1-5	LDS Head Administrative
1.12 Prepares the RSO for the modified work schedule of the scholar.	None	10-15 minutes	Administrative or technical staff
1.11 Receives and logs the signed/approved resolution.	None	1-5 minutes	Administrative staff
1.10 Routes the resolution for signing of the committee members.	None	1 day	Administrative staff
1.9 Reviews the resolution.	None	5-10 minutes	LDS Head
1.8 Prepares the resolutions.	None	30 minutes-1 hour	Technical staff
1.7 Conducts the deliberation.	None	1-2 hours	Administrative or technical staff
1.6 Receives and routes/sends thru email the hard copy of the notice of meeting.	None	1-5 minutes	Administrative staff
1.5 Routes the notice of meeting for signing.	None	1-5 minutes	Administrative staff
meeting/deliberation. 1.4 Prepares the notice of meeting.	None	5-10 minutes	Administrative staff
Chairperson for the schedule of		minutes	staff
<ul> <li>1.2.2 If the scholar meets the terms and conditions, proceed to the next step.</li> <li>1.3 Coordinates with PDC</li> </ul>	None	1-5	Administrative
1.3 under I. Monitoring of Existing Scholars/Grantees under the Educational Support Program.			

RS		copy of the ndividual folder r.	None	1-5 minutes	Administrative staff	
	Feedbac	k and complaints	s mecha	anism		
How to send feedback	< colored and set of the set of t	Accomplish fe Section	edback	/ Complaint	form of the	
How Feedbacks are		Feedback or co	mplaint	t whenever av	ailable will be	
processed		addressed and	facilitat	ed by the LDS	S Head.	
How complaint is addressed		Any complaint text or compl immediately ad	aint th	rough quad-	media will be	
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 p	rocessed	Concerned Div Order for viola contractual star permanent staf	ations c ff or Le	committed by	permanent or	
Contact information of FO-CAR	f DSWD	involving any o DSWD-CAR's o City or through 0430/ (6302) 3 872 0256/ +63	f its offi office at n cellph 96 658 919 06 @dswd.go	cial may be s t No. 40 North none number 0/ +0917871 5 5356- 68 or v.ph or throu	n Drive, Baguio s: (6374) 661- 9893/ +63917- r through email ugh Facebook	

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

Office or Division:	Learning and Development Section
Classification:	Simple
Type of Transaction:	Government to Government
Who may avail:	Internal Public (Staff)
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:
Written request/letter of intent duly endorsed by his/her immediate supervisor and approved by the Regional Director	-From the requesting staff
For those requesting for an authority to enroll only:	-From the requesting staff
	-From the scholar/grantee
1. Enrollment form for the current	_
semester	-May be downloaded from the network
2. Grades from the previous semester	shared folder.

3. Monitoring report fo	or non-	scholars				
Client steps	Sec	tion's Actions	Fees to be paid	Processing time	Persons Responsible	
1. Submits the request with complete		eceives and he request.	None	1-5 minutes	Administrative staff	
attachments to LDS.	1.2 Pi autho	repares the rity to enroll or ce profession.	None	10-20 minutes	Administrative staff	
		eviews the	None	1-5 minutes	LDS Head	
	docur	outes the nent for lg.	None	1-5 minutes	Administrative staff	
	signing. 1.5 Receives and routes/sends thru email the documents to the concerned staff. 1.5.1 Reminds the enrolled staff to submit his/her enrollment form, grades, and monitoring reports at the of the current		None	10-20 minutes	Administrative and technical staff	
	seme					
Fe How to send feedback	edbac	k and complaint Accomplish f Section			form of the	
How Feedbacks are proce	essed	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		Order for viol contractual standard	ations o aff or Le ff	committed by etter of Expla	e Show Cause permanent or nation for non-	
Contact information of DS FO-CAR	SWD	involving any o	of its off	icial may be s	DSWD-CAR or submitted to the h 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

#### 185. Monitoring of Non Scholars (per semester/trimester)

Office or Division:			earning	and Develop	ment Section
Classification:		Highly Technical			
Type of Transaction:		Government to Government			
Who	may avail:		In	ternal Public	(Staff)
CHECKLIST O	F REQUIREMENTS:		W	HERE TO SE	CURE:
1. Enrollment	form	Fror	m the er	nrolled staff	
2. Grades fror	n the previous semester				
3. Monitoring	report for non-scholars	Fror	m the er	nrolled staff	
		-			the network-
		sha	red fold		
Client steps	Section's Actions		Fees	Processing	Persons
			to be	time	Responsible
	1 Deminde the envelled		paid	5-10	Administrative
	1. Reminds the enrolled staff on the submission of	of	None	minutes	or technical
		JI		minutes	staff
	their monitoring reports, grades, and enrollment				Stall
	form at the end of each				
	semester/trimester.				
2. Submits the	1.1 Receives and logs th		None	1-5 days	Administrative
complete	documents.		Nono	i o dayo	staff
documents to	1.2 Screens and files the	Э	None	5-10	Technical
LDS.	documents in the individ	ual		minutes	staff
	folder of the staff.				
	1.2 Prepares the		None	10-15	Technical
	acknowledgement.			minutes	staff
	1.3 Reviews the		None	1-5	LDS Head
	acknowledgement.			minutes	
	1.4 Routes the document		None	1-5	Administrative
	for signing.			minutes	staff
	1.5 Receives and		None	5-10	Administrative
	routes/sends thru email the			minutes	staff
	documents to the				
	concerned staff.				
	Feedback and comp				
How to send feed	Accomplish for	eedb	аск/ Со	mplaint form o	or the Section

How Feedbacks are	Feedback or complaint whenever available will be
processed	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	LDS Head will facilitate the response within the
Desk/ Hotline	reglementary period and send response to 8888 hotline
	and Internal Audit Unit
How complaints are	Concerned Division Chief may issue Show Cause
processed	Order for violations committed by permanent or
	contractual staff or Letter of Explanation for non-
	permanent staff
Contact information of	Any irregularity using the name of DSWD-CAR or
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

#### 186. Processing of Notice to Refund

044				and Davidant	mant Castion
Office or Division:		Learning and Development Section			
C	lassification:			Simple	
Туре	of Transaction:		Gove	rnment to Gov	vernment
W	ho may avail:		In	ternal Public (	Staff)
	OF REQUIREMENTS:			HERE TO SEC	
Clearance Form	1	-Fro	m the re	etiring/resignir	ng staff
Client steps	Section's Actions		Fees	Processing	Persons
			to be	time	Responsible
			paid		·
1. Clearance	1.1 Receives the clearance	æ.	None	1-5	Administrative
form is routed				minutes	staff
to LDS for the	1.2 Checks the database	of	None	5-10	Administrative
signature of	staff provided with IDCA/L	.DI		minutes	or technical
the Head	if the staff applying for				staff, LDS
under the	clearance has complied w	vith			Head
scholarship	the terms and conditions				
services.	indicated in the L&D				
361 11063.					
	Undertaking.				
	1.2.1 If the staff has				
	complied, the clearance w	/ill			
	be signed by the LDS Hea	ad.			

		- ( - <b>(</b> ( )			
		staff has not			
step.		proceed to the next			
		/=		4 5	
		s/Explains to the	None	1-5	Administrative
		e/she need to		minutes	or technical
		amount invested			staff
for her atte					
		I on which terms			
		ions were not			
	complied.			5.40	
		es the notice to	None	5-10	Administrative
		reference for the		minutes	or technical
	Cash Section to collect due and demandable amount.				staff
1.5 Review refund.			None	1 5	
		vs the holice to	None	1-5 minutos	LDS Head
		the document for	None	minutes 1-5	Administrative
			none	minutes	staff
signing. 1.7 Receiv		vos and	None	5-10	Administrative
		ds thru email the	NONE	minutes	staff
				minutes	Stall
	documents to the concerned				
	staff.		s mech	anism	
How to send fee	staff. Feed	dback and complain			f the Section
How to send fee How Feedbacks	staff. Feed edback	dback and complain Accomplish feedba	ick/ Con	nplaint form of	
How Feedbacks	staff. Feed edback	dback and complain Accomplish feedba Feedback or comp	ack/ Con Iaint wh	nplaint form of enever availal	ble will be
How Feedbacks processed	staff. Feed edback s are	dback and complain Accomplish feedba Feedback or comp addressed and fac	ack/ Con laint wh ilitated b	nplaint form of enever availa by the LDS He	ble will be ead.
How Feedbacks	staff. Feed edback s are	dback and complain Accomplish feedba Feedback or comp addressed and fac Any complaint write	ack/ Con laint wh ilitated t ten, thro	nplaint form of enever availaby the LDS He ough private m	ble will be ead. nessage, text or
How Feedbacks processed How complaint i	staff. Feed edback s are	dback and complain Accomplish feedba Feedback or comp addressed and fac	ack/ Con laint wh ilitated t ten, thro quad-	nplaint form of enever availal by the LDS He bugh private m media will b	ble will be ead. nessage, text or
How Feedbacks processed How complaint i addressed	staff. Feed edback are	dback and complain Accomplish feedba Feedback or comp addressed and fac Any complaint writt complaint through addressed by the L	ack/ Con laint wh ilitated t ten, thro guad- DS Hea	nplaint form of enever availal by the LDS He bugh private m media will b ad.	ble will be ead. nessage, text or be immediately
How Feedbacks processed How complaint i	staff. Feed edback are s	dback and complain Accomplish feedba Feedback or comp addressed and fac Any complaint writt complaint through	ack/ Con laint wh ilitated t ten, thro ten, thro u quad- DS Hea facilitate	nplaint form of enever availat by the LDS He bugh private m media will t ad. the respor	ble will be ead. nessage, text or be immediately nse within the
How Feedbacks processed How complaint i addressed Complaint throu	staff. Feed edback are s	dback and complain Accomplish feedba Feedback or comp addressed and fac Any complaint writt complaint through addressed by the L LDS Head will	ick/ Con laint wh ilitated k ten, thro guad- DS Hea facilitate d and s	nplaint form of enever availat by the LDS He bugh private m media will t ad. the respor	ble will be ead. nessage, text or be immediately nse within the
How Feedbacks processed How complaint i addressed Complaint throu	staff. Feed edback s are s gh 8888	dback and complain Accomplish feedba Feedback or comp addressed and fac Any complaint writt complaint through addressed by the L LDS Head will reglementary perio	ack/ Con laint wh ilitated k ten, thro u quad- DS Hea facilitate d and s Unit	nplaint form of enever availal by the LDS He bugh private m media will b ad. the response end response	ble will be ead. nessage, text or be immediately nse within the to 8888 hotline
How Feedbacks processed How complaint i addressed Complaint throu Desk/ Hotline	staff. Feed edback s are s gh 8888	dback and complain Accomplish feedba Feedback or comp addressed and fac Any complaint writh complaint through addressed by the L LDS Head will reglementary perio and Internal Audit Concerned Division for violations com	ack/ Con laint wh ilitated k ten, thro o quad- DS Hea facilitate d and s Unit n Chief r mitted k	nplaint form of enever availaby by the LDS He bugh private m media will k ad. the response end response may issue Sho by permanent	ble will be ead. nessage, text or be immediately nse within the to 8888 hotline ow Cause Order t or contractual
How Feedbacks processed How complaint i addressed Complaint throu Desk/ Hotline How complaints	staff. Feed edback s are s gh 8888	dback and complain Accomplish feedba Feedback or comp addressed and fac Any complaint writt complaint through addressed by the L LDS Head will reglementary perio and Internal Audit I Concerned Division	ack/ Con laint wh ilitated k ten, thro o quad- DS Hea facilitate d and s Unit n Chief r mitted k	nplaint form of enever availaby by the LDS He bugh private m media will k ad. the response end response may issue Sho by permanent	ble will be ead. nessage, text or be immediately nse within the to 8888 hotline ow Cause Order t or contractual
How Feedbacks processed How complaint is addressed Complaint throug Desk/ Hotline How complaints processed Contact information	staff. Feed edback s are s gh 8888 are tion of	dback and complain Accomplish feedba Feedback or comp addressed and fac Any complaint writt complaint through addressed by the L LDS Head will reglementary perio and Internal Audit I Concerned Divisior for violations com staff or Letter of Ex	ack/ Con laint wh ilitated k ten, thro o quad- DS Hea facilitate d and s <u>Unit</u> n Chief r mitted k cplanatic sing th	nplaint form of enever availaby by the LDS He bugh private m media will k ad. the response end response may issue Sho by permanent on for non-per e name of I	ble will be ead. nessage, text or be immediately nse within the to 8888 hotline ow Cause Order t or contractual manent staff DSWD-CAR or
How Feedbacks processed How complaint is addressed Complaint throu Desk/ Hotline How complaints processed	staff. Feed edback s are s gh 8888 are tion of	back and complain Accomplish feedba Feedback or comp addressed and fac Any complaint writt complaint through addressed by the L LDS Head will reglementary perio and Internal Audit Concerned Division for violations com staff or Letter of Ex Any irregularity u involving any of ir	ack/ Con laint wh ilitated k ten, thro a quad- DS Hea facilitate d and s DS Hea facilitate d and s Unit mitted k cplanatio sing th ts officia	nplaint form of enever availaby by the LDS He bugh private m media will k ad. the response may issue Sho by permanent on for non-per e name of l al may be su	ble will be ead. nessage, text or be immediately nse within the to 8888 hotline ow Cause Order t or contractual manent staff DSWD-CAR or ubmitted to the
How Feedbacks processed How complaint is addressed Complaint throug Desk/ Hotline How complaints processed Contact information	staff. Feed edback s are s gh 8888 are tion of	dback and complain Accomplish feedba Feedback or comp addressed and fac Any complaint writt complaint through addressed by the L LDS Head will reglementary perio and Internal Audit I Concerned Division for violations com staff or Letter of Ex Any irregularity u involving any of it DSWD-CAR's offic	ack/ Con laint wh <u>ilitated k</u> ten, thro u quad- <u>DS Hea</u> facilitate d and s <u>Unit</u> n Chief r mitted k <u>cplanatic</u> sing th ts officia ce at No	nplaint form of enever available by the LDS He bugh private m media will b ad. the response and response may issue Sho by permanent on for non-per e name of I al may be su . 40 North Dri	ble will be ead. nessage, text or be immediately nse within the to 8888 hotline ow Cause Order t or contractual manent staff DSWD-CAR or ubmitted to the ive, Baguio City
How Feedbacks processed How complaint is addressed Complaint throug Desk/ Hotline How complaints processed Contact information	staff. Feed edback s are s gh 8888 are tion of	dback and complain Accomplish feedba Feedback or comp addressed and fac Any complaint writt complaint through addressed by the L LDS Head will f reglementary perio and Internal Audit I Concerned Division for violations com staff or Letter of Ex Any irregularity u involving any of it DSWD-CAR's offic or through cellphor	ack/ Con laint wh ilitated k ten, thro a quad- <u>DS Hea</u> facilitate d and s <u>Unit</u> n Chief r mitted k cplanatic sing th ts officia ce at No ne numb	nplaint form of enever availaby by the LDS He bugh private m media will k ad. the response and response may issue Sho by permanent on for non-per e name of I al may be su . 40 North Dri bers: (6374) 66	ble will be ead. nessage, text or be immediately nse within the to 8888 hotline ow Cause Order t or contractual manent staff DSWD-CAR or ubmitted to the ive, Baguio City 51-0430/ (6302)
How Feedbacks processed How complaint is addressed Complaint throug Desk/ Hotline How complaints processed Contact information	staff. Feed edback s are s gh 8888 are tion of	dback and complain Accomplish feedba Feedback or comp addressed and fac Any complaint writt complaint through addressed by the L LDS Head will f reglementary perio and Internal Audit I Concerned Division for violations com staff or Letter of Ex Any irregularity u involving any of it DSWD-CAR's offic or through cellphor 396 6580/ +09178	ack/ Con laint wh ilitated k ten, thro a quad- DS Hea facilitate d and s Unit mitted k cplanatio sing th ts officia a at No be numb 71 9893	nplaint form of enever availaby by the LDS He bugh private m media will b ad. the response may issue Sho by permanent on for non-per e name of H al may be su . 40 North Dri bers: (6374) 66 3/ +63917-872	ble will be ead. nessage, text or be immediately nse within the to 8888 hotline ow Cause Order t or contractual manent staff DSWD-CAR or ubmitted to the ive, Baguio City 51-0430/ (6302) 2 0256/ +63919
How Feedbacks processed How complaint is addressed Complaint throug Desk/ Hotline How complaints processed Contact information	staff. Feed edback s are s gh 8888 are tion of	dback and complain Accomplish feedba Feedback or comp addressed and fac Any complaint writt complaint through addressed by the L LDS Head will reglementary perio and Internal Audit I Concerned Division for violations com staff or Letter of Ex Any irregularity u involving any of ir DSWD-CAR's offic or through cellphor 396 6580/ +09178 065 5356- 68 or th	ack/ Con laint wh ilitated k ten, thro u quad- DS Hea facilitate d and s Unit n Chief r mitted k cplanatic sing th ts officia se at No ne numb 71 9893 rough e	nplaint form of enever available by the LDS He bugh private m media will b ad. the response may issue Sho on for non-per e name of H al may be su . 40 North Dri bers: (6374) 66 8/ +63917-872 mail address:	ble will be ead. nessage, text or be immediately nse within the to 8888 hotline ow Cause Order t or contractual manent staff DSWD-CAR or ubmitted to the ive, Baguio City 61-0430/ (6302) 2 0256/ +63919 focar@dswd.gov.ph
How Feedbacks processed How complaint is addressed Complaint throug Desk/ Hotline How complaints processed Contact information	staff. Feed edback are s gh 8888 are tion of	dback and complain Accomplish feedba Feedback or comp addressed and fac Any complaint writt complaint through addressed by the L LDS Head will f reglementary perio and Internal Audit I Concerned Division for violations com staff or Letter of Ex Any irregularity u involving any of it DSWD-CAR's offic or through cellphor 396 6580/ +09178	ack/ Con laint wh ilitated k ten, thro a quad- DS Hea facilitate d and s Unit n Chief r mitted k cplanatic sing th ts officia ce at No ne numk 71 9893 rough e Facek	nplaint form of enever available by the LDS He bugh private m media will b ad. the response may issue Sho on for non-per e name of H al may be su . 40 North Dri bers: (6374) 66 8/ +63917-872 mail address:	ble will be ead. nessage, text or be immediately nse within the to 8888 hotline ow Cause Order t or contractual manent staff DSWD-CAR or ubmitted to the ive, Baguio City 51-0430/ (6302) 2 0256/ +63919

187. Learning and Development - Review of IDCBA Proposal

Office or Division: Classification: Type of Transaction:			Learning and Development Section Simple Government to Government			
	may avail:		Internal Public (Staff)			
	F REQUIREME	NTS:			HERE TO SE	
1. IDCBA Pro			-Fro			SUs/proponent
2. WFP/PPMF						
			-Fro	m the re	equesting OD	SUs/proponent
Client steps	Section's	Actions		Fees	Processing	Persons
				to be	time	Responsible
				paid		•
1. Submits to	1.1 Receives,	logs, and		None	1-5	Administrative
LDS the IDCBA	endorses the o	•	s to		minutes	staff
proposal and	the LDS Head	for action				
attachments for	1.2 Checks the	Э		None	1-2 hours	Technical
review.	completeness	of the				staff or LDS
	attachments a	nd reviews	s			Head
	the proposal.					
	1.2.1 If without	t inputs,				
	proceed to ste	p 2.3.				
	1.2.2 If with in	puts, proc	eed			
	to the next ste	ps.				
	1.3 Returns/R	outes the		None	1-5	Administrative
	proposal to the	e propone	nt.		minutes	staff
2. Receives the	2.1 Receives,	logs, and		None	1-2 days	Administrative
proposal,	endorses the o	documents	s to			staff
integrates the	the LDS Head	/technical	for			
inputs, and	action.					
returns/routes	2.2 Checks if t			None	5-10	LDS Head or
the proposal to	were integrate				minutes	technical staff
LDS.	2.3 Signs the			None	1 minute	LDS Head
	2.4 Indicates of	control		None	1-5	Administrative
	number in the				minutes	staff
	2.5 Routes the			None	1-5	Administrative
	the Procureme				minutes	staff
	. Feedback	-				
How to send feed	back		ish f	eedbac	k/ Complain	t form of the
		Section				
How Feedbacks a	re processed					vailable will be
					ated by the LD	
How complaint is a	addressed					ivate message,
			•		• •	-media will be
					ed by the LDS	
Complaint through	8888 Desk/					onse within the
Hotline		•				sponse to 8888
		hotline a	na m	iemai A	uait 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

## 188. Review of Request for Quotations (RFQs)

Office	or Division:	I	earning	and Develor	ment Section		
	Classification:			Simple			
	Transaction:		Gove	rnment to Go	vernment		
	nay avail:			ternal Public			
	REQUIREMENTS:			HERE TO SE	<u>,                                    </u>		
1. Request for		Fror		ocurement S			
2. IDCBA Prop					ootion		
3. WFP/PPMP		Fror	n the re	auestina OD	SUs/proponent		
	ecifications (for Lease			4			
of Venue on		Fror	n the re	auestina OD	SUs/proponent		
	nenu (for catering			<b>J</b>			
services only		May	be dow	nloaded fron	n the network		
6. Terms of Re	ference (for hiring of			er/CBS Porta			
LSP)							
		From the requesting ODSUs/proponent					
		May be downloaded from the network					
		shai		er/CBS Porta			
Client steps	Section's Actions		Fees	Processing			
			to be	time	Responsible		
		_	paid				
1. Submits to LDS	1.1 Receives, logs, and		None	1-5	Administrative		
the RFQ and	endorses the documents t			minutes	staff		
attachments for	the LDS Head for action	n.					
review.	1.2 Checks the		None	10-15	Technical		
	completeness of the			minutes	staff or LDS		
	attachments and review	VS			Head		
	the RFQ.						
	1.2.1 If without inputs,						
	proceed to step 2.3.						

	1.2.2 If with in						
	proceed to the	Nerre	4 5				
	1.3 Returns/R		None	1-5	Administrative		
	RFQ to the Pr	ocurement		minutes	staff		
	Section.	· · ·					
2. Receives the	2.1 Receives,	•	None	1 day	Administrative		
RFQ, integrates	endorses the				staff		
the inputs, and	the LDS Head	/technical for					
returns/routes the	action.	<u></u>					
RFQ to LDS.	2.2 Checks if		None	1-5	LDS Head or		
	were integrate			minutes	technical staff		
	2.3 Indicates i	nitials in the	None	1 minute	LDS Head		
	RFQ.						
	2.5 Routes the		None	1-5	Administrative		
	the Procureme			minutes	staff		
		and complaint					
How to send feedb	ack	Accomplish	feedba	ck/ Complair	nt form of the		
		Section					
How Feedbacks ar	e processed	Feedback or complaint whenever available will					
		be addressed and facilitated by the LDS Head.					
How complaint is a	ddressed	Any complai	nt writte	en, through pr	ivate message,		
		text or complaint through quad-media will be					
		immediately	address	ed by the LDS	S Head.		
Complaint through	8888 Desk/	LDS Head will facilitate the response within the					
Hotline		reglementary period and send response to 8888					
		hotline and Internal Audit Unit					
How complaints are	e 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	n of DSWD	Any irregularity using the name of DSWD-CAR or					
FO-CAR		involving any of its official may be submitted to the					
		DSWD-CAR's office at No. 40 North Drive, Baguio					
		City or throu	igh cellp	phone numbe	rs: (6374) 661-		
			•		9893/ +63917-		
		· · · ·			or through email		
		address: focar@dswd.gov.ph or through Facebook					
				ook.com/dsw	0		

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

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:

	nt Letter from the	Fror	n the ap	oplicant		
School duly approved by the Regional Director 2. Resume			From the applicant			
<ol> <li>Resume</li> <li>Medical Certificate</li> <li>One 2x2 ID picture with white</li> </ol>				chool physici government	-	
	m of Agreement tween DSWD and the	Fror	n the ap	oplicant		
Additional requirem students:	nent for foreign	lf no LDS		ng, template	will be provided by	
1. Student Visa	a					
2. Other proof	of legality of stay in	From the applicant				
the Philippin		From the applicant				
Client steps	Section's Actions		Fees to be paid	Processing time	Persons Responsible	
1. Submits documents	1. Receives, logs, and endorses the docume to the LDS Head for appropriate action.		None	1-5 minutes	Administrative staff	
	<ol> <li>1. 2. Screens the documents and checks availability of slots.</li> <li>1.3 If the documents a complete and there are available slots, proceet to step 4.2.</li> <li>1.4 If some documents are lacking or there are no available slots, proceed to the next step</li> </ol>		None	1-5 minutes	SIP Focal Person and LDS Head	
	<ul> <li>1.5 Informs the applic thru email, SMS, or phone call.</li> <li>1.6 If the applicant on need to submit lacking documents, proceed to the next step.</li> </ul>	ily g	None	1-5 minutes	SIP Focal Person/Technical staff	

2. Submits the lacking documents (walk-	<ul> <li>1.7 If there are no available slots for the applicant, end of process.</li> <li>2.1 Receives, logs, and endorses the documents to the SIP Focal Person.</li> </ul>		None	1-2 days	Administrative staff		
in or thru email).	2.2 Coordinates with the applicant on the schedule of the pre-		None	5-10 minutes	SIP Focal Person/Technical staff		
		nt orientation. back and complai	nts mer	hanism			
How to send feedb How Feedbacks ar	ack	Accomplish fee	dback/ (	Complaint for	m of the Section		
processed	C		mplaint whenever available will be				
	ddroesod		addressed and facilitated by the LDS Head. Any complaint written, through private message, text or				
How complaint is addressed		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 I Order for v contractual s		Order for viol	ations ff or L	committed	sue Show Cause by permanent or blanation for non-		
Contact information of DSWD FO-CAR DSWD-CAR's or through co (6302) 396 658 +63919 065			of its of office at ellphone 80/ +091 5356- 6 or thrc	ficial may be No. 40 North numbers: 17871 9893/ 8 or throug ough Facebo	of DSWD-CAR or e submitted to the Drive, Baguio City (6374) 661-0430/ +63917-872 0256/ h email address: ok account: www.		

## 190. Deployment of Interns

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:		
Pre-deployment Orientation	-To be conducted by the LDS		
Client steps Section's Act	0		
	to be time Responsible		
	paid		

1. Attends the scheduled pre- deployment orientation.	1.1 Conducts the pre- deployment 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).		None	2 hours	SIP Focal Person/Technical Staff		
	1.2 Prepares the memorandum for endorsement and ID of the interns.		None	15-30 minutes	SIP Focal Person/Technical Staff		
	1.3 Reviews the memorandum and checks the ID templates.		None	1-5 minutes	LDS Head		
	1.4 Routes the memorandum for signing.		None	1-5 minutes	Administrative staff		
	1.5 Receives and routes/sends thru email the memorandum.		None	1-5 minutes	Administrative staff		
2. Starts with the internship program			None				
	Feedbac	ck and compla	ints me	chanism			
How to send feedb	ack	Accomplish f	eedbac	k/ Complaint	form of the Section		
How Feedbacks ar	е	Feedback or complaint whenever available will be					
processed			addressed and facilitated by the LDS Head.				
How complaint is a	ddressed	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the LDS Head.					
Hotline Desk / Hotline regleme		LDS Head will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit					
How complaints are	complaints are processed Concerned D Order for vi		olations staff or	committed	ssue Show Cause by permanent or planation for non-		
Contact information FO-CAR	n of DSWD	involving any DSWD-CAR	of its of its of its of its of its office	official may b at No. 40 N	of DSWD-CAR or e submitted to the orth Drive, Baguio s: (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

## 191. Monitoring of Interns while on Deployment

Office or Division:			Learning and Development Section			
Classification		Complex				
Type of Transaction:			C	Sovernment to		
Who may av				External P		
CHECKLIST OF REQU	JIREMENTS:			VHERE TO S		
Internship Action Plan					ed by LDS during	
				oloyment orier		
Client steps	Section's Action	ons	Fees	0	Persons	
			to be paid	time	Responsible	
1. Submit the approved	1.1 Encodes th	е	None	15-30	SIP Focal	
Internship Action Plan	details of the			minutes	Person/Technical	
to the SIP Focal	interns in the				Staff	
Person/LDS.	Database.					
	1.2 Prepares		None	2-4 hours	SIP Focal	
	51			Person/Technical		
	the students.	<u> </u>			Staff	
	1.3 Reviews an	-	None	10-15	LDS Head	
	approves the pl			minutes		
	1.4 Implements	5/	None	2 weeks-6	SIP Focal	
	Executes the	4 al		months	Person/Technical	
	activities indica	tea		(depending on the	Staff	
	in the plan (conducts of			term of the		
	random spot-			internship		
	checks and/or r	mid-		program)		
	internship	niu-		piogram		
	monitoring					
	conferences,					
	attends to the					
	inquiries/needs	/				
	concerns of the					
	interns, reviews					
	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 and approves the		None	15-30 minutes	LDS Head	
	repor		• •			
	eedba	ick and compla				
How to send feedback					form of the Section	
How Feedbacks are					available will be	
processed		addressed an				
How complaint is addres	sed				vate message, text	
			•		will be immediately	
		addressed by	the LD	S Head.		
Complaint through 8888		LDS Head v	vill faci	litate the re	sponse within the	
Desk/ Hotline Desk / Hot	line				response to 8888	
		hotline and Internal Audit Unit				
How complaints are		Concerned Division Chief may issue Show Cause				
processed		Order for violations committed by permanent or				
		contractual staff or Letter of Explanation for non-				
		permanent staff				
Contact information of		Any irregularity using the name of DSWD-CAR or				
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				

## **192. 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	Template will be provided by LDS during		
Accomplishment Report	the pre-deployment orientation		
2. Evaluation Form			
3. Feedback Report	Template issued by the school and accomplishes by the Supervisor in the area of assignment		
	Template will be provided by LDS		
Client steps Section's Actions	Fees Processing Persons to be time Responsible paid		

1. Notifies the SIP Focal Person on their last day of duty in their area of assignment.	1.1 Instructs the interns on the post-internship requirements that they need to submit during the exit conference.	None	5-10 minutes	SIP Focal Person/Technical Staff	
	1.2 Informs the interns on the schedule of the exit conference.	None	5-10 minutes	SIP Focal Person/Technical Staff	
2. Attends the scheduled exit conference.	2.1 Conducts the exit conference.	None	1-2 hours	SIP Focal Person/Technical Staff	
	2.2 Informs interns on the turnaround time in processing the Certificate of Completion once they have submitted all their post-internship requirements.	None	1-5 minutes	SIP Focal Person/Technical Staff	
3. Submits the post-internship requirements.	3.1 Prepares the Certificate of Completion.	None	10 minutes	SIP 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 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	
How to send feedba	Feedback and compla			laint form of the	
	Section				
How Feedbacks are	•	Feedback or complaint whenever available will be addressed and facilitated by the LDS Head.			
How complaint is ac	dressed Any complexed text or	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	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

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

Office or Division:	Learning and Development Section		
Classification:	Simple		
Type of Transaction:	Government to Clients		
Who may avail:	External Public		
CHECKLIST OF	WHERE TO SECURE:		
REQUIREMENTS:			
1. Accomplished registration form	Form to be provided by LDS		
<ol> <li>Barangay Clearance</li> <li>Medical Certificate</li> </ol>	Issued by the barangay where the applicant resides		
4. Photocopy of one valid ID	Issued by any authorized government physician		
<ol> <li>Letter of Intent duly approved by the</li> </ol>	From the applicant		
Regional Director 6. One 2x2 ID picture	From the applicant		
Additional requirements for	From the applicant		
foreign nationals:	Issued by PNVSCA		
1. Clearance from the Philippine National Volunteer Service Coordinating Agency (PNVSCA)	From the applicant		

2. Proof of legali in the Philippi				
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
1. Submits documents	1. Receives, logs, and endorses the documents to the LDS Head for appropriate action.	None	1-5 minutes	Administrative staff
	<ul> <li>2. Screens the documents and checks availability of slots.</li> <li>2.1 If the documents are complete and there are available slots, proceed to step 4.2.</li> <li>2.2 If some documents are lacking or there are no available slots, proceed to the next step.</li> </ul>	None	1-5 minutes	BBP Focal Person and LDS Head
	<ul> <li>3. Informs the applicant thru email, SMS, or phone call.</li> <li>3.1 If the applicant only need to submit lacking documents, proceed to the next step.</li> <li>3.2 If there are no available slots for the requesting party, they will be considered as pool of volunteers.</li> </ul>	None	1-5 minutes	BBP Focal Person/Technical staff
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-	None	5-10 minutes	BBP Focal Person/Technical staff

	deployment orientation.							
	Feedba	ick and complai	ints med	chanism				
How to send feedbac					orm of the Section			
How Feedbacks are		Feedback or o	complaii	nt whenever a	available will be			
processed		addressed and	d facilita	ated by the LD	DS Head.			
How complaint is add	ressed				ate message, text			
			•		will be immediately			
		addressed by						
Complaint through 88					sponse within the			
Desk/ Hotline Desk /	Hotline	reglementary period and send response to 8888						
		hotline and Internal Audit Unit						
How complaints are		Concerned Division Chief may issue Show Cause						
processed		Order for violations committed by permanent or contractual staff or Letter of Explanation for non-						
		permanent sta		Letter of Exp	Dianation for non-			
Contact information	of			the name	of DSWD-CAR or			
DSWD FO-CAR					e submitted to the			
		DSWD-CAR's	office	at No. 40 No	orth Drive, Baguio			
				: (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:			ok account: www.				
		facebook.com	/dswdfc	facebook.com/dswdfocar				

# 194. 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:		
<ol> <li>Accomplished registration form</li> </ol>	Form to be provided by LDS		
<ol> <li>Barangay Clearance of each of the members to be involved</li> <li>Medical Certificate of each of</li> </ol>	Issued by the barangay where each member of the organization resides		
the members to be involved	Issued by any authorized government physician		
	From the applicant		
<ol> <li>Photocopy of one valid ID for each of the members to be involved</li> </ol>	From the organization		

		1			
5. Letter of Intent du by the Regional D		From t	he appl	icant	
<ol><li>One 2x2 ID picture of each of the members to be involved</li></ol>		From the organization			
7. List of members t	o be involved	Templ	ate to b	e issued by L	DS
8. Memorandum of a executed between	n the DSWD	From t	he appl	icant	
and the Organiza 9. Parent consent of					
who are below 18	years' old				
Additional requirements nationals:	for foreign	loouod			
nationals.		Issued	by PN	VSCA	
National Voluntee	10. Clearance from the Philippine National Volunteer Service Coordinating Agency		he appl	icant	
11. Proof of legality o	f stay in the				
Philippines 12. A bilateral agreen	nent or	Templ	ate to b	e issued by L	DS
memorandum of a	•			,	
between the head organization volu					
the Philippine gov	-				
represented by th					
Secretary.					_
Client steps	Section's Ac	ctions	Fees to be	Processing time	Persons Responsible
		1	paid	4 5	A L
1. Submit documents	1. Receives, and endorses	-	None	1-5 minutes	Administrative staff
	documents to				
	LDS Head for				
	appropriate a 2. Screens th		None	1-5	BBP Focal
	documents a		None	minutes	Person and LDS
	checks availa	ability			Head
	of slots. 2.1 If the				
	documents a				
	complete and are available				
	proceed to st				
	4.2.	-			

	2.2 If some documents are lacking or there are no available slots, proceed to the next step.				
	<ul> <li>3. Informs the applicant thru email, SMS, or phone call.</li> <li>3.1 If the applicant only need to submit lacking documents, proceed to the next step.</li> <li>3.2 If there are no available slots for the requesting party, they will be considered as pool of volunteers.</li> </ul>	None	1-5 minutes	BBP Focal Person/Technical staff	
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	
	eedback and compla			ok/ Complaint form	
How to send feedback		Accomplish feedback/ Complaint form of the Section			
How Feedbacks are pro	cessed	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			lead will facil the regleme	litate the response entary period and 8888 hotline and	
How complaints are proc	cessed	Conce	rned Divisior	n Chief may issue der for violations	

	committed by permanent or contractual staff or Letter of
Contact information of DSWD FO-CAR	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

## 195. Deployment of Volunteers

Office or Divis	ion:	Lea	arning and Development Section			
	Classification:		Simple			
Type of Transac	ction:		Gove	rnment to Cli	ents	
Who may ava				xternal Public		
CHECKLIST			WHE	RE TO SECL	JRE:	
REQUIREMEN						
Pre-deployment Orie		-To be cond		v		
Client steps	Section	's Actions	Fees	Processing	Persons	
			to be	time	Responsible	
			paid			
1. Attends the scheduled pre- deployment orientation.	1.1 Conducts the pre- deployment 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		None	2 hours	BBP Focal Person/Technical Staff	
	Training Center). 1.2 Prepares the memorandum for endorsement and ID of the volunteer.		None	15-30 minutes	BBP Focal Person/Technical Staff	

	1.3 Reviews the memorandum and checks the ID template.		None	1-5 minutes	LDS Head	
	1.4 Route memorand signing.		None	1-5 minutes	Administrative staff	
	1.5 Receive routes/ser email the memorand	nds thru	None	1-5 minutes	Administrative staff	
2. Starts with the volunteer work.			None			
	Feedbac	k and compla	aints me	chanism		
How to send feedbac				ack/ Compla	aint form of the	
How Feedbacks are processed		Feedback or complaint whenever available will be addressed and facilitated by the LDS Head.				
How complaint is addressed Any context or		text or con	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the LDS Head.			
Complaint through 8888 Desk/ LD Hotline Desk / Hotline reg		reglementar	LDS Head will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit			
How complaints are processed		Order for v	riolation staff or	s committed	ssue Show Cause by permanent or planation for non-	
Contact information FO-CAR	of DSWD	Any irregularity using the name of DSWD-CAR of involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguin City or through cellphone numbers: (6374) 661 0430/ (6302) 396 6580/ +0917871 9893/ +63917 872 0256/ +63919 065 5356- 68 or through ema address: focar@dswd.gov.ph or through Facebool account: www. facebook.com/dswdfocar			be submitted to the lorth Drive, Baguio bers: (6374) 661- 871 9893/ +63917- 8 or through email hrough Facebook	

## 196. Monitoring of Volunteers while on Deployment

Office or Division:	Learning and Development Section
Classification:	Complex
Type of Transaction:	Government to Clients
Who may avail:	External Public
CHECKLIST OF	WHERE TO SECURE:
REQUIREMENTS:	

Volunteer Work Plan	Template will be provided by LDS during the pre-deployment orientation					
Client store	Castian'					
Client steps	Section	s Actions	Fees to be	Processing time	Persons Responsible	
			paid			
1. Submits the approved Work Plan to the BBP Focal Person/LDS.	1.1 Enco details o voluntee Databas	f the rs in the	None	15-30 minutes	BBP Focal Person/Technical Staff	
	1.2 Prep monitorii for the ve		None	2-4 hours	BBP Focal Person/Technical Staff	
	1.3 Revi approves plan.		None	10-15 minutes	LDS Head	
	1.4 Implements/ Executes the activities indicated in the plan (conducts of random spot- checks, attends to the inquiries/needs/ concerns of the volunteers, etc.)		None	2 weeks-1 year (depending on the term of the volunteer program)	BBP Focal Person/Technical Staff	
	1.5 Prep		None	4 hours-1 days	BBP Focal Person/Technical Staff	
	1.6 Revi approve report.		None	15-30 minutes	LDS Head	
	eedback	and compla				
How to send feedback		Accomplise Section	sh feed	lback/ Comp	plaint form of the	
How Feedbacks are pro	cessed			•	ver available will y 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 Hotline Desk /Hotline	Desk/	LDS Hea reglemen	ad will facilitate the response within the ntary period and send response to 8888 nd Internal Audit Unit			
How complaints are pro	cessed			•	issue Show Cause d by permanent or	

	contractual staff or Letter of Explanation for non- permanent staff
Contact information of DSWD	Any irregularity using the name of DSWD-CAR or
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

## 197. Issuance of Certificate of Appreciation

Office or Division: Classification: Type of Transaction: Who may avail: CHECKLIST OF REQUIREMENTS: 1. Attendance sheet 2. Accomplishment Report		Learning and Development Section Simple Government to Clients External Public WHERE TO SECURE: Template will be provided by LDS during the pre-deployment orientation			
3. Feedback	•	the pre-deployment orientation Template will be provided by LDS Template will be provided by LDS			
Client steps	Section's Actions		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 the post- deployment requirement that they need to submit during the exit conference.	nts	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 conference.	2.1 Conducts the exit conference.		None	1-2 hours	BBP Focal Person/Technical Staff
	2.2 Informs volunteers the turnaround time in processing the Certifica of Appreciation once th have submitted all their	ate ey	None	1-5 minutes	BBP Focal Person/Technical Staff

	post-deployme requirements.	nt				
3. Submits the post- deployment	3.1 Prepares the Certificate of Appreciation.		None	10 minutes	BBP Focal Person/Technical Staff	
requirements.	3.2 Reviews th certificate and initials.		None	1-5 minutes	LDS Head	
	3.3 Routes the for signing.	certificate	None	1-5 minutes	Administrative staff	
	3.4 Receives, I endorses the s certificate to the Focal Person.	igned	None	1-5 minutes	Administrative staff	
	3.5 Informs the on the availabil 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	k and compla	aints me	chanism		
How to send fee	dback	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	s addressed	Any compl text or co	omplaint written, through private message or complaint through quad-media will be diately addressed by the LDS Head.			
Complaint throug Hotline	gh 8888 Desk/	LDS Head will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit				
How complaints	w complaints are processed Concerned Order for contractual		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 informat FO-CAR	ion of DSWD	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			be submitted to the lorth Drive, Baguio lbers: (6374) 661- 371 9893/ +63917- 8 or through email hrough Facebook	

## 198. Processing of Modified Work Schedule

	r Division:		Learning a	and Developm	ent Section	
	fication:		Simple			
	ransaction:		G2G- Government to Government			
Who m			aff (internal pul			
CHEC		WH	IERE TO SECI	JRE:		
REQUIR						
Records of wo	rk schedules and	d   Not a	pplicable (0	Generic reques	st may be used by	
request or	memorandun	n   the re	equesting s	taff)		
requesting for wo						
Client steps	Section's Act	ions	Fees to be paid	Processing time	Persons Responsible	
1. Submit	1.1Receives requ	uest	None	5 hours	Technical Staff	
request to the	from the Office o					
Regional	Regional Directo	r and				
Director for	checks eligibility	of the				
approval	requesting staff.					
	1.2 If eligible, pre	epares.	None	1 day	Technical Staff	
	countersigns, an					
	sends response					
	Regional Directo					
	signature					
	1.3 If not eligible					
	prepares, counte					
	and sends respo					
	the Regional Dire					
	for signature					
	1.4 Signs the rep	ort	None	5 hours	Regional	
	0 1				Director	
	1.5 Releases		None	1 day	Administrative	
	correspondence	to			Staff	
	Records Section					
	Feedback	and com	plaint mec	hanism		
How to send fee					nt form of the	
		Section			_	
How Feedbacks	are processed	Feedba	ck or comp	laint whenever	available will be	
				ilitated by the H		
How complaint i	s addressed				private message,	
					d-media will be	
				• •	ad of Accounting	
		Section	,	- ,	··································	
Complaint/s thro	ugh 8888 Desk/		f Account	ing Section v	vill facilitate the	
Hotline				0	period and send	
				• •	rnal 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

## 199. Processing of Authority to Enroll

Office	or Division:		earning	and Developn	pent Section
	sification:		_carming	Simple	
	Transaction:		<u>626. 60</u>	overnment to C	
	nay avail:				
				aff (internal pu	
	REQUIREMENTS:	Nat au		IERE TO SEC	
	ork schedules and		•	· ·	lest may be used
	orandum requesting	by the	requesti	ng staff)	
authority to enrol				Duccos	
Client steps	Section's Actior	าร	Fees	Processing	Persons
			to be	time	Responsible
	4.4.D		paid		Table is all Ota (
1. Submit	1.1 Receives reques		None	5 hours	Technical Staff
request to the	the Office of				
Regional	Regional Directo				
Director for	checks eligibility	of the			
approval	requesting staff.				
	1.2 If eligible, pre	pares,	None	1 day	Technical Staff
	countersigns,	and			
	sends response	to the			
	Regional Direct	or for			
	signature				
	1.3 If not eligible, pre	pares,			
	countersigns,	and			
	sends response	to the			
	Regional Direct	or for			
	signature				
	1.4 Signs the report		None	5 hours	Regional
					Director

	1.5 Releases corresponder Records Sec		None	1 day	Administrative Staff
	Feedback	and comp	laint mec	hanism	
How to send fee	dback	Accomplise Section	sh feedb	back/ Compla	aint form of the
How Feedbacks	are processed		•	laint wheneve ilitated by the	er available will be Head of LDI
How complaint i	s addressed	text or o	complaint	through qu	private message, ad-media will be ead of Accounting
Complaint/s thro 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	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 informat FO-CAR	ion of DSWD	involving DSWD-C/ City or th 0430/ (63 872 0256 address:	any of its AR's offic rough ce 02) 396 ( / +63919 focar@dsw	official may b e at No. 40 N ellphone num 6580/ +09178 065 5356- 68	of DSWD-CAR or be submitted to the orth Drive, Baguio bers: (6374) 661- 71 9893/ +63917- 8 or through email brough Facebook

#### 200. Facilitation of technical assistance

				0		
Office or Division	n:	Sectors				
Classification:			Complex			
Type of Transacti	on:	(	G2G- Go	overnment to	Government	
Who may avail				Sectors' Bure	eau	
CHECKLIST OF REQUIF	CHECKLIST OF REQUIREMENTS:				CURE:	
Request form/Memorandum			Not applicable			
Client steps	Section's Act	ions	Fees	Processing	Persons	
			to be paid	time	Responsible	
<ol> <li>Submits request for technical assistance</li> </ol>		and the	None	1 day	Administrative Staff	

	-	/stem or gbook				
	1.2Cl re	necks, views, and prify request	None	1 day	Technical Staff	
	1.3Travel to the place of activity		None	1 day	Technical Staff	
			None	1 day	Technical Staff	
		avel back to ation	None	1 day	Head of Sectors	
	1.6Prepares ar submit Afte Activity Report		None	1 day	Head of Sectors	
Feed		nd complaint	ts mech	anism		
How to send feedback					nt form of the	
How Feedbacks are process	sed		ed and f	acilitated by t	r available will he Head of	
How complaint is addresse	d		nplaint / addr	through quad essed by	rivate message, I-media will be the Head of	
Complaint/s through 8888 Desk/ Hotline		Head of Sectors will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit				
How complaints are process	sed	Concerned Cause Ore permanent	Divisio der for or cor	n Chief ma violations	y issue Show committed by f or Letter of	
Contact information of DSW FO-CAR	VD	Any irregula or involving to the DSW Baguio Cit (6374) 661 9893/ +639	arity usi any of D-CAR y or th -0430/ ( 17-872	ng the name its official ma s office at No. nrough cellph (6302) 396 6 0256/ +6391	of DSWD-CAR ay be submitted 40 North Drive, none numbers: 580/ +0917871 9 065 5356- 68 ar@dswd.gov.ph Of	

through	Facebook	account:	WWW.
facebook.co	m/dswdfocar		

## 201. Preparation of Sectoral Plans or Sectoral Accomplishment Reports:

Office or Div			Sectors			
Classificat Type of Trans			Complex G2G- Government to Government			
Who may a			020-0	Sectors' Bu		
CHECKLIST OF REQUIREMENTS:		NTS:	W	HERE TO SE		
Request form/Memorand			lot applic			
Client steps	Section's Actions		Fees	Processing	Persons	
			to be paid	time	Responsible	
1. Submits request for Sectoral Plan	1.1 Rece	eives est and logs	None	5 hours day	Administrative Staff	
or Sectoral	in	the Data		uay	Stan	
Accomplishment		king System				
Report (SAR)		gbook				
	1.2Cheo	cks,	None	5 hours	Technical	
	revie	•		day	Staff	
	verify	y request				
	1.3Prep		None	1 day	Technical	
		oral Plan or			Staff	
	SAR					
	1.4 Proo	f reads	None	1 day	Technical	
		oral Plan or		1 ddy	Staff	
	SAR					
	1.5 Sign		None	1 day	Head of	
	Plan	or SAR			Sectors	
	1.6 Prep	ares and	None	1 day	Administrative	
		nits Sectoral			staff	
		and SAR				
	edback a	and complair			at former of the	
How to send feedback	Section		•	nt form of the		
How Feedbacks are pro	cessed				r available will	
		be addressed and facilitated by the respective				
How complaint is addre	ssed		sectors head Any complaint written, through private message,			
	5500				I-media will be	

	immediately addressed by the Head of
	Accounting Section
Complaint/s through 8888 Desk/	Head of Sectors will facilitate the response within
Hotline	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	Any irregularity using the name of DSWD-CAR
FO-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

## 202. Preparation of Sectoral Financial Plan:

Office	or Division:			Sectors		
Classification:			Complex			
Type of	Transaction:	G2	2G- Go	overnment to	Government	
Who	may avail:	S	ectors	' Bureau/ Bud	lget Section	
CHECKLIST O	F REQUIREMENTS:		WF	HERE TO SE	CURE:	
Request form/Mer	norandum	Not a	pplical	ble		
Client steps	Section's Actions	i	Fees to be paid	Processing time	Persons Responsible	
1. Submits request for Sectoral Financial	1.1 Receives request logs in the E Tracking System logbook	and 1 Data or	None	5 hours day	Administrative Staff	
Plan	1.2Checks, reviews, verify request	and N	None	5 hours day	Technical Staff	
	1.3 Prepares Sect Financial Plan	toral 1	None	1 day	Technical Staff	
	1.4 Proof reads Sect Financial Plan	toral 1	None	1 day	Technical Staff	

	1.5 Reviews Sectoral F	and signs Financial Plan	None	1 day	Head of Sectors		
		and submits Financial Plan	None	1 day	Administrative staff		
How to send feedb		and complaint			t form of the		
How to Send leed	Jack	Section	leeubau	k complain			
How Feedbacks a	e processed		Feedback or complaint whenever available will be addressed and facilitated by the Head of				
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		Head of Sectors 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 informatio FO-CAR	involving any DSWD-CAR's or through c (6302) 396 65 +63919 065	of its of office at ellphone 80/ +091 5356- 6 ov.ph o	ficial may be No. 40 North D numbers: (6 7871 9893/ +6 8 or through r through Fac	DSWD-CAR or submitted to the prive, Baguio City 374) 661-0430/ 53917-872 0256/ email address: cebook account:			

## 203. Provision of Drinking Water:

Office or	General Services Section				
Classi	fication:		Simple		
Type of T	ransaction:	G2G- G	G2G- Government to Government		
Who may avail:		Staff (Internal Public)			
CHECKLIST OF	CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Logs in the logbook		Not applicable			
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible	

1. Submits request for	1.1 Receives review log	request and	None	1 hour	Administrative Staff	
Sectoral Financial Plan	1.2Verifies number requested	and inspects of gallon	None	1 hour	Administrative staff	
	after dr	the logbook inking water been fetched.	None	1 day	Technical Staff	
		and complaint				
How to send feedb	back	Accomplish f Section	eedbac	k/ Complaint	form of the	
How Feedbacks a	re processed	Feedback or o addressed and Accounting Se	d facilita		vailable will be ad 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 GSS				
Complaint/s throug 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 ar	Order for viol	ations of aff or Le	committed by	e Show Cause permanent or nation for non-		
Contact informatio FO-CAR	n of DSWD	involving any DSWD-CAR's City or throug 0430/ (6302) 872 0256/ +63	of its off office a gh cellp 396 658 3919 06 @dswd.go	icial may be s it No. 40 Nort hone number 60/ +0917871 5 5356- 68 o ov.ph or thro	DSWD-CAR or submitted to the h Drive, Baguio rs: (6374) 661- 9893/ +63917- r through email ugh Facebook lfocar	

## 204. Facilitation of use of Training Center or Dormitory:

Office or	Division:	Genera	al Services Sec	ction (GSS)	
Classification:		Simple			
Type of Tr	ansaction:	G2G- G	G2G- Government to Government		
Who may avail:		Staff (Internal Public)			
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:			
Signed Request Forr	n	Network shared folder			
Client steps	Section's Actions	Fees	Processing	Persons	
		to be	time	Responsible	
		paid			

1. Submits request	1.1 Receives review logs	request and	None	1 hour	Administrative Staff	
signed request form to the GSS	calendar	and inspects of use of Center or	None	1 hour	Administrative staff	
	1.3Calls and requesting confirmatio schedule		None	1 hour	Administrative staff	
		updates, and	None	1 hour	Administrative	
		schedule with			staff	
	the reques	ting staff	o moobr	niom		
How to send feed					t form of the	
	back	Section	CCUDAC			
How Feedbacks a	are processed	Feedback or complaint whenever available will be				
	I	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 a				
Complaint/s throu Desk/ Hotline	gh 8888	Head of GSS will facilitate the response within the reglementary period and send response to 8888				
Desk/ Houline		hotline and Internal Audit Unit				
How complaints a	re processed				e Show Cause	
		Concerned Division Chief may issue Show Cause Order for violations committed by permanent or				
				•	nation for non-	
		permanent sta				
Contact information	on of DSWD				DSWD-CAR or	
FO-CAR				•	submitted to the	
					h Drive, Baguio rs: (6374) 661-	
					9893/ +63917-	
		· · · ·			r through email	
					ugh Facebook	
		account: www	. facebo	ok.com/dswd	lfocar	

## 205. Provision of Transportation Services:

Office or Division:	General Services Section (GSS)		
Classification:	Simple		
Type of Transaction:	G2G- Government to Government		
Who may avail:	Staff (Internal Public)		

CHECKLIST C			HERE TO SE			
Signed Request Fo	orm			nared folder o ng System	or Through the	
Client steps	Section's Actions		Fees	0	Persons	
			to be	time	Responsible	
		ام مر ما	paid	1		
1. Submits request	review logs	and	None	1 hour	Administrative Staff	
signed request form to the	1.2 Verifies and insp availability of vehicle	ects	None	1 hour	Administrative staff	
GSS	1.3 Calls and informs requesting staff confirmation or conflic schedule	the of ct of	None	1 hour	Administrative staff	
	<b>2 1 1</b>	and with	None	1 hour	Administrative staff	
	Feedback and comp					
How to send feedback	Accomplish feedback/	Corr	nplaint fo	orm of the Se	ction	
How Feedbacks	Feedback or complain	nt whe	enever a	available will I	be addressed	
are processed	and facilitated by the H					
How complaint is addressed	Any complaint writte complaint through qua by the Head of GSS		-	•	-	
Complaint/s through 8888 Desl Hotline	Head of GSS will facili					
How complaints ar processed	violations committed b of Explanation for non	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 informatio of DSWD FO-CAR	of its official may be su 40 North Drive, Bagu (6374) 661-0430/ (63	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.				

## 206. Provide Certification (IPCR / Good Moral Conduct):

Office or Division:	Human Resource Planning and
	Performance Management Section
	(HRPPMS)

	sification:			Simple	
	Transaction:	C			Government
	may avail:	<b>.</b>		aff (Internal	,
Signed Request Fo			PPMS	HERE TO SE	CURE:
Client steps	Section's Act		Fees	Processing	Persons
			to be paid	time	Responsible
1. Submits request	1.1 Receives requeries review logs	uest and	None	1 hour	Administrative Staff
signed request form to the	1.2 Verifies and request	inspects	None	1 hour	Administrative staff
GSS	1.3Prepares and signs on certification	-	None	1 hour	Technical staff
	<ul> <li>1.4 Reviews and signs the certification</li> <li>1.5 Logs and routes the certification to the Office of the Regional Director for signature</li> </ul>		None	1 hour	Head of HRPPMS
			None	1 hour	Administrative Staff
2. Present Claim Stub	2.1 Logs and Is requested Certific		None	1 Day	Administrative Staff
How to send feedb	Feedback and ack				laint form of the
How Feedbacks ar	e processed	Feedback	ldressed	d and facilitat	ever available ted by the Head
How complaint is addressed					through quad-
Complaint/s through 8888 Desk/ Hotline		Head of I within th	Head of HRPPMS will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit		
How complaints are	e processed	Cause C permane	Order fo	or violations	hay issue Show committed by taff or Letter of nt 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

## 207. Filling up of Vacant Plantilla Positions:

	_			
Office or Divis	Human Resource Planning and			
		Performance Management Section		
			(HRPPMS	/
Classification	n:	Highly Technical		
Type of Transac	ction:	G2G- Government to Government		
Who may ava	ail:	Interested Applicants		
CHECKLIST OF REQU	IREMENTS:	WF	IERE TO SE	CURE:
1. Letter of Intent / Appl	ication Letter	Applicant		
2. Personal Data Sheet	(PDS) and Work	www.csc.gov.p	bh	
Experience Sheet				
3. Performance rating i	in the last rating	Governme	nt employer	
period	-			
* if previously with governme				
4. Certificate of Eligibili	ty / Professional	Civil Service Commission (CSC) /		
License		Professional Regulation Commission		
		(PRC)		
5. Transcript of Records	s (TOR)	College / University graduated		
6. Certificate of Trainings		Organizer of trainings attended		
	nployment and	Previous /	Current Empl	loyer
Clearance				
8. NBI Clearance			ureau of Inve	
Client steps	Section's Action		Processin	Persons
		to be	g time	Responsible
		paid		
1. Check Agency's	1.1 Publicize	None	10 Days	HR Staff
bulletin board,	Notice	of		
Facebook page,	-	3		
website or CSC	conspicuous			
website for list of	places: CS	-		
vacancies	website, offic			
	bulletin boai			
	website and/	or		

	official			]
	Facebook page			
	i accacca page			
	*posting period is at			
	least 10 calendar			
	days			
2. Submit application	2.1 Paper screen	None	2 Days	HR Focal
with complete	applications			
requirements	received	Nono	2 Dovio	
	2.2 Prepare Long list of applicants	None	3 Days	HR Focal
	2.3 Evaluate	None	5 Days	Hiring Office
	Education,	NONE	5 Days	Head
	Trainings and			Ticad
	Experience of			
	applicants based			
	on the Preferred			
	Qualification			
	Standard (PQS)			
	*0.1			
	*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	3.1 Schedule	None	4 Days	HR Focal
and attend the				
technical examination	technical exam 3.2 Administer	None	5 Days	HR Focal
	technical exam	NONE	5 Days	HK FUCAI
	3.3Evaluate the	None	6 Days	Hiring Office
	technical exam	NONE	0 Days	Head
	outputs of			nouu
	applicants			
	*Only applicants			
	who passed the			
	exam will be			
	contacted for			
	further screening			
	process			

4. Confirm attendance to and attend the interview	4.1 Schedule applicants for	None	4 Days	HR Focal
	interview with the HRMPSB			
	4.2 Conduct panel interview	None	8 Days	HRMPSB members
	4.3 Deliberate based on the assessment of applicants during the interview	None	3 Days	HRMPSB members
	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	None	3 Days	HR Focal

	to selected applicant		
	*The Appointing Authority may interview shortlisted applicants if he/she deems necessary		
5. Submit all pre- employment requirements and assume office	5.1 Check None 20 Days HR Focal requirements submitted by the appointee		
	5.2 Orient and None 5 Days HR Focal facilitate Oath of Office of the appointee		
	5.3DeployNone5 DaysHR Focalappointed applicantis/ her area of assignmentis/ her area of is/ her area of 		
	*Appointee should assume office within 30 days upon receipt of the congratulatory letter		
Feed	back and complaints mechanism		
How to send feedback	Accomplish feedback/ Complaint form of the Section		
How Feedbacks are process	Feedback or complaint whenever available will be addressed and facilitated by the Head of HRPPMS 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 through 8888 Desk/ Hotline Head of HRPPMS will facilitate the response with the reglementary period and send response to hotline and Internal Audit Unit			
How complaints are processed Concerned Division Chief may issue Show Caus Order for violations committed by permanent of contractual staff or Letter of Explanation for nor permanent staff			

Contact information of DSWD	Any irregularity using the name of DSWD-CAR or
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

## 208. Processing IPCR output, and IPC Checkpoint:

Office or Division						
Office or Division:		Human Resource Planning and				
		Performance Management Section (HRPPMS)				
Classif	ication:		Simple			
	ransaction:		G2G- G		Government	
	ay avail:			taff (Internal I		
CHECKLIST OF I		IENTS:	WHERE TO SECURE:			
IPC, IPCR output, IPC				nared folder		
Client steps		on's Actions	Fees	Processin	Persons	
			to be	g time	Responsible	
			paid			
1. Submits IPCR output/Checkp	1.1 Receives forms		None	1 hour	Administrativ e Staff	
oint form to HRPPMS	1.2Verifie form	s and inspect	s None	1 hour	Administrativ e staff	
	1.3Prepares and counter signs forms		r None	5 hours	Technical staff	
		es the result of the database		5 hours	Head of HRPPMS	
	Feedbac	k and complain	ts mechan	ism		
How to send feedback		Accomplish fe	edback/ C	omplaint forn	n of the Section	
How Feedbacks are pr	ocessed		r complaint whenever available will be and facilitated by the Head of HRPPMS			
How complaint is addr	ressed		Any complaint written, through private message, text			
		or complaint through quad-media will be immediately				
addressed			addressed by the Head of Accounting Section			
		Head of HRPPMS will facilitate the response within				
		the reglementary period and send response to 8888				
			and Internal Audit Unit			
			ed Division Chief may issue Show Cause			
			violations committed by permanent or staff or Letter of Explanation for non-			
		permanent sta				
			~			

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

## 209. Facilitates IPC rating:

Office or Division:			Human Resource Planning and Performance Management Section (HRPPMS)		
Cla	assification:		Simple		
Туре	of Transaction:	G2G	- Government t	o Government	
Wh	o may avail:		Staff (Internal	Public)	
CHECKLIST	OF REQUIREMENTS:		WHERE TO SECURE:		
IPC request for se	cretariat	Networ	k shared folder		
Client steps	Section's Actions	Fees to	Processing	Persons	
		be paid	time	Responsible	
1. Submits IPCR output/Checkp	1.1 Receives forms	None	1 hour	Administrative Staff	
oint form to HRPPMS	1.2 Verifies and inspects form	None	1 hour	Administrative 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	
	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 com	plaints mec	hanism		
How to send feedb	back		Accomplish Complaint for	feedback/ m of the Section	
How Feedbacks a		Feedback or complaint whenever available will be addressed and facilitated by the Head of HRPPMS			

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 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

# 210. Preparation of Regional Situationer:

Office o	r Division:			RIACAT V	AWC
Classi	fication:			Simple	9
Type of T	ransaction:		G2G- (	Government to	o Government
Who m	ay avail:		R	IACAT-VAW	C Bureau
CHECKLIST OF	REQUIREMENTS:		V	VHERE TO S	ECURE:
Request form			Not Appli	cable	
Client steps	Section's Actions	F	ees to be paid	Processing time	Persons Responsible
1. Submits request form to HRWS	1.1 Receives request	N	one	1 hour	Technical staff

	1.2Logs and records request	None	1 hour	Technical staff
	1.3Prepares 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 com	plaints mech	anism	
How to send feedbac			Accomplish Complaint Section	feedback/ form of the
How Feedbacks are p	processed		Feedback or whenever av addressed a	complaint vailable will be nd facilitated by RIACAT-VAWC
How complaint is add	Iressed		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			Head of R facilitate the the reglement send response	ACAT-VAC will response within ntary period and onse to 8888 Internal Audit
How complaints are processed		Concerned may issue Order for committed b		
Contact information of DSWD FO-CAR			Any irregula name of involving ar may be su DSWD-CAR	arity using the DSWD-CAR or by of its official ubmitted to the is office at No. ive, 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 <b>or through</b>
Facebook account: www.
facebook.com/dswdfocar

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

Office or Division: Classification:			RICTM		
	G2G	Complex G2G- Government to Government			
Type of Transaction: Who may avail:			RIACAT-VAWC Bureau		
	REQUIREMENTS:		VHERE TO S		
Request written for				LOOKL.	
ticketing system	in and though t				
Client steps	Section's Actions	Fees to be	Processing	Persons	
		paid	time	Responsible	
1. Submits request form to HRWS	1.1 Receives request	None	1 hour	Technical staff	
	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 com	plaints mech	anism		
How to send feedbac	K		Accomplish	feedback/	
			Complaint Section	form of the	
How Feedbacks are p	processed		Feedback or		
				ailable will be	
			nd facilitated by		
		the Head of			
How complaint is add			plaint written,		
				vate message,	
			quad-media	mplaint through will be	
			immediately		
			miniculatory	addressed by	

	the Head of Accounting Section
Complaint/s through 8888 Desk/ Hotline	Head of RICTMS 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
	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
	Tacebook.com/uswutocal

212. Gathering of information for policy development:

Off	ice or Division:			RJJWO	C
Classification:			Highly Technical		
Туре	e of Transaction:		G2G- (	Government to	o Government
W	'ho may avail:			RJJWC Bu	ireau
CHECKLIST	OF REQUIREMENTS:		V	VHERE TO S	ECURE:
Written request			Not Appli	cable	
Client steps	Section's Actions	F	ees to be paid	Processing time	Persons Responsible
1. Submits	1.1 Receives request	N	one	1 hour	Technical staff
request form to RJJWC	1.2Logs and records request	N	one	1 hour	Technical staff

	1.3Gather data and information	None	5 days	Technical staff
	1.4 Conducts 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
	1.9 If 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
	2.2 If no correction by the Regional Director, routes to RAMS for waybill	None	1 day	Administrative staff
	Feedback and com	plaints mech	anism	
How to send feed	dback		Accomplish Complaint Section	feedback/ form of the
How Feedbacks			addressed a the Head of	vailable will be nd facilitated by RJJWC
How complaint i	s addressed		through pri text or con quad-media immediately	plaint written, ivate message, mplaint through will be addressed by of Accounting
Complaint/s thro	ugh 8888 Desk/ Hotline		Head of RJJ the respor reglementar send respo	y period and

	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

## 213. Processing of Resource Request

	<b>D</b>		<b>0</b> ()		
Offic	ce or Division:	Resourc	ce Operations	Section (ROS)	
C	Classification:		Simple		
Tvpe	of Transaction:	G2G- (	G2G- Government to Government		
	no may avail:		RJJWC Bureau		
	OF REQUIREMENTS:	V	VHERE TO S		
Written request	of Regointemento:	Not Appli		LOOKL.	
	Section's Actions			Doroono	
Client steps	Section's Actions	Fees to be	Processing	Persons	
		paid	time	Responsible	
1. Submits	1.1 Receives request	None	1 hour	Technical staff	
request form	1.2Logs and records	None	1 hour	Technical staff	
to ROS	request				
	1.3Gather data and	None	5 hours	Technical staff	
	information				
	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 comp	plaints mecha	nism		

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 RJJWC
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 ROS 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

214. Implementation of grievance machinery:

Office or Division:	Sustainable Livelihood Program (SLP)

	ication:		Highly Technical			
	ansaction:	G2G-	G2G- Government to Government			
	ay avail:					
Complaints form writter	REQUIREMENTS:		WHERE TO S	SECORE.		
Client steps	Section's Actions	Fees to be	Processing	Persons		
		paid	time	Responsible		
6. Submits complaints to RSCWC	1.4 Receives request	None	1 hour	Administrative staff		
	1.5Logs and records request	None	1 hour	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-approval or order of the	Receives approval	None	1 hour	Administrative staff
Regional Director	Convenes and deliberates with the concerned committee	None	2 days	Technical staff
	Documents deliberation by the committee	None	1 day	Technical staff
	Conduct consultation with the concerned staff	None	1 day	Technical staff
10. Imple-ments recommendation 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	None	1 day	Administrative staff
	Feedback and com	olaints mecha	anism	
How to send feedback			Accomplish Complaint Section	feedback/ form of the
How Feedbacks are pro		vailable will be and facilitated by		
How complaint is addre		Any com through pr text or co quad-media	plaint written, ivate message, mplaint through will be addressed by	

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 <b>Or through</b>
	Facebook account: www.
	facebook.com/dswdfocar

# 215. Conduct of Regional Monitoring Team Meeting:

Offic	ce or Division:		TARA Fo	cal	
CI	assification:		Simple		
Туре	of Transaction:	G2G- (	Government to	o Government	
Wh	no may avail:		TARA		
CHECKLIST	OF REQUIREMENTS:	V	VHERE TO S	ECURE:	
Request form		Not Appli	cable		
Client steps	Section's Actions	Fees to be	Processing	Persons	
		paid	time	Responsible	
1. Submits	1.1 Drafts and signs	None	1 day	Administrative	
request for	Project Proposal			staff	
conduct of	(PP)				
Regional	1.2 Submits project proposal with PPMP	None	1 hour	Administrative	
Monitoring			staff		
Meeting (RMM)	and WFP to				

	Procurement			
	Section			
2.Returns approved PP	2.1 Request RFQ processing with Procurement Section	None	1 day	Technical staff
3.Submits approved Purchase Order	3.1 Coordinates with winning bidder on schedule of meeting	None	5 hours	Technical staff
	3.2 Prepares Regional Special Order and request for reservation of Training Center	None	1 hour	Technical staff
	3.3Conducts and facilitates the meeting	None	1 day	Technical staff
	3.4 Drafts and signs Minutes of the Meeting (MOM)	None	1 day	Technical staff
	3.5 Submits signed MOM to the supervisor	None	1 hour	Technical staff
	Feedback and comp	laints mecha	nism	
How to send feedba	ack		Accomplish Complaint Section	feedback/ form of the
How Feedbacks are	e processed		Feedback of whenever av	vailable will be and facilitated by
How complaint is a		Any com through pri text or col quad-media	plaint written, ivate message, mplaint through	
Complaint/s throug		the Head of Head of SM the respon- reglementar send respon- hotline and Unit	AU will facilitate nse within the y period and onse to 8888	
How complaints are	e processed		Concerned may issue Order fo	

	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 <b>or through</b>
	Facebook account: www.
	facebook.com/dswdfocar

### **216. Generation of Dromic Report:**

Office or Division: Classification: Type of Transaction: Who may avail: CHECKLIST OF REQUIREMENTS:			Disaster Response Information Management Section (DRIMS-DREMD) Complex G2G- Government to Government CIS Bureau WHERE TO SECURE:		
Request form/Memor		Not	applica		Demo
Client steps	Section's Actions		Fees to be paid	Processing time	Persons Responsible
1. Submits request for report	1.1 Receives request logs in the E Tracking System logbook	and Data or	None	1 day	Administrative Staff
	1.2Checks, reviews, verify request	and	None	1 day	Technical Staff

	1.3Prepares report and submits			None	1 day	Technical Staff	
	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	
	Fee	dback a	ind comp	olaints	mecha	nism	
How to send feedbac	ck	Accomplish feedback/ Complaint form of the Section					
How Feedbacks are		Feedback or complaint whenever available will be					
processed		addressed and facilitated by the Head of DREMD					
How complaint is addressed	How complaint is addressed		Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Head of DREMD				
Complaint/a through			Head of DRIMS will facilitate the response within the				
Complaint/s through 8888 Desk/ Hotline		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 ir involvir CAR's cellpho +09178 or thro	regularit ng any of office at one num 371 9893 ough en	y usi fits off No. 4 bers: 3/ +63 nail a	ng the iicial ma 0 North (6374) 917-872 ddress:	name of E y be submitte Drive, Baguio 661-0430/ (63 2 0256/ +6391	DSWD-CAR or d to the DSWD- City or through 302) 396 6580/ 9 065 5356- 68 A.ph or through

#### 217. 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: Classification: Type of Transaction: Who May Avail: Checklist of Requirements:	Regional Rehabilitation Center for YouthHighly TechnicalG2G – Government to GovernmentSocialworkers/casemanagers,centerpsychologist, center nurse, manpower developmentofficer, house parent supervisors, house parentsand house parent relievers, security personnelWhere to Secure:			
Attendance Sheet	Social worker in-charge/ admitting Officer			
Admission Contract				
Intake Sheet	Social worker in-charge/ admitting Officer			
Turn- over documents: a. Social Case Study Report b. Court Order/ Commitment Order c. Execution of Judgement				
<ul> <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> </ul>	LGU/ LSWDO partner/ Referring agency Rehabilitation Team			
i. Discharge Slip j. Receipt of Ward				
Orientation Materials				
Rehabilitation Plan	Rehabilitation Team			
Client Steps Section A	ctions Fees to Processing Person/s be paid Time Responsible			
Court staff re Order/ the ord	r head/ None Social Worker eceives der of 2 hours itment to and risors/ head y to n itment o			

2. Admission Conference	and confirm the transfer of the client to RRCY. 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
3. Orientation on RRCY Programs and Services	3.1. Orientation on the different component services	None	30 Minutes	Social Worker
<ol> <li>Formulatio         <ul> <li>n of</li> <li>Rehabilitati</li> <li>on</li> <li>Program</li> </ul> </li> </ol>	4.1. Identification of activities and commitment based on the identified concerns/ issues.	None	30 minutes	Social Worker

5. Approval of rehabilitatio n 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</li> </ul>		0 none	1day	Supervisor and/or Center Head	
6. Copy of Rehabilita- tion Plan Approved	Step #6. 6.1 Approved Rehabilitation plan forwarded to stakeholders		None	1 day	Center Head and the administrate staff in-charge	
	6.1a Draft letter of		None	30 hour	Case Manager	
	endorsement. 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	
			omplaints me			
How to send fe					orm of the Section	
How Feedback	sare				vailable will be	
processed	is addressed			tated by the He		
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 Head Desk/ Hotline regle		Head of regleme	RRCY will f	acilitate the read	sponse within the esponse 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

#### 218. 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: Classification: Type of Transaction:	Regional Rehabilitation Center for YouthTechnicalG2C – for government services whose clientis the transacting public		
Who May Avail: Checklist of Requirements:	Resident/ clients, parents Where to Secure:		
Feedback Report Form	Social worker in-charge/ admitting Officer		
Individual Personal Sharing Template	Social worker in-charge/ admitting Officer		
HP Anecdotal Report			
Client Steps Section Acti	ions Fees to Processin Person/s be paid g Time Responsi ble		

1.	Skill for	1.1 Residents/ client	None	2 hours	Rehabilita
	Life	participates in the life skills session on a specific topic.			tion Team / Person
		here is no definitive list of			in Charge
		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:			
		<b>Communication</b> and <b>interp</b> <b>ersonal skills</b> . This broadly describes the skills needed to get on and work with other people, and particularly to 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.			
		Self-			
		awareness and empathy, which are two key parts			
		of emotional intelligence.			
		They describe understanding yourself and			
		being able to feel for other			
		people as if their			

	<ul> <li>experiences were happening to you.</li> <li>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.</li> <li>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.</li> </ul>			
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
	3.2Client/ residents report forwarded to the supervisor for review and or additional input.	0	2 hours	
	3.3Client Referral to Psychological Testing and Therapy Session 3.3.1 Request Letter for referral	0	1 day	
	3.4 Psychological Therapy Session/s	5,000	1 Year	

	3.5 Feedback Report and Assessment	0	1 month	
4. Educati on	<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	
	<ul> <li>4.2 Tutorial Session</li> <li>ALS Tutorial</li> <li>Modular Tutorials</li> <li>Assistance to Assignments and projects</li> </ul>		2 Hours 1 Hour 1 Hour	
	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 I and wellness lecture		0	2 Hours	Nurse
	5.5 Enrollment to PhilHealth		0	1 Day	Nurse
	5.5 Monthly Feedba Reporting	ck	0	2 Hours	Nurse
6. Spiritual	6.1 Participation to I Devotions	Daily	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	complair	ts mechanis	sm	
How to send fee				k/ Complaint	form of the
How Feedbacks	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 within t	RRCY wil	I facilitate the entary period notline and Int	and send
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			nmitted by or Letter of
Contact information of DSWD FO- CAR CA su 40 ce		Any irre CAR or submitte 40 Nort cellphon	gularity usi involving a d to the DS h Drive, E e numbers:	ng the name ny of its offic SWD-CAR's o Baguio City (6374) 661-0 9893/+6391	of DSWD- ial may be ffice at No. or through 430/ (6302)



#### 219. 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: Classification: Type of Transaction:		Regional Rehabilitation Center for Youth Technical G2C – for government services whose client is the transacting public		
Who May Avai Checklist of R Feedback Rep	equirements:	Where to	<b>Secure:</b> orker in-chai	rents, LGU par rge/ admitting (	
Individual Pers Template	onal Sharing	-		rge/ admitting (	Officer
HP Anecdotal Report Attendance Sheet		House Parents			
Rehabilitation F	Rehabilitation Program		orker in-chai	ge/ admitting (	Officer
Client Steps	Section Action	ons	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 correction based on the input provided by the supervisor. Then follow step 1.1a.</li> </ul>	None	
2. Forward letter to stakeholder s	2.1 A follow up on the invitation must be made to ensure attendance of the set meeting at least 2 days before the set activity.	None	1 day
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
	4.2 Draft documentation forwarded to the supervisor/ center head for review, input and or approval.	None	1 day

5. Follow up on Action areas	<ul> <li>4.2.1 If approved Step Number 5</li> <li>4.2.2 If not approuser to finalize documentation w of the supervisor follow step 4.2a.</li> <li>5.1 filling of docu of meeting</li> </ul>	ved, end- ith the input Then mentation	None	10 mins	
	Feedback	c and compla	ints mechar	ism	
How to send fe	eedback	Section		•	form of the
How Feedback	ks 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	rough 8888				nse within the
Desk/ Hotline	rough 0000				onse to 8888
		hotline and			
How complaint	s are processed	Concerned Division Chief may issue Show Cause			Show Cause
		Order for violations committed by permanent or			
				ter of Explana	ation for non-
Contact inform	ation of DSWD	permanent :		he name of r	SWD-CAR or
FO-CAR					bmitted to the
		DSWD-CAR	s office at No	b. 40 North Driv	ve, Baguio City
					1-0430/ (6302) 0256/ +63919
		065 5356-			nail address:
		focar@dswd	.gov.ph or	through Facel	book account:
		www. facebo	ok.com/dswo	ltocar	

#### 220. 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.

Classification:TechnicalType of Transaction:G2G - GoWho May Avail:Resident/Checklist ofWhere toRequirements:Kerner to			l overnment t / clients, par o <b>Secure:</b> orker in-char		tners Officer/ component
Steps 1. Case Manager Prepare the Progress Report	Section Ac 1.1 Draft repo based on the pertinent data updates forwa by the compo staff, LGU- LS partners, BCF Concern, and	ort a or arded onent SWDO C	Fees to be paid None	Processing Time 1 day	Person/s Responsible End- User/ Case Manager
	parents.1.2 Document to be forwarded to the direct supervisor for review, input, and or approval.1.2a If approved, proceed to step number 2.1.2b. If not approved, concern staff to provide revision of documents based on the input of the supervisor.		None	1 day	End- User/ Case Manager Center Head

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 approced concern staff provide revisio documents base the input of Regional Director</li> </ul>	oved, to n of ed on the			
3. Furnish Copy of Report to the Committing Court, LGU Partners, BCPC Concern, and parent/ guardian of the client.	3.1 Copy of r forwarded partners via e- and or delivery r	to mail	None	1 day	End- User/ Case Manager
4. File Copy of the Report	3.4 Copy of r attached in the folders and is re available for f reference.	case adily	None	2 minutes	End- User/ Case Manager
5. Follow up on Action areas	5.1 filling of documentation of meeting	of	None	10 Minutes	
	Feedbacl	k and	complaints r	mechanism	
How to send fe	edback			dback/ Comp	laint form of the
How Feedback	's are	Secti		nlaint wheney	er available will be
processed				acilitated by the	
How complain	t is addressed	Any	complaint w	vritten, through	n private message,
			•	• •	uad-media will be Head of RRCY
Desk/ Hotline		regle	Head of RRCY will facilitate the response within the reglementary period and send response to 8888		
				nal Audit Unit	
How complaint	s are processed				issue Show Cause by permanent or
		Ulue			

	contractual staff or Letter of Explanation for non-
	permanent staff
Contact information of DSWD	Any irregularity using the name of DSWD-CAR or
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

#### 221. 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:	Office:		gional Reha	abilitation Cent	er for Youth
Classification:		Technical			
Type of Transactio	n:	G2	G – Govern	ment to Gover	nment
Who May Avail:		Sta	off		
<b>Checklist of Requi</b>	rements:	Wh	nere to Sec	ure:	
Accomplishment Re	ports	Ce	nter Head/	Social worker i	n-charge/ RRCY
<ul> <li>Monthly Quarterly Report/ Semetral/ Annual Accomplishment Report</li> <li>HPEMS</li> </ul>		Sta	lff		
Steps	Section Actions		Fees to be paid	Processing Time	Person/s Responsible
1. The multi-	1.1 Staff review	/	None	1 Day	Center heads,
disciplinary	previews				social workers,
inter-center	reports and				psychologists,
staff provides	elicits				nurses,
updates in	suggestions				manpower
their	recommend	da			development
	tions to be				officer, house
	included in				

respective components	the report due for submission.			parents/ Admin Officer
2. Submission of draft report	<ul> <li>2.1 Draft report forwarded to the center head for review, additional input, and or approval</li> <li>2.1a If approved, proceed to step # 3.</li> </ul>	None	1 day	
	<ul> <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> </ul>	0	1 day	End- User/ Admin Officer PSD Division Chief
	3.1b. If not approved, concern staff to provide revision of documents			

based on the			
input of the Division Chief.			
3.2 Approved document to be forwarded to the ARD for Operation for review, input, and or approval.	0	1 day	End- User/ Case Manager Office of the ARDO
3.2a If approved, proceed to step number 3.3.			
3.2b. If not approved, concern staff to provide revision of documents based on the input of the ARD for Operation.			
3.3 Approved document to be forwarded to the Office of the Regional Director for final review, input, and or approval.	0	1 day	End- User/ Admin Officer Office of the Regional Director
3.3a If approved, proceed to step number 3.			
3.3b If not approved, concern staff to provide revision			

in R	f docu ased o put of egional irector.				
Central office or fo bureau counterpart pa m	.1 Cop eport orwarded artners nail an elivery m	to via e- d or	0	1 day	End- User/ Admin Officer
av fu	.1 Čop eport is r vailable iture eference	eadily for	0	2 minutes	End- User/ Admin Officer
	Feedbag	ck and	complaints r	nechanism	
How to send feedback					form of the Section
How Feedbacks are		Feedback or complaint whenever available will be addressed and facilitated by the Head of IAU			
processed					
How complaint is addr	or com		Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Head of RRCY		
Complaint/s through 88 Desk/ Hotline	s through 8888 Head of RRCY will facilitate the response within		-		
How complaints are	-				ssue Show Cause
processed					by permanent or
		contrac	ctual staff o	or Letter of E>	planation for non-
		nent staff			
Contact information of					
DSWD FO-CAR					
	DSWD-CAR's office at No. 40 North Drive, Bagui				
	City or through cellphone numbers: (6374) 661-043 (6302) 396 6580/ +0917871 9893/ +63917-87				
		• •			or through email
		addres		vd.gov.ph Or t	0
				ebook.com/dsv	J

#### 222. 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.

Classification:TeType of Transaction:G2traWho May Avail:Re		Technica G2C – fo transactir Resident	l r governi ng public s and the	eir family member	ose client is the
Checklist of Requ LDI Session Docum		Where to Center H		: cial worker in-chai	ge/ RRCY Staff
Steps	Section /	Actions	Fees to be paid	Processing Time	Person/s Responsible
1. The multi- disciplinary rehabilitation team members provide recommendati ons/ suggestions to arrive to a common consensus on which	1.1 The ce head or his duly-design representa assigns the charge for implementa timeline for accomplish the task, re needed, ar desired our outcome re	s/her nated tive e staff in- ation, ment of esources nd the tput and	None	1 Day	Center heads, social workers, psychologists, nurses, manpower development officer, house parents/ Admin Officer

activities/ theme to be adopted and implemented based on the approved proposal.	from the agreed plan.			
	1.2 Implementation of the Parent and Child Encounter	None	3 Days	Center heads, social workers, psychologists, nurses, manpower development officer, house parents/ Admin Officer
2. Documentatio n	2.1 Assigned staff draft documentary result of the conducted LDI capturing highlights of activities, issues and concerns, action areas and general evaluation of the activity.	None	2 Days	Admin Officer
	2.2 Draft documentation forwarded to the center head for review, input, and or approval.	0	1 day	End- User/ Case Manager
	2.2a If approved, proceed to step number 2.3.			Center Head
	2.2b. If not approved, concern staff to provide revision of documents based on the input of the center head.			

2.3 Approved document to be forwarded to the Division Chief for review, input, and or approval.	0	1 day	End- User/ Admin Officer PSD Division
<ul><li>2.3a If approved, proceed to step number 3.2.</li><li>2.3b. If not approved, concern staff to provide revision of documents based on the input of the</li></ul>			Chief
Division Chief. 2.4. Approved document to be forwarded to the ARD for Operation for review, input,	0	1 day	End- User/ Case Manager
and or approval. 2.4a If approved, proceed to step number 2.5.			Office of the ARDO
2.4 b. If not approved, concern staff to provide revision of documents based on the input of the ARD for Operation.			
2.5 Approved document to be forwarded to the Office of the Regional Director for final review,	0	1 day	End- User/ Admin Officer

	<ul> <li>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>			Office of the Regional Director	
3. Furnish Copy of documentation to Finance for Liquidation.	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 Documentation	4.1 Documentation report is readily available for future reference.	0	2 minutes	End- User/ Admin Officer	
	Feedback and corr	nplaints i	mechanism		
How to send feedb		•	Accomplish feed	back/ Complaint	
			form of the Secti		
How Feedbacks ar	e processed		Feedback or con	nplaint	
			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 RRC	,	
Complaint/s through 8888 Desk/ Hotline			Head of RRCY		
			response	within the	
			reglementary pe		
			response to 88		
			Internal Audit Un		
How complaints are	How complaints are processed			sion Chief may	
		ISSUE SHOW Ca	ause 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. 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:	Technical
Type of Transaction:	G2C – for government services whose client
	is the transacting public
Who May Avail:	Residents and their family members

Checklist of Re	quirements:	Where to	Secure:		
<ul> <li>a. Updated Report</li> <li>b. Progress</li> <li>c. Form 138</li> <li>d. Certificat</li> <li>e. Birth Cert</li> <li>f. Medical Control</li> <li>g. Court Ord</li> <li>h. Discharg</li> <li>i. Receipt cont</li> <li>j. Reintegration</li> </ul>	Social Case Study Report 3 (if applicable) e of trainings tificate Certificate der e Slip of Ward ation Plan	Center He RRCY St	ead/ Social aff	worker in-char	
Steps	Section Action	ons	Fees to be paid	Processing Time	Person /s Respo nsible
1. The multi- disciplinar y rehabilitati on team members provide recommen dations/ suggestio ns to arrive to a common consensus on who is eligible for the trial- reintegrati on.	Team, in consulta the CICL, parents/guardians, LSWDO, shall responsible individuare capable to responsibility over during the trial-rein period.	the and the identify uals who take full the child ntegration	None	1 Day	Case Manag er/ Rehab team
	1.2. The center coordinate with the Social Welfare Development (LSWDO) where proposed guardians/relatives/ reside to assessment as	ne Local and Office re the	None		

	capability in providing the basic needs and monitoring over the CICL.		
	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 medical check-up prior to discharge.	None	
	<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, 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.	None	

4. Monitoring	4.1. The case manager shall	None		
Phase/ Termination Phase:	conduct monitoring within the period of six (6) month from the time the case is terminated/closed/dismisse d.			
	4.2 Draft report forwarded to the center head for review, additional input, and or approval	None		
	4.2a If approved, proceed to step # 4.3.			
	4.2b If not approved, concern staff to provide revision of documents based on the input of the Center Head.			
	4.3 Approved document to be forwarded to the Division Chief for review, input, and or approval.	0	1 day	End- User/ Admin Officer
	4.3 a. If approved, proceed to step number 3.2.			PSD
	4.3b. If not approved, concern staff to provide revision of documents based on the input of the Division Chief.			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 Manag er
	4.4a If approved, proceed to step number 4.5.			
	4.4b. If not approved, concern staff to provide revision of documents based on the input of the ARD for Operation.			Office of the ARDO

	4.5 Approved be forwarded of the Regiona final review, in approval.	to the Office al Director for	0	1 day	End- User/ Admin Officer	
	step number 3 4.5b If no concern staf revision of doo	ot approved,			Office of the Region al Director	
5. Furnish Copy of Report to partners/ stakeholders		port forwarded a e- mail and or	0	1 day	End- User/ Admin Officer	
6. File Copy of the Report	6.1 Copy of re available reference.	eport is readily for future	0	2 minutes	End- User/ Admin Officer	
	Feedbac	k and complaint	s mechanis	m		
How to send fee		Accomplish feedback/ Complaint form of the Section				
How Feedbacks processed How complaint		be addressed	and facilitat	nenever availat ed by the Head rough private r	d of IAU	
		text or comp immediately ad	laint throug	h quad-media the Head of R	a will be RCY	
Complaint/s through 8888Head ofDesk/ Hotlinethe reg		Head of RRC' the reglement 8888 hotline a	ary period			
How complaints are Co processed Ore core		Order for viola	ations comr aff or Letter	may issue Sho nitted by perm of Explanatior	nanent or	
Contact information of DSWD FO-CAR Any irregulari involving any DSWD-CAR's City or throug 0430/ (6302)			y using the of its official office at No h cellphone 396 6580/ +	name of DSWI may be submit . 40 North Driv e numbers: (63 0917871 9893/ 356- 68 or throu	ted to the e, Baguio 374) 661- [/] +63917-	

addres Facebo	je na se	through www.
facebo	ok.com/dswdfocar	

# 224. 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 Requirements:	Where to Secure:
For supervisor-supervisee	
consultation/coaching	
Social worker reports/documents	Social worker in-charge of the case
(1 original copy or photocopy)	
	Center psychologist for
Psychologist reports/documents	psychological/psychiatric concerns
(1 original copy or photocopy)	specifically on psychosocial
	interventions/psychological tests
Medical reports/documents	Center nurse for medical/psychiatric
(1 original or photocopy)	concerns specifically on intake of
	medications
Anecdotal reports/incident reports	Social worker in-charge of the case
(1 original or photocopy)	
Contor activity reports (1 original or	Manpower development officer
Center activity reports (1 original or	
photocopy)	
Other documents related to staff	Social worker in-charge of the case
concern/issue (1 original or	Social worker informative of the case
photocopy)	
For rehabilitation team meetings	
ge state and the state of the s	

Notice of meeting discominated	Contar haad or social work supervisor
Notice of meeting disseminated either through text messaging, social media (Messenger group	Center head or social work supervisor
chat or Facebook, etc.), or written memorandum (1 original or photocopy)	
Progress report of each resident	
including issues and concerns currently being encountered by the rehabilitation team (1 original or photocopy)	
	social worker in-charge of the case,
Monthly anecdotal report of each resident (1 original or photocopy)	center psychologist, center nurse, house parents
Incident reports on resident/s, if any (1 original or photocopy)	
	house parent supervisors and house
Updated multi-disciplinary team	parents
intervention plan of each resident	
including information on the status	social worker in-charge of the case
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 Order	Records Section
specific to staff attendance to the	
CRI	
(1 original or photocopy)	
Case summary reports of residents	
including issues and concerns	
currently being encountered	
(1 original or photocopy)	Social workers in-charge of the cases
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 underge procurement proc implementation.) Approved Region specific to staff at LDI activity/sessio (1 original or phot Copies of docume inputs/corrections supervisor/center related to the LDI sessions/topics/a or photocopy) - C	cess before their al Special Order tendance to the on tocopy) ents with s of the head which are ctivities (1 original	Records S	rehabilitation	team staff
required by the L expert	DI subject matter	participant	s to the LDI ac	tivity
Client Steps	Section Actions	Fees to be paid	Processing Time	Person/s Responsible
<ol> <li>Staff raise prevalent issues/conc erns being encountered in case managemen t</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/conce rn/ Gaps / barriers impinging goal achievement in case management through any of the following mechanisms:	None		Center head and supervisors

		_			
		<ul> <li>For one-on- one supervision/</li> <li>consultation proceed to client step no. 2</li> </ul>	None	2 hours	Center Head
		<ul> <li>For rehabilitation team meetings, proceed to client step nos. 3-6.</li> <li>For case load inventory, proceed to client step nos. 7-11.</li> <li>For in-house LDI activities/ses sions, proceed to client step</li> </ul>	None	1 day 4 days 3 days	Center Head & the Regional Center Coordinator (RCC) Center Head & the RCC
		client step			
		nos.			
		12-15 .			
		Provision of techni center RRCY reha stage processing.	bilitation tea	m/staff qualifie	
2.	Staff brings to the center head or supervisor's attention a particular difficulty being encountered	1.1 The supervisor concerned (social work supervisor or house parent supervisor) provides the necessary technical	None	1 hour	Supervisor and/or Center Head

in a certain case	assistance to address the issue/concern /gap/barrier encountered by the staff under her direct supervision.			
	<ul> <li>1.2 The 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/</li> <li>barrier requires technical assistance</li> </ul>	None	1 hour	Center Head
	from either the Division Chief, ARDO, RD, or any member of the Regional Management Team (whichever			

	supervisory level may apply), <b>proceed to</b> <b>section</b> <b>action no.</b> <b>3.1.</b> 1.3 The center head prepares an inter-office memorandu	None	1 hour	Center Head
	m addressed to the RMT official concerned.			
3. Center Rehabilitatio n Team members of the center raises all issues/conc erns/ gaps/barrier s encountered during the	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 administration staff in-charge
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/	None	1 hour	Center Head or his/her duly- designated representative
	barrier in the agenda for discussion and assigns the			

	the matter at-hand	n is most prudent and provides further supervisory inputs/manag ement directions.			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 representativ e assigns the staff in- charge of implementatio n, timeline for accomplishm ent of the task, resources needed, and the desired output and outcome resulting from the agreed- upon intervention	None	1 hour	Center Head, supervisor, and the staff in-charge
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/concer ns/gaps/	None	1 day	Center Heads and the RCC

8	The social workers in- charge of the cases discuss the case summary reports of the	barriers encountered by the centers in case management. 8.1 Each center head reports how the issues/concer ns/gaps/ barriers encountered were addressed in	None	6 hours	Center Heads and social workers in- charge of cases
	residents served. The reports include specific information on issues/conc erns/ gaps/barrier s encountered in case managemen t	his/her respective center. 8.2The RCC analyzes the center reports and summarizes the presentations as to: • good practic es/ innovat ions employ ed to addres s the issues at- hand • areas still needin g further action	None	4 hours	RCC
9	The multi- disciplinary inter-center	9.1 The RCC elicits suggestions/	None	4 hours	RCC, center heads, social workers,

staff provides suggestions/ recommend ations on how to address prevailing issues in case managemen t	recommendat ions of the multi- disciplinary inter-center staff in addressing prevailing issues/concer ns/gaps/ barriers to case management			psychologists, nurses, manpower development officer, house parents
10 The multi- disciplinary inter-center staff arrives at a consensus to standardize intervention/ s to be provided or actions to be taken	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
	10.2 The RCC further provides supervisory inputs/manag ement direction to address prevailing issues/concer ns/gaps in case management	None	2 hours	RCC
11 The multi- disciplinary inter-center staff plans on how to carry out the agreed-	11.1 The center heads assign staff in- charge, identifies duration of the	None	3 hours	RCC, center heads, social workers, psychologist, nurse, manpower development

upon intervention s/ actions to be taken	intervention/a ction to be taken, resources needed, desired output and outcome resulting from the intervention provided/actio n taken.			officer, house parent supervisors, house parents and house parent relievers
	11.2 The RCC provides further inputs/correcti ons 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	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

	r,				
used during					
the LDI					
sessions.					
14 The LDI center staff participants have accomplishe d all expected workshop outputs especially their re- entry action	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	
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/ reports	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	nechanism		
How to send feedback Accomplish feedback/ Complaint form of the Section					

How Feedbacks are	Feedback or complaint whenever available will
processed	be addressed and facilitated by the Head of IAU
How complaint is	Any complaint written, through private message,
addressed	text or complaint through quad-media will be immediately addressed by the Head of RRCY
Complaint/s through 8888	Head of RRCY will facilitate the response within
Desk/ Hotline	the reglementary period and send response to
	8888 hotline and Internal Audit Unit
How complaints are	Concerned Division Chief may issue Show Cause
processed	Order for violations committed by permanent or
	contractual staff or Letter of Explanation for non-
	permanent staff
Contact information of	Any irregularity using the name of DSWD-CAR or
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

# 225. 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 Rehabilitation Center for Youth		
Classification:	Technical		
Type of Transaction:	G2G – Government to Government		
Who May Avail:	Residents and their family members		
Checklist of Requirements:	Where to Secure:		
	Center Head/ Social worker in-charge/ RRCY Staff		

Steps	Section Actions	Fees to be paid	Processing Time	Person/s Responsible
1. Endorse ment from the office of the Regional Director/ ARD for Operatio ns, and Division Chief based on the identified request.	1.1 The center head or his/her duly-designated representative elicits concrete and specific recommendations on who will provide the Technical Assistance.	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 or his/her duly-designated representative prepares, travel order or locator slip, and coordinate to the requesting LGU for confirmation.	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
	1.3 The center head or his/her duly-designated representative presents his/ her presentation	None	1 Day	Center Head, supervisor, and the staff in-charge

1.4 Concerned sta prepares feedb report to his/ he immediate sup	ack er	None	1 Day	Center Head, supervisor, and the staff in-charge
Feedbac	k and com	plaints mech	nanism	
How to send feedback	Accompli Section	ish feedbad	ck/ Complaint	t form of the
How Feedbacks are processed		•	nt whenever a ated by the He	vailable will be ad 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 non- permanent staff			
Contact information of DSWD FO-CAR	involving DSWD-C City or t 0430/ (63 872 0256 address:	any of its o AR's office hrough cell 302) 396 65 5/ +63919 0 focar@dsw	fficial may be s at No. 40 Nort phone numbe 80/ +0917871 65 5356- 68 c	DSWD-CAR or submitted to the th Drive, Baguio rs: (6374) 661- 9893/ +63917- or through email rough Facebook focar

#### 226. 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 Rehabilitation Center for Youth		
Classification:	Technical		
Type of Transaction:	G2G – Government to Government		
Who May Avail:	Residents and their family members		
<b>Checklist of Requirements:</b>	Where to Secure:		
	Center Head/ Social worker in-charge/ RRCY Staff		

Steps	Section Actions	Fees to be paid	Processing Time	Person/s Responsible
1. Endorsement letter from the office of the Regional Director/ ARD for Operations, and Division Chief based on the identified request.	1.1 The center head or his/her duly- designated representative draft response letter with the attached document based on the identified request and or inquiry.	None	4 hours	Center Head or his/her duly- designated staff.
	<ul><li>1.2 Document to be forwarded to the direct supervisor for review, input, and or approval.</li><li>1.2a If approved,</li></ul>	none	1 day	End- User/ Case Manager
	proceed to step number 2. 1.2b. If not approved, concern staff to provide revision of documents based on the input of the supervisor.			Center Head
2. Forward letter to signatories for endorsement and approval.	2.1 Approved document to be forwarded to the Division Chief for review, input, and or approval.	none	1 day	End- User/ Case Manager
	2.1a If approved, proceed to step number 2.2.			PSD Division Chief
	2.1b. If not approved, concern staff to provide revision of documents based on the input of the 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
	<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	

### 227. Facilitation of grievances through 8888 hotline:

Office or Division:			8888 Focal Person (IAU)		
Classification:					
			G2G- Government to Government		
	- 02				
			CURE [.]		
	Not		CORE.		
Section's Actions		Processing time	Persons		
	to be paid		Responsible		
1.1 Receives and logs copy of grievance	None	5 minutes	Administrati ve staff		
1.2Transmit to concerned proper owner the copy of the grievance	None	1 hour	Administrati ve sta		
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 comp	laints m	echanism			
back		Accomplish Complaint form o	feedback/ f the Section		
How Feedbacks are processed			plaint		
			cilitated by		
How complaint is addressed			ritten, through		
			h quad-media		
	assification: of Transaction: o may avail: OF REQUIREMENTS: Section's Actions 1.1 Receives and logs copy of grievance 1.2 Transmit to concerned proper owner the copy of the grievance 2.1 Ensures that response is sent to the 8888 focal person at the Central Office 2.2 Documents response to the databse Feedback and comp oack	assification:       G2         of Transaction:       G2         o may avail:       Not         OF REQUIREMENTS:       Not         Section's Actions       Fees to be paid         1.1 Receives and logs copy of grievance       None         1.2 Transmit concerned proper owner the copy of the grievance       None         2.1       Ensures that response is sent to the 8888 focal person at the Central Office       None         2.2       Documents response to the databse       None         Feedback and complaints modek       Feedback	assification:       Simple         of Transaction:       G2G- Government to         o may avail:       TARA         OF REQUIREMENTS:       WHERE TO SE         Not Applicable       Not Applicable         Section's Actions       Fees         Processing time       to be         paid       1.1 Receives and logs       None         1.1 Receives and logs       None       5 minutes         copy of grievance       None       1 hour         1.2 Transmit       to None       1 hour         concerned proper       owner the copy of       1 hour         2.1       Ensures       that         Reserver       Processing time       1 hour         2.2       Documents       None       1 hour         response is sent to the       888 focal person at       4         the Central Office       1 hour       1 hour         2.2       Documents       None       1 hour         response to the       Accomplish       Complaint form or         coack       Feedback and complaints       Complaint form or         response to the       Accomplish       Complaint form or         coack       Feedback or cor       Feedback or cor		

	by the Head of Accounting Section
Complaint/s through 8888 Desk/ Hotline	Head of IAU 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 DSM/D FO CAD	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

#### 228. Conduct of pre-audit

Offi C Type W	G2G	Internal Audit Unit Simple G2G- Government to Government TARA		
	OF REQUIREMENTS: buchers (DV) with comple	ete Not A	WHERE TO SE	CURE:
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
2. Submits DV with	1.3Receives and logs copy of grievance	None	5 minutes	Management Audit Analyst
complete attachments	1.4 Reviews the DV and attachments	None	1 hour	Management Audit Analyst
	2.1 Forwards signed DV with or without comments to the	None	5 minutes	Management Audit Analyst

	Accounting or Cash Section			
	1.4 Keeps one copy of the pre-audit sheet.	None	1 minute	Management Audit Analyst
	Feedback and com	plaints me	chanism	
How to send fee	dback		Accomplish	feedback/
			Complaint form	
How Feedbacks	are processed		Feedback or co	
			whenever availa	
			addressed and	_
			the Head of IAL	
How complaint i	s addressed		Any complaint w	
			private messa	-
				rough quad-
			addressed by	e immediately
			Accounting Sec	
Complaint/s thro	ugh 8888 Desk/ Hotline		Head of IAU w	
				within the
			reglementary p	
			response to 88	
			Internal Audit U	nit
How complaints	are processed		Concerned Divi	
			issue Show Ca	ause Order for
				ommitted by
			permanent or c	
			or Letter of E	
Contact informat	ion of DSW/D EQ CAR		non-permanent	
Contact Informat	ion of DSWD FO-CAR		Any irregularit	
			involving any of	
			be submitted t	
			CAR's office at	
			Drive, Baguio (	-
			cellphone nun	
			661-0430/ (630	02) 396 6580/
			+0917871 9893	
			0256/ +63919 0	
			through ema	
			focar@dswd.go	•
			through Facet www.	book account:
			facebook.com/c	dswdfocar
				Jowarobar

### 229. Conduct of management or operations audit:

Office or Division: Classification: Type of Transaction: Who may avail: CHECKLIST OF REQUIREMENTS: National Audit Agenda Client steps Section's Actions 3. Submits copy of 1.5 Receives and		RM	ANCOM or th /HERE TO SE	nical Government e IAS-CO
the National Audit Agenda	logs copy of the NAA 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 mech	anism
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
	the Head of IAU
Complaint/s through 8888 Desk/ Hotline	Head of IAU 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

230. Facilitation of Administrative Cluster Meeting

Office or Division: Classification: Type of Transaction: Who may avail: CHECKLIST OF REQUIREMENTS:			Office of the Assistant Regional Director Simple G2G- Government to Government Administrative Cluster Division Chiefs/ Heads WHERE TO SECURE:		
None			Not Applical	ble	
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible	
1. Processing of Procurement Requirements	1.1 Prepare and sign the proposal and PPMP	None	2 days	Administrative staff	
	1.2 Forward the proposal to the Learning and Development Section for review	None	1 day	Administrative staff/ Technical Expert	
	1.3 Submit the reviewed proposal to the Procurement Section for processing	None	2 days	Administrative staff/ Technical Expert	
	1.4 Float the approved RFQ to potential bidders.	None	3 days	Administrative Staff	

	<ul> <li>1.5 Submit the quotations to the Procurement Section for processing.</li> <li>1.6 Coordinate with the winning</li> </ul>	None None	3 days 1 day	Administrative Staff/ Technical Expert Administrative Staff
2. Pre-meeting Preparations	bidder 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	None	6 hours	DCs, OIC ARDA

	1		1	1	
	different divisions				
	3.4 Adjou meeting	rn the	None	5 minutes	OIC ARDA
4. Documentation of the Meeting	4.1 Record meeting take down	and	None	6 hours	Administrative Staff
	4.2. Craft sign the m of the mee	inutes	None	3 days	Administrative Staff
	4.3 Submit dra of minutes to the Immediate Supervisor/ O ARDA for review and approval		None	2 days	Administrative Staff
	4.4 Prepa IDCBA Accomplis Report approval Immediate Supervisor ARDA	re the hment for of	None	1 day	Administrative Staff
F	eedback an	id comp	plaints n	nechanism	
How to send feedback		Accon Sectio	•	eedback/ Co	mplaint form of the
How Feedbacks are processed		Feedback or complaint whenever available will be addressed and facilitated by the Head of OARD			
How complaint is addressed		media	age, tex will be		aint through quad- / addressed by the

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

#### 231. Provision of Technical Assistance

Office or Division:		Office of the Assistant Regional Director for Administration					
Classificati	on:			Con	nplex		
Type of Transa	action:		Gź	2G- Governme	nt to Govern	nment	
Who may av	/ail:		All				
CHECKLIST OF REQUIREMENTS:			WHERE TO SECURE:				
Documents relevand Source	Conc	erned	ODSUs				
Client steps	Section	's Actio	ons	Fees to be	Processi	Persons	
				paid	ng time	Responsible	
1. Setting the	_	neck	the	None	1 minute	Administrativ	
Schedule	Availabili	2	the			e staff	
	OIC ARE						
	1.2 Cal			None	2 minutes	Administrativ	
	schedule	of	the			e staff	
	meeting		OIC				
	ARDA	is	not				
	available during the						
	time of	reques	t for				
	TA						

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
	Feedback and com	plaints mecha	nism	
How to send feed	back		Accomplish Complaint Section	form of the
How Feedbacks a	re processed		whenever a be address	or complaint available will sed and by the Head of
How complaint is		through message,	Head of	
Complaint/s throug		Head of facilitate within the period response t		
How complaints a		Cause violations	v issue Show Order for committed by or contractual Letter of n for non-	
Contact information		name of D	arity using the SWD-CAR or ny 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

### 232. Management of Documents

Office or Division:			Office of the Regional Director			
Classification:			Simple			
Type of Tra	ansaction:	(	G2G- Government to Government			
Who ma	y avail:		End-users/ Process Owners			
CHECKLIST OF R	EQUIREMENTS:		WHERE TO SECURE:			
Financial, Personnel, and			be su	bmitted by	the end-users/	
Administrative related Documents or			cess	owners (te		
Communications			ilable ir	h the File-Sha	red Folder)	
Client steps	Section's Action	S	Fees	Processing	Persons	
			to be	time	Responsible	
			paid			
1. Review and	1.1 Review the		None	5 minutes	Administrative	
receipt of	documents as to	0			Assistant	
documents	correctness/				(Office	
	compliance to the	ne			Secretary)	
	standard					
	templates.					

	1.2 Receive the documents if there are no corrections/ compliant to the standard templates. If there are corrections/ non-compliant, the documents will not be received. Documents requiring specific actions/instructions are stamped as received.	None	1 minute	Administrative Assistant (Office Secretary)
	1.3 Log the documents in the monitoring sheet with time of receipt.	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 or	2.1 Review of documents	None	30 minutes	Regional Director
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	None	10 minutes	Regional Director

	actions/	instructions			
	are annotated.				
3. Release of	3.1 Check i	f all the	None	5 minutes	Administrative
documents	documents are				Assistant
	signed/ annotated.				
	3.2 Sort the		None	5 minutes	Administrative
	documents				Assistant
	according to type of				
	documer	nts			
	3.3 Log the	•	None	5 minutes	Administrative
	documer	nts in the			Assistant
	monitorir	-			
	with time	e of			
	release.	lf			
	documer				
	annotate				
	notations				
	encoded				
		nt Tracking			
	System (DTS).				
	3.4 Route the		None	10 minutes	Administrative
	documents to the concerned ODSUs 3.5 Ask the receiver of the documents to sign and indicate				Assistant
			None	1 minute	Administrative
					Assistant of
					End-user/
		I time in the			Process
		as proof of			Owner
	receipt Feedback and complain				
					int former of the
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			
		ORD or Head of Section, as applicable.			
How complaint is ad	dressed	Any complaint written, through private			
		message, text or complaint through quad-			
		media will be immediately addressed by the			
		Head of the Section			
Complaint/s through 8888 Desk/		Head of the Section 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/Head may issue			
		Show Cause Order for violations committed by			
		permanent or contractual staff or Letter of Explanation for non-permanent staff			
		Explanatio	n tor no	n-permanent	sian

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

#### 233. 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 REQUIREMENTS:	WHERE TO SECURE:
Application with complete requirements submitted to SWAD	Birth Certificate of minor- PSA
office.	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

			id and wai ot responsi	ver from the A bility.	irline to
		Requi spons endor	irements-l soring orga	rt: Additional nvitation from anization abroa the minor fro iation	ad, Local
		Requi Abroa	irements-0 ad and Rec	ons: Additiona Certification fro commendation cian/hospital.	om Hospital
		Other applic		ts needed fron	n the
Client steps	Section's A	ctions	Fees to be paid	Processing time	Persons Responsible
1. Applicant inquires requirements for minors traveling abroad	<ul> <li>1.1 Log in n of applicant the logb</li> <li>1.2 Initial interview conducte the appli</li> <li>1.3 Explaine requirem to favo applicant</li> </ul>	the t at ook ed to cant. d the nents orable	None	20 mins	PACD Social Worker
2.Applicant submit requirements	2.1 Revie requirement final intervie applicants		None	20 mins	Social Worker
	2.2 Pre assessment report recommend		None	30 mins	Social Worker
	2.3 the absence of pre signe Record name of minor and othe details at the logbook. The applicants		None	15 mins	Social Worker

		<b>.</b>			
	received	the			
	approved				
	application	n &			
	assessme	nt			
	report	with			
	complete				
	attached.				
	Endorsed				
	application	to the			
	•••	DSWD			
	for	final			
	assessme				
		of			
	issuance	0I			
	Permit.				
	eedback an				at former of the
How to send feedback			•	back/ Complai	nt form of the
		Section			
How Feedbacks are pr	ocessed			plaint whenev	
				l and facilitated	
		SWAD	STL or co	ncerned Socia	I Worker at
		SWAD	office.		
How complaint is addre	essed	Any o	complaint	written, thro	ough private
·		messa	ge, text o	r complaint th	nrough quad-
				nediately addr	
		Team I		,	,
Complaint through 888	8 Desk/			r will facilitate	the response
Hotline Desk / Hotline				mentary peric	•
			•	B hotline and	
		Unit			
How complaints are pr	ocessed		ned Divisi	ion Chief may	issue Show
				r violations c	
				ntractual staff	
Contact information of				on-permanent	
	DSVVD	-		using the nam	
FO-CAR				any of its of	
				DSWD-CAR's	
				Baguio City	-
				rs: (6374) 661	
				17871 9893/	
		0256/ -	+63919 06	5 5356- 68 or 1	through email
		addres	S: focar@	dswd.gov.ph	or through
		Facebo	ook	account:	www.
		facebo	ok.com/ds	wdfocar	
		-			

234. 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 End User/Beneficiaries
Who may avail:	
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:
Complete requirements	To be secured by the applicants :
submitted by the applicants for financial assistance	For Medical assistance:
	a. Medical Certificate and Hospital Bill(If necessary) from the Hospital/Clinic
	b. Prescribed medicines by attending doctor
	c. Photocopy of valid ID of the client
	d. Barangay Certificate of client
	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)
	c. Copy of School ID of student

		d Carvetur		liant	
		d. Copy of va	IId ID of c	lient	
		e. Barangay o	certificate	of client	
		For Transpo	rtation as	sistance	
		a. Copy of va	lid ID of c	lient	
		b. Police Blot	ter		
		Food assista	ance for h	los. Watchei	
		a. Medical Ce	ertificate		
		b. Copy of va		liont	
Client steps	Section	's Actions	Fees to be paid	Processin g time	Person s Respon
1. Inquires desired assistance	1.1 Client requirem depends assistan	on type of	None	5 mins	sible Social Worker
2. Client submit complete requirements	2.1 Review	requirement	None	10 mins	Social Worker
3. Intensive Interview/Psycho social Intervention	out Petty C		None	30 mins	Social Worker/ STL
4. Provision of Guarantee Letter	4.1 supplement assessment referrals for Letter			20 mins	Social Worker
	Worker &	licant, Social SDO sign at of Illegibility ee Letter	None	5 mins	Applica nt, SW and SDO

5.1. Submits Guarantee Letter to Service Provider	guarantee	itted doc for letter to ld Office for	None	1 day	Region al Director		
	Note from Office and service prov	es Promissory DSWD Field submit to vider eives and	None	1 hour	Social Worker		
	deliveres service prov	checks for		1 day	Social Worker		
Feedback and compla	ints mechan	ism					
How to send feedback		Accomplish f	eedback/	Complaint fo	orm of the		
How Feedbacks are p	How Feedbacks are processed		Feedback or complaint whenever available will be addressed and facilitated by the SWAD Leader and supervisors				
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 through 88 Hotline	88 Desk/	The STL and supervisors 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			nitted by Letter of		
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					

235. Validation and disbursement of stipend to Indigent Social Pensioners and Senior Citizens

Office or Division:	Protective Services Division
Classification:	Simple
Type of Transaction:	Government to Government

Who may avail: CHECKLIST OF REQUIREMENTS:					cess owners SECURE:
Disbursement of s fund in Kalinga to citizen.	Social Pension	beneficiar issued l beneficiar	y, Autho by the ies , ba ched co	orization DSWD Irangay	Senior Citizen ID) of letter prescribed and duly signed by the captain and neighbor alid ID of authorized
Client steps	Section'		es to	Proces	sing Persons
	Actions		paid	time	
CIS forwards the validated masterlist of eligible senior citizen to City/Municipalities for dissemination	1.1 Receives m payroll re payout 1.2 Coordinates LGU's as logistics	aster list/ ady for with to the during well as to in the s with for cort to ay to the		10 days	Administrative Staff/Focal Person/STL
	<ul> <li>1.4 Review particulation</li> <li>Let production</li> <li>C/MSWDO</li> <li>payroll at payout</li> <li>1.5 Submit payres</li> <li>remit unclaires</li> <li>to the State submission section</li> </ul>	papers. aymaster, sign the fter the yroll and med fund SDO for to cash	None	1 day	Focal Person/Paymasters, C/MSWDO
	Feedback ar				
How to send feedb	ack			eedback	Complaint form of</td
How Feedbacks are processed		the Section Feedback or complaint whenever available will be addressed and facilitated by the Focal Person/STL			
How complaint is a	ddressed				ten, through private nplaint through quad-

	media will be immediately addressed by the C/MSWDO, DSWD focal
Complaint through 8888 Desk/ Hotline	The STL and supervisors 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-	Any irregularity using the name of DSWD-
CAR	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

236. 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:		DReMD				
Class	Classification:		Simple				
Type of	Transaction:		G2G- Gov	ernment to Go	vernment		
Who r	nay avail:						
	KLIST OF REMENTS:		WHE	ERE TO SECU	RE:		
Submit Project proposals and other requirements for the Cash for Work/ESCAP or FNFI			e secured by borer conce		rom BLGU's and		
Client step	os Section's	Actions	Fees to be paid	Processing time	Persons Responsible		
1. LGU informed of the Program of DRemD	1.1 implementation program	Orients of	None	1 month	Focal 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 Receives Project Proposal from the RPMO and comply with the findings on the level of PDO.	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	and	validate	None	2 hours	PDOs & STL		
Food	Report/data source 2.2 Subn	nit report	None	2 hours	PDOs & STL		
	augmentatio Regional Off	fice	None	2 hours	PDOs & STL		
	2.3 Conduction distribution monitoring of LGU	and	None	2 hours	PDOs & STL		
	2.4 Ensu documentati liquidation re	on and					
		back and com	nlaint moch	aniem			
How to send fee				lamsm			
How to send lee	ODACK	A	f = = =   - = =   - / /	••••••••••••••••••••••••••••••••••••••			
			nplish feedback/ Complaint form of the Section				
How Feedbacks	sare		or complaint whenever available will be				
processed			and facilitated by the Focal Person/STL				
How complaint i	s addressed	Any compla	aint written, through private message, text				
		or complain	t through qu	uad-media will	be immediately		
		addressed l	by the Foca	I Person/RPM	C		
			al Person wi	ill facilitate the	response within		
Desk/ Hotline		the regleme	entary perio	d and send rea	sponse to 8888		
		hotline and			-		
How complaints	are	Concerned	Division C	hief may issu	e Show Cause		
processed			for violations committed by permanent or				
		contractual	staff or Le	etter of Explai	nation for non-		
permanent							
Contact information of Any irregularity using the name of DSWD-CAR				DSWD-CAR or			
DSWD FO-CAR involving an			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.gc	v.ph or throu	ugh Facebook	account: www.		
		facebook.co	om/dswdfoc	ar			

## 237. Implementation of Executive Order No. 70

Office or Division:	SWAD-Promotive Service Division
Classification:	Highly Technical
Type of Transaction:	Referral
Who may avail:	Former Rebels
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:

E-CLIP committee attached document			be secure G and PL		Endorsement from
Client steps	Section's Action	ns	Fees to be paid	Processing time	Persons Responsible
1. Endorsement of Former Rebels/Conflict Vulnerable Areas	1.1 Revie Documents	ewed	None	20 Mins	Focal Person
	1.2 Confirmation the project ident by the FR/CVA	-	None	5 mins.	Focal Person
	1.3 Orientation on the process for the the availment of Livelihood Project in the designated safe area.		None	1 day	Focal Person
	1.4 Coordination with other agencies in support to the proposed project of the FR		None	1 day	Focal Person
	1.5 Prepare Project proposal		None	1 day	Focal
2. Submission of PP to Field Office	2.1 Submit appro project proposal SLP-Provincial Coordinator		None	20 mins	SLP-PC/Focal Person
	2.2 Coordinate with concerned agencies re disbursement of assistance to FR/CVA		None		Focal Person
	2.3 Consist monitoring of proj			2 months	Focal Person/C/MLGU
How to send feedback			mplish fe on	edback/ Com	nplaint form of the
How Feedbacks are processed		Feedback or complaint whenever available will be addressed and facilitated by the Focal Person & SLP-PC			
How complaint is addressed		Any mess	complation completion completicompletion completion completion completion completion com		through private int through quad-

	media will be immediately addressed by the Focal Person/SLP-PC
Complaint through 8888 Desk/	The RPMO Focal Person will facilitate the
Hotline	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-	Any irregularity using the name of DSWD-CAR or
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

## 238. Implementation of the Payapa at Masaganang Pamayanan (PAMANA)

Office or Division:		Promotive Division			
Classification:			Simple		
Type of Tr	ansaction:			Referra	l I
Who ma	ay avail:			Commun	iity
CHECKLIST OF F	EQUIREMENTS:		V	HERE TO S	ECURE:
Referral from OPAPP with complete documents as evidence such as Barangay Resolution, MOA with DSWD and MLGU and BLGU		To be secured by the Focal Person and the Association identified by OPAPP			
Client steps Section's Actions			Fees to be paid	Processing time	Persons Responsible
1. Pre- implementation stage	Engagement of M/BLGU to get their support and success the program.		None	1 day	Focal Person/M/BLGU

2. Social	The participants would	None	1 day	Focal Person	
		none	Tuay	rucal reison	
Preparation stage	be able to understand				
	their own				
	circumstances by				
	looking at their current				
	situation and able to				
	visualize their desired				
3. Capacity Building	future condition for				
	themselves/families.				
	Training activities and	None	2 day	Focal	
4. Resource	other related sessions		,	Person/SLPA	
Mobilization	on skill development for			Members	
	entrepreneurship.				
	Presentation of agreed				
	proposed project to				
	SLPA members.				
		None	15 days	Facel	
	Provision and access to	None	15 days	Focal	
	financial and or non-			Person/SLPA	
5. Monitoring	financial resources to				
and	operationalize the SLPA				
Sustainability	proposed 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.				
	Provision of technical	None	5 Years	SLPA members/	
	assistance through		and 3	BLGU/ MLGU	
	mentoring with		mos.	RPMO, DSWD-	
	coaching and		1103.	CAR and Focal	
	monitoring.			Person	
	monitoring.			reison	
	Foodback and comple	int mod	aniem		
How to send feedbac	Feedback and compla			laint form of the	
How to senurieeubac	Section		waery comp		
How Foodbooks are			nlaintukana	vor ovoilable will	
How Feedbacks are			•	ver available will	
			d facilitated b	y the Focal	
	Person/S	-			
How complaint is add		Any complaint written, through private message,			
		text or complaint through quad-media will be			
	immediat		ddressed k	by the Focal	
	Person/S	LP-PC			

Complaint through 8888 Desk/ Hotline	The Focal person 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

## 239. Implementation of Alternative Parental Care Services

Office or Division:		SWA	SWAD - Protective Services Division		
Classification:		Complex			
Type of ⊺	Transaction:	Refe	rral/Walk-in		
Whon	nay avail:	End-	user		
CHECKLIST OF	<b>REQUIREMENTS:</b>		WH	ERE TO SECL	JRE:
For Prospective Adoptive Parents (PAPs); Birth Certificate, Marriage Contract, Employment Certificate or ITR, Medical Certificate, NBI or Police Clearance, Family Picture and Home Study Report		To be secured by the PAPs at PSA, Employer, PNP Station and at SWAD office for the Home Study Report.			
Client steps	Section's Action	IS	Fees to be paid	Processing time	Persons Responsible
1. Inquires requirements from SWAD Office	1.1. Explain requirements process of Ado case and Foster		None	20 mins	Social Worker
	service 1.2. Receives	and	None	30 mins	Social Worker
	review reque requirements	ested	None	40 mins	Social Worker
	1.3. Conduct inte with the couple	rview	None	45 mins	Social Worker
		ateral nome	None	1 hour	Social Worker
	visitations				

	1.6 Prepares	Home	None	2 days	Social Worker
	Study Report 1.7 Transmit Study Repo complete requirements DSWD-CAR	rt with attached	None	20 mins.	Administrative Assistant
	1.5. Attenda Matching Confe adoption or Fos	erence for	None	1 hour	Social Worker
	1.6.Receives Child P Authority and	Foster Placement	None	1 hour	Social Worker
	Parent Licens over documents for Court fil	s to PAPs ing and			Social Worker
	Foster Pare reference and the provisions	action on	None	4 hrs.	Social Worker
		ses HPMES	None	5 mins	Social Worker
	Report every & month thru ema				
	Feedbac	ck and com	nplaint mec	hanism	
How to send feed	dback	Accompli	sh feedbac	k/ Complaint fo	rm of the Section
How Feedbacks	are processed		d and facilit	int whenever a ated by the He	vailable will be ad of ARRS,
How complaint is	addressed	or compla	aint through		ate message, text ill be immediately D Focal
Complaint through 8888 Desk/ ARRS an Hotline Desk / Hotline within the		nd SWAD F reglementa	ocal will facilit	ate the response send response to	
Contact informati FO-CAR	on of DSWD				

240. Provision of Programs and services to OFWs

Office or Division:		SWAD- Protective Service Division			
Classification:		Simple			
Type of Transaction: Who may avail:		Assessment and Referral			
				dividual	
	LIST OF EMENTS:	V	VHERE	TO SECURE	
Referral Lett		The client may	secure f	from OW/WA	/ DOLE/ DSWD-
	or immediate	CAR			
reference	in availing				
assistance.	Ũ				
Client steps	Section	n's Actions	Fees	Processing	Persons
			to be paid	time	Responsible
1.Client	1.1Receives	and review	None	5 mins.	Social Worker
sought	documents				
assistance	1.2.Interview u	ising Intake Sheet	None	10 mins	Social Worker
with documents		C			
dooumonto	1.3.Provide co	ounseling	None	30 mins	Social Worker
	1.4. Coordin	ate with SLP,	None	2 days	Social Worker
		other agency for			
	the other need				
	1.5. Prepare referral	documentation/	None	1 day	Social Worker
		lback and complair	nt mech	anism	
					of the Costion
	nd feedback dbacks are	Accomplish feedback/ Complaint form of the Section Feedback or complaint whenever available will be			
	essed	addressed and facilitated by the Head of ARRS,			
proot		DSWD-CAR.			
How complain	nt is addressed	Any complaint written, through private message, text or			
		complaint through quad-media will be immediately			
		addressed by the ARRS and SWAD Focal			
	hrough 8888	ARRS and SWAE			-
Desk/ Hotline	Desk / Hotline	within the reglementary period and send response to 8888 hotline and Internal Audit Unit			
Contact info	rmation of	Any irregularity us			
DSWD FO-CA		involving any of it	•		
		DSWD-CAR's off			
		or through cellpho			
		(6302) 396 6580/	+09178	371 9893/ +63	917-872 0256/
		+63919 065 5356		-	
		focar@dswd.gov.ph Ol	•		ccount: www.
		facebook.com/ds	wdfocar		

## VI. List of Offices

Office	Name, Contact Number and Address
Office of the Regional	LEO L. QUINTILLA
Director	OIC- Regional Director
	09959649609
	DSWD-Field Office CAR No. 40 North Drive,
	Baguio City
Social Marketing Unit	NERIZZA FAYE G. VILLANUEVA
5	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	MS. LIEZYL T. ASTODILLO
Development 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	DEXTER B. SAMIDAN
Targeting Unit	Regional Field Coordinator
	09982557869
	DSWD-Field Office CAR No. 40 North Drive,
	Baguio City
Unconditional Cash	BRENDEN KIM J. QUINTOS
Transfer	Project Development Officer IV
	09212813155
	DSWD-Field Office CAR No. 40 North Drive,
Office of the Assistant	
Office of the Assistant	AMELYN P. CABRERA
Regional Director for	Social Welfare Officer V and OIC ARDO
Operations	09176780799

	DSWD-Field Office CAR No. 40 North Drive,
	Baguio City
Convergence Secretariat	JOANNE F. GANGGANGAN
	Social Welfare Officer IV
	09291270577
	DSWD-Field Office CAR No. 40 North Drive,
	Baguio City
Social Welfare and	JOHNNY L. BUMAKIL – SWAD-ABRA
Development Provincial	Social Welfare Officer II
Offices	09201084503
	JACKIELYN O. GUITANGAN- SWAD-
	ΑΡΑΥΑΟ
	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
	IMELDA TUGUINAY IFUGAO-SWAD
	Social Welfare Officer II
	09276160086
Regional Rehabilitation	EDNA S. BENITEZ
Center for the Youth	Social Welfare Office IV
	09158006449
	DSWD-Field Office CAR No. 40 North Drive,
	Baguio City
Community Based	EDELINE D. GENOVE
Services	Social Welfare Officer III
	09179780078
	DSWD-Field Office CAR No. 40 North Drive,
	Baguio City
Reception and Study	NELLY L. MASON
Center for Children	Social Welfare Officer III
	09164291581
	DSWD-Field Office CAR No. 40 North Drive,
Saatara	Baguio City LIBERTINE A. BALICDANG
Sectors	
	Social Welfare Officer IV 09981966877
1	

	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	MARY ANN G. BUCLAO
Management 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 Pilipino	FATIMA D. FLORENDO
Program	Project Development Officer V
	091833917282
	DSWD-Field Office CAR No. 40 North Drive,
	Baguio City
Sustainable Livelihood	NOVELIA B. POCDING
Program	Social Welfare Officer III
	09205650451
	DSWD-Field Office CAR No. 40 North Drive,
Office of the Assistant	ENRIQUE H. GASCON JR
Regional Director for	Chief Administrative Officer & ARDA 09397514186
Administration	
	DSWD-Field Office CAR No. 40 North Drive,
Administrative Division	Baguio City RINA CLAIRE L. REYES
	Supervising Administrative Officer 09209084230
	03203004230

	DSWD-Field Office CAR No. 40 North Drive,
	Baguio City
Human Resources	RONILO R. FLORES
Management and	Administrative Officer V
Development Division	09217663188
Development Division	DSWD-Field Office CAR No. 40 North Drive,
	Baguio City
Property and Asset	JESSIE F. CHELIM
Management Section	Administrative Officer V
Management Section	09565406060
	DSWD-Field Office CAR No. 40 North Drive,
	Baguio City
Procurement Section	LANY LIZEL G. DIAZ
Floculement Section	Administrative Officer V
	09053950689
	DSWD-Field Office CAR No. 40 North Drive,
	Baguio City
Records and Management	RAINIER C. PENA
Section	Administrative Officer III
Section	09174934359
	DSWD-Field Office CAR No. 40 North Drive,
	Baguio City
Building and Grounds	BERNARD ANGAYON
Maintenance 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
Personnel Administration	JULIE A. GASCON
Section	Administrative Officer V
	09997890216
	DSWD-Field Office CAR No. 40 North Drive,
	Baguio City
Human Resource Welfare	KATHLEEN GLORY V. CASUGA
Section	Administrative Officer IV
	09352179521
	DSWD-Field Office CAR No. 40 North Drive,
	Baguio City
Human Resource	JOHN ELY PETRAS
Planning and	Administrative Officer II
Performance Section	09298988313

	DSWD-Field Office CAR No. 40 North Drive,
	Baguio City
Learning and	BONAFE B. RAMOS
Development Section	Training Specialist I
	09126739037
	DSWD-Field Office CAR No. 40 North Drive,
	Baguio City
Financial Management	ROSE C. MOLDERO
Division	Administrative Officer V
	09185831172
	DSWD-Field Office CAR No. 40 North Drive,
	Baguio City
Budget Section	NORIE C. CASTANEDA
Dudget Beetlon	Administrative Officer V
	09291358173
	DSWD-Field Office CAR No. 40 North Drive,
Accounting Costion	Baguio City WILBOURN B. BACOLONG
Accounting Section	
	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: focar@dswd.gov.ph 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