



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

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.

V. List of Services

Internal/ External Services	Page
Processing of Purchase Order	9
Processing of Disbursement Voucher	13
Pre-audit of Pre-Audit and Processing of Initial Salary (for Permanent, Casual and Contractual Employees), Cash Advance, and Fund Transfer	18
Petty Cash Fund Replenishment Processing	23
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	28
Post-Audit of Paid Disbursement Vouchers	30
Filing of Paid Disbursement Vouchers	32
Photocopying of Payrolls for Binding (for Permanent and Contractual)	34
Annualization of Taxes	36
Processing of BIR Form 1600 (Monthly Remittance Return of Value Added Tax and Other Percentage Taxes Withheld)	38
Preparation of BIR Form 1601C (Monthly Remittance Return on Income Taxes Withheld on Compensation)	39
Preparation of BIR Form 1601E (Monthly Remittance Return of Creditable Income Taxes Withheld (Expanded))	41
Preparation of BIR Form 1601-EQ (Quarterly Remittance Return of Creditable Income Taxes Withheld (Expanded))	42
Preparation of BIR Form 1604-CF (Annual Information Return on Income Taxes Withheld on Compensation and Final Withholding Taxes)	44
Processing of BIR Form 1604-E (Annual Information Return on Creditable Income Taxes Withheld (Expanded)/Income Payments Exempt from Withholding Taxes)	46
Processing of BIR Form 2307 (Certificate of Creditable Tax Withheld at Source)	47
Processing of BIR Form 2316 (Certification of Compensation Payment/ Tax Withheld)	49
Processing of Liquidation Report	51
Processing of Journals Preparation/ Updating - Cash Disbursements Journal	54
Processing of Journals Preparation/ Updating - Cash Receipts Journal	55
Preparation Journals / Updating - Check and ADA Disbursements Journal	56
Preparation of Journals/ Updating - General Journal	58
Preparation of General Ledger/ Subsidiary Ledger	59
Preparation of Quarterly Financial Statements	60
Preparation of Comparative Annual Financial Statements	63
Preparation of Property, Plant and Equipment (PPE) Schedule and PPE Ledger Cards (PPELC) Preparation	67
Prepare of Quarterly Status of Receivables	68
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)	70
Preparation and submission of Cash Utilization Report (Monthly)	73
Preparation of Cash Utilization Report (Quarterly)	75
Preparation of Fund Utilization Monitoring/ Monthly Financial Reports (NDRRMC, CPSB, PSB)	77
Preparation of Statement of Unliquidated Cash Advances (SUCA)	79
Preparation of Bank Reconciliation Statement Preparation	81
Processing Budget and Financial Accountability Report (BFAR) - 1 (Statement of Appropriations, Allotments, Obligations, Disbursements and Balances, for both Current and Continuing)	84
Processing of Budget and Financial Accountability Report (BFAR) - 1A (Aging of Accounts Payable)	86
Processing Budget and Financial Accountability Report (BFAR) - 4 (Monthly Report of Disbursements)	88
Processing of Budget and Financial Accountability Report (BFAR) - 5 (Quarterly Report of Receipts)	90
Processing of Budget and Financial Accountability Report (BFAR) - 6 (Statement of Approved Budget, Utilization, Disbursements, and Balances for Trust Receipts)	92
Preparation of Monitoring Report of Travel Expense Voucher - for KC-NCDDP Staff	94
Processing of Monitoring Report of Travel Expense Voucher - for Non-Pantawid and Non-KC-NCDDP Staff)	95
Preparation of Monitoring Report of Travel Expense Voucher - for Pantawid Staff	97

Preparation and consolidation of the regional annual budget proposal per program and endorse the necessary documents to the Division Chief for endorsement	99
Conduct of Civil Service Society Organization (CSO) for Budget Partnership	101
Preparation and consolidation of facilitation of submission of Regional Annual Work and Financial Plan/ Revised Work and Financial Plan and Monthly Disbursement Program	104
Participate in Budget Hearing	106
Inputs to Project Proposals and Purchase Request	107
Processing of Obligation Request and Status/Budget Utilization Request and Status (Payroll/Travelling Expenses/ Bills/ Purchase Orders)	109
Prepare and facilitate request for Fund Modification/Reallocation	111
Prepare and facilitate request for Fund Augmentation/SAA	113
Preparation and submission of Statement of Allotment, Obligations Incurred and Balances	114
Preparation and submission of Monitoring Report required by Central Office	117
Preparation and submission of NDRRMC and QRF Report	118
Preparation and submission of IMP Report	120
Preparation of the RBUD and the BFAR 6	122
Posting of the Budget and Financial Accountability Reports through the Unified Reporting System of DBM	123
Receiving and recording of NCA/NTA to CAUMS	125
Balancing of Cash Status and forwarding of Obligation Request Status	126
Technical assistance for pay out	128
Processing of approved Disbursement Vouchers (DV):	131
Collection of cash	134
Preparation of RADAI and RCI	137
Processing of bonded public employees for new entry or renewal:	139
Preparation of Summary List of Checks Issued and Cancelled	144
Preparation of Advice on checks issued and cancelled (ACIC)	146
Preparation of payroll registry	149
Preparation of Learning Administration and Management during the IDCBA	150
Processing of Referral of Endorsed Cases form Provincial Operational Office	151
Submission of Reports to CWC	153
Formulation of Work and Financial Plan	155
Preparation of Project Proposals for funding	157
Implementation of grievance machinery	158
Conduct of inventory of food, non-food, food supplies, office supplies, equipment, and laundry supplies	161
Learning Intervention Planning and Design	163
Work and Financial Plan (WFP)/Institutional Development and Capability Building Activity Plan preparation	164
Institutional Development and Capability Building Proposal	166
Instructional design/module/learning session development	168
Learning Intervention Administration and Management	169
Learning Intervention Delivery	171
Measurement and Evaluation of Learning	172
Knowledge Management	173
Conference Room Utilization	178
Library Service Orientation	179
Provision of technical assistance in case management to the center RHWG rehabilitation team/staff	181
Assessment of Eligibility for Admission of a Walk-in Women in Extremely Difficult Circumstances (WEDCs) and Her Dependents	192
Assessment of Eligibility for Admission of a Walk-in Child Needing Special Protection (CNSP) and Her Dependent/s	196
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)	199
Admission of Residents	202
Facilitate intervention planning with the resident, and members of the helping team.	208
Referral of clients to the different programs and services of the Center.	209
Provision of Health Services	211
Provision of Educational Service	213
Provision of Psychological Service	216

Provision of Home life Services	218
Provision of Economic/Developmental Service	220
Pre-Discharge of the Resident	223
Discharge of client from the center	225
Processing of PRAISE Character Award	229
Processing of PRAISE Client Satisfaction Award	232
Processing of PRAISE Eligibility Award or Completing a Course Award	234
Facilitation of Progressive Disciplining (PD)	236
Implementation of Grievance Machinery	239
Facilitation of exit interview	242
Implementation of Grievance Redress System	244
Formulation of Work and Financial Plan	247
Facilitation of Request for Fund Release	248
Processing of Referral of Endorsed Cases form Provincial Operational Office	250
Regional Clearance Certificate	252
Certificate of Employment and Other Certification	254
Preparation of DTR Monitoring	255
Preparation of Conduct of Flag Ceremonies	256
Preparation of GPAI Enrollment/Renewal	257
Preparation of Leave Administration	259
Preparation of Leave Monetization	260
Preparation of Issuance of NOSI/NOSA	262
Preparation of Payroll Administration (All compensations and benefits)	263
Preparation of PDS Compliance	264
Preparation of Personnel Locator Slip Monitoring	265
Preparation of Remittance Administration	266
Preparation of SALN Compliance	268
Processing of Request for Name Matching	269
Data Sharing of Listahanan Statistics	270
Data Sharing of Personal and Sensitive Personal Information	272
Preparation of Harmonized Planning, Monitoring and Evaluation System (HPMES) Accomplishment Report (Monthly, Quarterly and Semestral) / Annual Accomplishment Report	273
Gender and Development (GAD) Plan and Budget/Annual Gender and Development (GAD) Accomplishment Report	276
Sectors Plans and Accomplishments	279
Submission of consolidated comments on CO-initiated draft guidelines/policies	281
Preparation of Office Performance Contract Review (OPCR)	283
Preparation of Regional Annual Work and Financial Plan / Agency Performance Measure (APM)	286
Preparation of Proposed Annual Budget for Field Office	289
Issuance of Certificate of Authority to Conduct Regional Fund Raising Campaign to Individual, Corporation, Organization or Association	291
Issuance of Certificate of Authority to Conduct National Fund Raising Campaign to Individual, Corporation, Organization or Association	296
Endorsement of Duty-Exempt importation of Donations to SWDAS	301
Accreditation of Social Workers Managing Court Cases (SWMCCs)	304
Accreditation of Beneficiary CSOs	308
Registration of Private Social Welfare And Development Agencies (SWDAS)	310
Licensing of Private Social Welfare and Development Agencies (SWDAS) 1. Auxiliary SWDA 2. Social Work	321
Accreditation of Pre-Marriage Counselors	339
Handling of Incoming Documents	347
Facilitation of postage and waybill	349
Processing of Freedom of Information (FOI) request	350
Disposal of Records	352
Inventory of Records	354
Digitization of Records	356
Identification and assessment of Social Pensioners using the General Intake Sheet/Beneficiary Update Form/ Assessment for Barangay Officials	357
Validation of all Social Pensioners	359

Consolidation of the Social Pensioner's List	360
Cleansing /cross-matching of social pensioners	361
Re-assessment of ineligible list of social pensioners	362
Updating on the Social Pension Information System	363
Payroll Preparation	364
Social Pension Pay-out	366
Monitoring of the Social Pension Implementation	367
Preparation of Project Proposal on ARRU Institutional Development Activities	368
Processing of Foster Care Subsidy	370
Preparation of Case Study Report	371
Processing of Travel Clearance of Minor Traveling Abroad	372
Preparation of vouchers for Obligation (Financial Assistance)	373
Preparation of Project Proposals for cash advance of financial assistance	375
Processing of feedback on the referral from partners and stakeholders	376
Provision of Financial Assistance	378
Submission of Report to GPPB and other agencies such as APCPI, APP and PMR	382
Conduct of public bidding	385
Conduct of alternative mode of procurement	411
Processing of Regional Communication Plan	418
Processing of Request for media releases and other materials	420
Technical assistance on IEC materials	422
Technical assistance on advocacy support (e.g. facilitation of interview, good practice documentation, facilitation of activity)	423
Preparation of APP-CSE	425
Acceptance of supplies and equipment	427
Reconciliation of PPEs	428
Disposal of properties or properties-negotiated, properties- destruction, properties-bidding, properties-barter	429
Processing of Property and Transfer Report and Turn-over	431
Processing of Waste Material Report	432
Processing of gate pass or property acknowledgment receipt	433
Processing of Request to Attend External Institutional Development and Capability Building Activities (Local)	434
Processing of Payment for the Registration Fee of Staff who were Endorsed to Attend External IDCBA	437
Processing of Applications for Scholarship (Local and Foreign)	439
Processing of Application for Study Leave	443
Processing of Application for Official Time to Attend Foreign Scholarship, Training, and Short Term Non-Degree Courses	446
Processing of Application for Fund Augmentation for Matriculation or Thesis/Dissertation	450
Processing of Request for Certification of No Current Service Obligation and No Pending Nomination related to other Local/Foreign Scholarship or Training Program	454
Processing of Reimbursement of Tuition and Miscellaneous Fees of DSWD Funded Scholars/Grantees	455
Monitoring of Existing Scholars/Grantees under the Educational Support Program (per semester/trimester)	457
Monitoring of the Implementation of the Educational Support for DSWD Employees	460
Processing of Request for the Modified Work Schedule of DSWD Funded Scholars	462
Processing of Request for Authority to Enroll or Authority to Practice Profession (per semester/trimester)	464
Monitoring of Non Scholars (per semester/trimester)	466
Processing of Notice to Refund	467
Learning and Development - Review of IDCBA Proposal	468
Review of Request for Quotations (RFQs)	470
Processing of Application for the Student Internship Program	471
Deployment of Interns	473
Monitoring of Interns while on Deployment	475
Issuance of Certificate of Completion	476
Processing of Application for the Bayanihang Bayan Program (except during disaster Operations) for individuals	478

Processing of Application for the Bayanihang Bayan Program (except during disaster Operations) for organizations	480
Deployment of Volunteers	483
Monitoring of Volunteers while on Deployment	484
Issuance of Certificate of Appreciation	486
Processing of Modified Work Schedule	488
Processing of Authority to Enroll	489
Facilitation of technical assistance	490
Preparation of Sectoral Plans or Sectoral Accomplishment Reports:	492
Preparation of Sectoral Financial Plan	493
Provision of Drinking Water	494
Facilitation of use of Training Center or Dormitory	495
Provision of Transportation Services	496
Provision of Request for Certification (IPCR / Good Moral Conduct)	497
Filling up of Vacant Plantilla Positions	499
Processing IPCR output, and IPC Checkpoint	503
Facilitates IPC rating	504
Preparation of Regional Situationer	505
Provision of technical assistance (issues on hardware and software)	507
Gathering of information for policy development	508
Processing of Resource Request	510
Implementation of grievance machinery:	511
Conduct of Regional Monitoring Team Meeting	514
Generation of Dromic Report	516
Admission of Client	517
Provision of Therapeutic Modality Programs and Services	521
Regular Case Conferences (Quarterly) or as need Arises	526
Submission of Progress Report of Client	528
Submission of Accomplishment Report (Monthly Quarterly Report/ Semestral/ Annual)	532
Parent and Child Encounter	535
Trial Reintegration	540
Provision of technical assistance in case management to the center RRCY rehabilitation team/staff	546
Technical Assistance to LGU Partners on the Case Management of CICL and children at Risk	558
Response to letter/ communication/ memorandum	560
Facilitation of grievances through 8888 hotline	563
Conduct of pre-audit	564
Conduct of management or operations audit	566
Facilitation of Administrative Cluster Meeting	567
Provision of Technical Assistance	571
Management of Documents	573
Assessment of Applicants for Minors Travelling Abroad:	576
Provision of Financial Assistance to individuals and families in Crisis Situation:	578
Validation and disbursement of stipend to Indigent Social Pensioners and Senior Citizens	581
Validation and review of project proposal of LGU's for ESA/ESCAP and RRP_CCAM for Cash grant and cash for work.	583
Implementation of Executive Order No. 70	585
Implementation of the Payapa at Masaganang Pamayanan (PAMANA)	587
Implementation of Alternative Parental Care Services	589
Provision of Programs and services to OFWs	590

Field Office Cordillera Administrative Region
External and Internal Services

1. Processing of Purchase Order:

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

Office or Division:		Accounting Section			
Classification:		Simple			
Type of Transaction:		G2G- Government to Government			
Who may avail:		End-Users/ Process owners			
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:			
1. Proposal or Purchase Request 2. All procurement documents (Request for Quotations, PhilGEPS posting if required, Abstract of Quotations, BAC Resolution, and other documents required depending on the mode of procurement) 3. Purchase Order 4. ORS/BURS		To be submitted by the end budget section clerk (copies are available from the end user)			
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible	
1. Submits Purchase Order (PO) with supporting documents	1.1 Receives the Purchase Order (PO) with supporting documents from the Budget Section	None	5 minutes per document	Budget Section Clerk	
	1.2 Encodes the details of the document in the MS Excel File for incoming documents	None	10 minutes per PO	Accounting Section Clerk	
	1. 3 Distributes the PO to the Accounting Section staff for processing	None	5 minutes per document	Accounting Section Clerk	

	<p>1.4 Reviews for the completeness, correctness and consistency (3C) of the documents. If the documents are found compliant to the 3Cs, indicates the ORS details on the PO, and initials under the name of the Accounting Section Head (Certification of funds availability). If the documents are not compliant to the 3Cs, prepares the Memorandum for the findings, and initials on the Memorandum.</p>	None	3 working days (including review and initial signing or preparation of memorandum)	Accounting Staff
	<p>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</p>	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

	signing of the Memorandum for return.			
	1.8 For the non-compliant documents, the signs the Memorandum, and forwards the documents to the Procurement Section or concerned Unit	None	1 day	Chief, Financial Management Division
	1.9 For the compliant documents, forward to the Regional Director for approval of the PO, and forwards the PO to the Procurement Section for coordination with the Supplier/ Service Provider for <i>conforme</i> of the PO	None	1 day and 10 minutes	Accounting Section Clerk

Feedback and complaints mechanism

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

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

2. Processing of Disbursement Voucher:

Office or Division:	Accounting Section			
Classification:	Highly Technical			
Type of Transaction:	G2G- Government to Government			
Who may avail:	External or Internal Auditors / FMS			
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
1. DV; 2. ORS; and 3. all documentary requirements as required by the transaction (Refer to COA Circular 2012-001 for the Documentary Requirements, and specific Memorandum Circulars/ Guidelines for Project/Program Requirements)		To be secured by the technical staff from the available and/ or active written and electronic reports by the Accounting Section		
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
1. 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 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 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 Budget Section.	None	3 working days	Accounting Staff

	<p>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.</p>			
	<p>1. 5 Reviews the DV and supporting documents, with the Memorandum, if any. If there are no additional comments or review notes, signs on the: Box C of the DV; approves JEV; Tax Certificates; and approves NORSA, if with adjustment which is not within the month of obligation. However, if there are additional comments/ review notes, informs the staff re concern/ additional concern for preparation/</p>	None	2 days	Regional Accountant

	inclusion in the Memorandum for return.			
	1. 6 Encodes the details of the document in the MS Excel File for incoming documents, and in the DTS	None	10 minutes	Accounting Section Clerk
	1.7 If the documents are compliant to the 3Cs, and thus the DV is signed 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	None	15 minutes	Accounting Section Clerk

	Management Division for signing of the Memorandum for return			
	1.8 For the non-compliant documents, signs the Memorandum, and forwards the documents to the Procurement Section or concerned Unit	None	1 day	Financial Management Division Chief
	1.9 For the compliant documents with NORSA, the reviews and signs as "verified by" on the NORSA	None	1 day	Budget Section Head
	1.10 Approves Box D of the DV	None	1 day	Division Chief
	1.11 If the transaction is pertaining to 1st payment for procured items which has undergone competitive bidding, the reviews the documents, and signs the Pre-Audit Form	None	1 day	Management Audit Analyst
	1.12 Receives the approved DV		10 minutes	Cash Section Clerk
Feedback and complaints mechanism				
How to send feedback		Accomplish feedback/ Complaint form of the Section		

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

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

Office or Division:	Accounting Section			
Classification:	Complex			
Type of Transaction:	G2G- Government to Government			
Who may avail:	End-Users/ Process owners			
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:			
DV; ORS; and all documentary requirements as required by the transaction (Refer to COA Circular 2012-001 for the Documentary Requirements, and specific Memorandum Circulars/ Guidelines for Project/Program Requirements)	To be submitted by the end user/ process owner (copies available at the DSWD FO shared folder)			
Client steps	Section's Actions	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

	<p>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.</p>			
	<p>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 DV; (2)</p>	None	2 days	Regional Accountant

	<p>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.</p>			
	<p>1.6 Encodes the details of the document in the MS Excel File (for outgoing), and in the DTS</p>	None	10 minutes	Accounting Section Clerk
	<p>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</p>	None	15 minutes	Accounting Section Clerk

	Regional Accountant, forwards the documents to the Chief of the Financial Management Division for signing of the Memorandum (for return)			
	1.8 For the non-compliant documents, signs the Memorandum, and forwards the documents to the Procurement Section or concerned Unit	None	1 day	Chief of Financial Management Division
	1.9 For the compliant documents with NORSA, reviews and signs as "verified by" on the NORSA	None	1 day	Budget Section Head
	1.10 Approve the Box D of the DV	None	1 day	Concerned Division Chief
	1.11 Receives the approved DV (Note: The preparation and processing of Check or ADA is another process)	None	1 day	Cash Section Clerk
Feedback and complaints mechanism				
How to send feedback	Accomplish feedback/ Complaint form of the Section			
How Feedbacks are processed	Feedback or complaint whenever available will be addressed and facilitated by the Head of Accounting Section			
How complaint is addressed	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Head of Accounting Section			
Complaint/s through 8888 Desk/ Hotline	Head of Accounting Section will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit			

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

4. Petty Cash Fund Replenishment Processing

Office or Division:	Accounting Section				
Classification:	Highly Technical				
Type of Transaction:	G2G- Government to Government				
Who may avail:	External or Internal Auditors / FMS				
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:			
DV; ORS; and all documentary requirements as required by the transaction (Refer to COA Circular 2012-001 for the Documentary Requirements, and specific Memorandum Circulars/ Guidelines for Project/Program Requirements)		To be secured by the technical staff from the available and/ or active written and electronic reports by the Accounting Section			
Client steps		Section's Actions	Fees to be paid	Processing time	Persons Responsible
1. Submits Disbursement Voucher for petty cash replenishment with supporting documents	1.1 Receives the Disbursement Voucher (DV) for Petty Cash Fund (PCF) replenishment, with supporting documents from the End-User	None	5 minutes	Accounting Section Clerk	
	1.2 Encodes the details of the document in the MS Excel File for incoming documents, and in the DTS	None	10 minutes	Accounting Section Clerk	

	1.3 Distributes the DV to the Accounting Section staff for processing	None	5 minutes	Accounting Section Clerk
	1.4 Reviews for the completeness, correctness and consistency (3C) of the documents. If the documents are found compliant to the 3Cs, initials under the name of the Accounting Section Head on the Box C of the DV; and (2) prepares the Journal Entry Voucher (JEV) and signs as preparer. Further, if there are changes in the amounts as per review and the adjustment is within the month of obligation, the adjustment is recorded in the google sheet (201x (pertaining to the Year) ORS adjustment) for information/ adjustment of the Budget Section. For adjustments wherein the time of adjustment is	None	10 working days	Head of Accounting Section

	<p>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.</p>			
	<p>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 DV; (2) approves JEV; and (4) approves NORSA, if with adjustment which is not within the month of obligation. However, if there are additional comments/ review notes, informs the staff re concern/ additional concern for preparation/</p>	None	2 days	Regional Accountant

	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

	documents to the Chief of the Financial Management Division for signing of the Memorandum (for return)			
	1.8 For the non-compliant documents, signs the Memorandum, and forwards the documents to the Procurement Section or concerned Unit	None	1 day	Division Chief, Financial Management Division
	1.9 For the compliant documents with NORSA, the , BUDGET SECTION HEAD reviews and signs as “verified by” on the NORSA	None	1 day	Budget Section Head
	1.10 Approves Box D of the DV	None	1 day	Concerned Division Chief
	1.11 Receives the approved DV	None	1 minute	Head, Cash Section

Feedback and complaint mechanism

How to send feedback	Accomplish feedback/ Complaint form of the Section
How Feedbacks are processed	Feedback or complaint whenever available will be addressed and facilitated by the Head of Accounting Section
How complaint is addressed	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Head of 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

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

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

Office or Division:		Accounting Section			
Classification:		Simple			
Type of Transaction:		G2G- Government to Government			
Who may avail:		External or Internal Auditors / FMS			
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:			
Approved Disbursement Vouchers		To be secured by the technical staff from the available and/ or active written and electronic reports by the Accounting Section			
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible	
1. Request copy of LDDAP-ADA or summary of LDDAP-ADAs issued and invalidated ADA through issuance of memorandum	1.1 Receives the approved (sorted per type) Disbursement Vouchers (DVs) from the Cash Section	None	5 minutes	Accounting Section Clerk	
	1.2 Encodes the details of the DVs in the Summary List	None	5 minutes	Accounting Section Clerk	
	1.3 Prepares the List of Due and Demandable Accounts Payable - Advice to Debit Accounts (LDDAP-ADA)	None	10 minutes	Accounting Section Clerk	

	1.4 Returns the DVs to the Cash Section	None	5 minutes	Accounting Staff
	1.5 Prepares the Summary of LDDAP-ADAs Issued and Invalidated ADA Entries (SLIIE)	None	10 minutes	Accounting Staff
	1.6 Prints the LDDAP-ADA and SLIIE, and signs as preparer of the SLIIE	None	5 minutes	Accounting Staff
	1.7 Reviews the documents and signs the Certified Correct portions in both documents	None	1 hour	Regional Accountant
	1.8 Forwards the documents to the signatories	None	2 hour	Accounting Staff
	1.9 Signs/ approves for amounts not 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 complaint mechanism

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 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

6. Post-Audit of Paid Disbursement Vouchers

Office or Division:	Accounting Section			
Classification:	Complex			
Type of Transaction:	G2G- Government to Government			
Who may avail:	External or Internal Auditors / FMS			
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
DV; ORS; and all documentary requirements as required by the transaction		The COA may send request for paid DV.		
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
1. Submits request for post audit documents	1.1 Receives the following from the Cash Section: (1) Paid Disbursement Vouchers for the month; (2) Report of Checks Issued (RCI); (3) and Advice to Debit Account (ADA)	None	5 minutes	Accounting Staff

	1.2 Reviews the paid DVs (as to completeness of supporting documents including Official Receipts, signatures, consistency of amounts). If there are findings on the DVs, coordinates with the concerned Unit/ Section/ Program/ Division for the correction of the findings. If there are no findings on the DVs, prepares transmittal letter to COA with the list of the DVs for transmittal.	None	10 minutes	Accounting Staff
	1.3 Reviews the report and signs the transmittal letter to COA	None	1 day	Regional Accountant
	1.4 Forwards the report/ summary together with the Transmittal Letter and Paid DVs to the COA	None	30 minutes	Accounting Staff
Feedback and complaint mechanism				
How to send feedback		Accomplish feedback/ Complaint form of the Section		
How Feedbacks are processed		Feedback or complaint whenever available will be addressed and facilitated by the Head of Accounting Section		

How complaint is addressed	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by 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

7. Filing of Paid Disbursement Vouchers

Office or Division:	Accounting Section			
Classification:	Complex			
Type of Transaction:	G2G- Government to Government			
Who may avail:	External or Internal Auditors / FMS			
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Request form		Any generic request form		
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
1. Request copy of filed paid disbursement vouchers	1.1 After the DVs are encoded on the Summary attached to the Check/ADA Disbursements Journal, sorts the DVs, and forwards the DVs per bundle (20-30 DVs per bundle)	None	10 minutes	Accounting Staff

	1.2 If the DVs are NOT pertaining to payroll and remittances, files the paid DVs per bundle including proper labeling	None	40 minutes	Accounting staff
	1.3 However, if the DVs PERTAINS to payroll and remittances, the DVs are forwarded to staff who checks the completeness of the DVs with the Check/ADA Disbursement Journals	None	2 hours	Accounting staff
	1.4 Scans each DV and re-names (for MOA/JO, only the payrolls are scanned). Saves the files.	None	1 day	Accounting staff
	1.5 Saves the files. Files the DVs (for permanent and contractual 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 complaint mechanism				
How to send feedback		Accomplish feedback/ Complaint form of the Section		

How Feedbacks are processed	Feedback or complaint whenever available will be addressed and facilitated by the Head of Accounting Section
How complaint is addressed	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Head of 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

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 Actions	Fees to be paid	Processing time	Persons Responsible	
1. Request	copy of	1.1 For the files which were scanned and saved monthly, sorts the files per Employment Status (i.e, regular, contractual and MOA) and Program, and Remittance (i.e, GSIS,	None	1 day	Accounting staff	

	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
	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
Feedback and complaint mechanism				
How to send feedback	Accomplish feedback/ Complaint form of the Section			
How Feedbacks are processed	Feedback or complaint whenever available will be addressed and facilitated by the Head of Accounting Section			
How complaint is addressed	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Head of 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			

9. Annualization of Taxes

Office or Division:	Accounting Section			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may avail:	External or Internal Auditors / FMS			
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Request form		Any request generic form		
Client steps	Section'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)	None	1 minute	Accounting staff
	1.2 Computes annual tax of staff based on existing BIR rules and regulations, i.e., TRAIN Law.	None	10 minutes	Accounting staff
	1.3 Sends to PAS, to be used during the preparation of subsequent payroll/s.	None	1 minute	Accounting staff

Feedback and complaint mechanism

How to send feedback	Accomplish feedback/ Complaint form of the Section
How Feedbacks are processed	Feedback or complaint whenever available will be addressed and facilitated by the Head of Accounting Section
How complaint is addressed	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Head of 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

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

Office or Division:		Accounting Section			
Classification:		Simple			
Type of Transaction:		G2G- Government to Government			
Who may avail:		Staff or BIR request			
Request form		Any request generic form			
Request form		Any request generic form			
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible	
1. Request Report on BIR Form 1600	1.1 Gathers the paid Disbursement Vouchers (DVs) encoded by the other Accounting Staff in the Summary of Check/ADA Disbursements	None	5 hours	Accounting staff	
	1.2 Opens the Alphalist Data Entry v6.1 (BIR E-Form) and completes the Form	None	4 hours	Accounting staff	
	1.3 Generates the Excel Report	None	2 minutes	Accounting staff	
	1.4 Reconciles the BIR Form 1600 Excel File with the taxes withheld as per Summary of Checks/ADA Disbursements	None	3 hours	Accounting staff	
	1.5 Generates Form 1600	None	2 minutes	Accounting staff	
	1.6 Remits the taxes thru the Electronic Filing and Payment System (EFPS) of the Bureau of Internal Revenue (BIR)	None	20 minutes	Accounting staff	
	1.7 Generates the .DAT File	None	2 minutes	Accounting staff	

	1.8 Checks errors prior to submission	None	2 minutes	Accounting staff
	1.9 Submits the .DAT File	None	1 day	Accounting staff
	1.10 If there are no errors on the Report, such is the end of the process. However, if there are errors on the report, validates and reconciles the error, generates again the .DAT File, and re-submits the .DAT File.	None	12 minutes	Accounting staff
Feedback and complaint mechanism				
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 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			

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: CHECKLIST OF REQUIREMENTS:		Staff or BIR request WHERE TO SECURE:			
Request form		Any request generic form			
Client steps		Section's Actions	Fees to be paid	Processing time	Persons Responsible
1. Request copy of Liquidation report through issuance of memorandum	1.1	Gathers the data on taxes withheld from the Check and ADA Disbursement Journal (for the column of salary)	None	10 minutes	Accounting Staff
	1.2	Reconcile the taxes withheld in the Check/ADA DJ with the annualization schedule	None	10 minutes	Accounting Staff
	1.3	Remits the taxes thru the Electronic Filing and Payment System (EFPS) of the Bureau of Internal Revenue (BIR)	None	15 minutes	Accounting Staff
	1.4	Files the Tax Remittance Advice and Summary	None	5 minutes	Accounting Staff
Feedback and complaints mechanism					
How to send feedback		Accomplish feedback/ Complaint form of the Section			
How Feedbacks are processed		Feedback or complaint whenever available will be addressed and facilitated by the Head of Accounting Section			
How complaint is addressed		Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Head of Accounting Section			
Complaint/s through 8888 Desk/ Hotline		Head of Accounting Section will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit			
How complaints are processed		Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff			
Contact information of DSWD FO-CAR		Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065			

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

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

Office or Division:		Accounting Section		
Classification:		Simple		
Type of Transaction:		G2G- Government to Government		
Who may avail:		Staff or BIR request		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Request form		Any request generic form		
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
1. Request Report on BIR Form 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)	None	20 minutes	Accounting staff
	1.7 Generates the .DAT File	None	3 minutes	Accounting staff

	1.8 Checks errors prior to submission	None	1 minute	Accounting staff
	1.9 Submits the .DAT File	None	1 day	Accounting staff
	1.10 If there are no errors on the Report, such is the end of the process. However, if there are 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.	None	12 minutes	Accounting staff

Feedback and complaint mechanism

How to send feedback	Accomplish feedback/ Complaint form of the Section
How Feedbacks are processed	Feedback or complaint whenever available will be addressed and facilitated by the Head of Accounting Section
How complaint is addressed	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by 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

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

Office or Division:	Accounting Section
Classification:	Simple

Type of Transaction:		G2G- Government to Government		
Who may avail:		Staff or BIR request		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Request form		Any request generic form		
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
	1.3 Generates the Excel Report	None	5 minutes	Accounting staff
	1.4 Reconciles the BIR Form 1600 Excel File with the taxes withheld as per Summary of Checks/ADA Disbursements	None	4 hours	Accounting staff
	1.5 Generates Form 1601E	None	2 minutes	Accounting staff
	1.6 Remits the taxes thru the Electronic Filing and Payment System (EFPS) of the Bureau of Internal Revenue (BIR)	None	20 minutes	Accounting staff
	1.7 Generates the .DAT File	None	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 the error, generates again the .DAT File, and re-submits the .DAT File. The Excel File is also printed.	None	12 minutes	Accounting staff
Feedback and complaints mechanism				

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

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

Office or Division:		Accounting Section		
Classification:		Complex		
Type of Transaction:		G2G- Government to Government		
Who may avail:		Staff or BIR request		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Request form		Any request generic form		
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
1. Request copy of BIR Form 1604-CF	1.1 Gathers the Check/ADA Disbursement Journals (for taxes withheld), and General Journals (for tax remittances) for all Fund Clusters, and Summarize the taxes withheld and remitted on compensation for the whole year. Print the summary	None	4 days	Accounting staff

	1.2 Encodes in the BIR Form 1604-CF Excel File, the monthly consolidated and taxes withheld on compensation	None	5 days	Accounting staff
	1.3 Prints/ prepares the following in 2 copies: (a) e-submission validation report, (b) Alphabetical list of payees, and BIR Form 1604-CF, (c) Schedule 7.3 for employees hired within the year, and (d) Schedule 7.1 for employees terminated before December 31	None	1 day	Accounting staff
	1.4 Signs the BIR Form 1604-CF in 2 copies	None	1 day	Regional Accountant
	1.5 Submits the documents to BIR, and file the Received copy/ies (with the printed summary)	None	1 hour	Accounting staff

Feedback and complaints mechanism

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

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

Office or Division:		Accounting Section		
Classification:		Complex		
Type of Transaction:		G2G- Government to Government		
Who may avail:		Staff or BIR request		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Request form		Any request generic form		
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
1. Request Report on Supplies and Materials Issued through issuance of memorandum	1.1 Gathers and Summarizes the taxes remitted for the whole year, for all Fund Clusters, based on Check/ADA Disbursement Journals. Combine the same supplier with the same ATC. Prints the summary.	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 Alphalist Data Entry each supplier with the same ATC.	None	1 day	Accounting staff
	1.4 Waits for validation report. If there are no errors as per validation report, print in 2 copies: (a) e-submission validation report, (b) Alphalist of payees subject to expanded	None	1 day	Accounting staff

	withholding tax, and BIR Form 1604E			
	1.5 Signs the BIR Form 1604-E in 2 copies	None	1 day	Accounting staff
	1.6 Submits the documents to BIR, and files the received copies	None	1 hour	Accounting staff
Feedback and complaint mechanism				
How to send feedback	Accomplish feedback/ Complaint form of the Section			
How Feedbacks are processed	Feedback or complaint whenever available will be addressed and facilitated by the Head of Accounting Section			
How complaint is addressed	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by 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			

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

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:			
Request form		Any request generic form			
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible	
1. Request of BIR form 2307	1.1 Receives/ Collects the BIR Form 2307 duly signed by the Suppliers, from the Cash Section	None	1 hour	Accounting staff	

	1.2 Compare the Forms with the Check/ADA Disbursement Journals, and ensure that the taxes are remitted	None	5 days	Accounting staff
	1.3 Scans and Re-names the Forms in accordance with the BIR guidelines	None	5 days	Accounting staff
	1.4 Saves the files in the DVD-R, and labelled according to BIR guidelines	None	45 minutes	Accounting staff
	1.5 Summarizes the List of Payees that was saved in the DVD-R	None	2 days	Accounting staff
	1.6 Prints the List and Annex (Sworn Declaration) for signing by the Accountant, and for notarization (2 copies)	None	15 minutes	Accounting staff
	1.7 Signs the List of Payees, Annex (Sworn Declaration), and DVD-R in 2 copies	None	1 day	Regional Accountant
	1.8 Coordinates with a Notary Public for the notarization of Annex (Sworn Declaration)	None	4 hours	Accounting staff
	1.9 Submits 1 copy to the BIR (List of Payees, Annex (Sworn Declaration), DVD-R), and Files the copies with "Received" stamp by the BIR, including the printed 2307 copies	None	5 hours	Accounting staff
Feedback and complaint mechanism				
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 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

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

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:		
Request form		Any request generic form		
Client steps	Section's Actions	Fees to be paid	Processing time	Persons 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, in the Alphalist (Simultaneously done by Accounting Staff 1 and Accounting Staff from Pantawid)	None	3 days	Accounting staff

	1.3 Prints BIR 2316 in two (2) copies for each staff, and Transmittal Letters (Simultaneously done by Accounting Staff 1 and Accounting Staff from Pantawid)	None	1 day	Accounting staff
	1.4 Signs the BIR Forms	None	2 days	Accounting staff
	1.5 Forwards the Transmittal Letters (Receiving copy) and BIR Forms to the various Units/ Sections/ Divisions/ Programs, for completion/ signing by the staff	None	1 hour	Accounting staff
	1.6 DSWD Staff (Permanent and Contractual) completes and signs the BIR Forms, and returns to the Accounting Section (for completion and 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

	1.12 Signs the List of Employees, Sworn Declaration, and DVD-R	None	1 hour	Regional Accountant
	1.13 ACCOUNTING STAFF Coordinates with a Notary Public for the notarization of Annex (Sworn Declaration)	None	4 hours	Accounting staff
	1.14 Submits 1 copy to the BIR, and File the other copy (ensure that there is received stamp on the file copy)	None	1 hour	Accounting staff
	1.15 Files the 2316 hard copies	None	4 hours	Accounting staff

Feedback and complaint mechanism	
How to send feedback	Accomplish feedback/ Complaint form of the Section
How Feedbacks are processed	Feedback or complaint whenever available will be addressed and facilitated by the Head of Accounting Section
How complaint is addressed	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by 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

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

2. All supporting documents needed for liquidation depending on nature/classification of cash advances (2 Sets)				
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
1. Submit request to the Regional Director for approval	1.1 Receives the Liquidation Report with supporting documents from the End-User (Boxes A and B of the LR are already signed)	None	5 minutes	Accounting clerk
	1.2 Encodes the details of the document in the MS Excel File for incoming documents	None	10 minutes	Technical Staff
	1.3 Distributes the LR to the Accounting Section staff for processing	None	5 minutes	Regional Director
	1.4 Reviews for the completeness, correctness and consistency (3C) of the documents. If the documents are found compliant to the 3Cs, (1) Initials under the name of the Accounting Section Head on the Box C of the LR; (2) Prepares the Journal Entry Voucher (JEV) and signs as preparer. However, if the documents are not compliant to the 3Cs, prepares the Memorandum for the findings, and initials on the Memorandum.	None	10 days	Accounting staff
	1.5 Reviews the DV 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

	However, if there are additional comments/ review notes, informs the staff re concern/ additional concern for preparation/ inclusion in the Memorandum for return.			
	1.6 If the documents are <u>compliant</u> to the 3Cs, (1) records the liquidation in the Cash Disbursements Journal (Note: with separate process); and (2) forwards the Liquidation Report-Accounting Copy to the Accounting Staff in charge of filing , and the Liquidation Report-COA Copy to the Commission on Audit (Resident Auditor)		35 minutes	Accounting staff
	1.7 If the documents are not compliant to the 3Cs, (1) Encodes the details of the document in the MS Excel File (for outgoing); and (2) Forwards the documents to the Chief of the Financial Management Division for signing of the Memorandum (for return)	None	25 minutes	Accounting Section Clerk
	1.8 For the non-compliant documents, signs the Memorandum, and forwards the documents to the Procurement Section	None	1 day	OIC, Division Chief

Feedback and complaint mechanism

How to send feedback	Accomplish feedback/ Complaint form of the Section
How Feedbacks are processed	Feedback or complaint whenever available will be addressed and facilitated by the Head of Accounting Section
How complaint is addressed	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Head of 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

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

Office or Division:		Accounting Section		
Classification:		Simple		
Type of Transaction:		G2G- Government to Government		
Who may avail:		Staff or Request by COA		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Request form		Any request generic form		
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
1. Submit request for a copy of cash disbursement journal	1.1 Encodes the details of the JEV (for liquidation of cash advances) to the Cash Disbursements Journal	None	10 minutes	Accounting staff
	1.2 Sorts the details per account, and prints the Cash Disbursements Journal	None	30 minutes	Accounting staff
	1.3 Reviews and signs the Journal	None	5 minutes	Regional Director
	1.4 Files the Journal	None	1 hour and 5 minutes	Accounting staff
Feedback and complaint mechanism				
How to send feedback	Accomplish feedback/ Complaint form of the Section			
How Feedbacks are processed	Feedback or complaint whenever available will be addressed and facilitated by the Head of Accounting Section			

How complaint is addressed	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Head of 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:		Accounting Section		
Classification:		Simple		
Type of Transaction:		G2G- Government to Government		
Who may avail:		Staff or Request by COA		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Request form		Any request generic form		
Office or Division:	Accounting Section	Office or Division:	Processing time	Persons Responsible
1. Submit request for copy of updated cash receipts journal	1.1 Receives the Cash Receipts Record (CRR) from the Cash Section	None	1 minute	Accounting staff
	1.2 Encodes the details of the CRR in the summary	None	3 hours	Accounting staff
	1.3 Prepares the Journal Entry Voucher (JEV) and attaches the summary as supporting document	None	30 minutes	Accounting staff
	1.4 Reviews and signs the JEV	None	30 minutes	Regional Accountant
	1.5 Prepares and prints the Cash Receipts Journal	None	30 minutes	Accounting staff

	1.6 Reviews and signs the Journal	None	30 minutes	Accounting staff
	1.7 Files the Journal	None	5 minutes	Accounting staff
Feedback and complaint mechanism				
How to send feedback	Accomplish feedback/ Complaint form of the Section			
How Feedbacks are processed	Feedback or complaint whenever available will be addressed and facilitated by the Head of Accounting Section			
How complaint is addressed	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Head of 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			

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

Office or Division:		Accounting Section		
Classification:		Simple		
Type of Transaction:		G2G- Government to Government		
Who may avail:		Staff or Request by COA		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Request form		Any request generic form		
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
1. Request copy of Check and ADA disbursements through	1.1 Receives the paid Disbursement Vouchers (DVs) with 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 complaints mechanism				
How to send feedback		Accomplish feedback/ Complaint form of the Section		
How Feedbacks are processed		Feedback or complaint whenever available will be addressed and facilitated by the Head of Accounting Section		

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

22. Preparation of Journals/ Updating - General Journal

Office or Division:		Accounting Section			
Classification:		Simple			
Type of Transaction:		G2G- Government to Government			
Who may avail:		Staff or Request by COA			
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:			
Request form		Any request generic form			
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible	
1. Request copy of General Journal	1.1 Prepares the Journal Entry Voucher (JEV)	None	30 Minutes per JEV	Accounting Staff	
	1.2 Reviews and signs the JEV	None	30 Minutes	Regional Accountant	
	1.3 Encodes the details of the JEV to the General Journal	None	10 Minutes per JEV	Accounting Staff	
	1.4 Sorts the details per account, and prints the General Journal	None	30 Minutes	Accounting Staff	
	1.5 Reviews and signs the Journal	None	30 Minutes	Regional Accountant	

	1.6 Files the Journal	None	5 Minutes	Accounting Staff
Feedback and complaint mechanism				
How to send feedback	Accomplish feedback/ Complaint form of the Section			
How Feedbacks are processed	Feedback or complaint whenever available will be addressed and facilitated by the Head of Accounting Section			
How complaint is addressed	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Head of 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			

23. Preparation of General Ledger/ Subsidiary Ledger:

Office or Division:		Accounting Section		
Classification:		Simple		
Type of Transaction:		G2G- Government to Government		
Who may avail:		Staff or Request by COA		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Request form		Any request generic form		
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
1. Request copy of General Ledger	1.1 Collects the various Journals from Accounting Staff-1	None	10 Minutes	Accounting Staff
	1.2 Posts the amounts to the respective GLs and SLs, and foots the balances	None	4 Days	Accounting Staff

	1.3 Forwards the GLs to Accounting Staff-1 for counterchecking of amounts with the Trial Balance	None	5 Minutes	Accounting Staff
	1.4 Counterchecks the amounts in the GL/SL with the Trial Balance	None	4 Hours	Accounting Staff

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

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
1. 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 Prints and Tabs the reports	None	1 hour	Accounting Staff
	1.3 Prepares the transmittal letters (to DSWD Central Office and COA), and initials.	None	10 minutes	Regional Accountant
	1.4 Reviews and signs the report, and initials on the Transmittal Letter	None	2 hours	Accounting Staff
	1.5 Forwards the documents for signing of other signatories	None	15 minutes	Accounting Staff
	1.6 Countersigns on the Transmittal Letter	None	30 minutes	Financial Management Division Chief
	1.7 Signs the Reports and the Transmittal Letter	None	1 day	Regional Director
	1.8 Forwards the reports and Transmittal Letter to the Records Section for sending to the Central Office; (2) Forwards the Reports and Transmittal Letter to the COA; (3) Forwards a copy of the Report and Transmittal Letters to the Accounting Staff for filing.	None	1 hour	Accounting Section Clerk
	1.9 Files the Report and Transmittal Letters	None	10 minutes	Accounting Staff

Feedback and complaints mechanism

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

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

25. Preparation of Comparative Annual Financial Statements

Office or Division:		Accounting Section		
Classification:		Simple		
Type of Transaction:		G2G- Government to Government		
Who may avail:		Staff or Request by COA or Central Office		
CHECKLIST OF REQUIREMENTS:		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	Persons Responsible
1. Submit request for the copy of annual financial statements	1.1 Prepares the closing entries: 1. Closing entry for Cash-Treasury/Agency Deposit, Regular 2. Closing entry for all revenues recorded for the year 3. Closing entry for all expenses incurred for the year 4. Close the Income and Expense Summary to Accumulated Surplus (Deficit) account	None	4 Hours	Accounting Staff
	1.2 Posts the Closing Entries to the Preliminary Trial Balances; Reconciles, and Prepares the Post Closing Trial Balances	None	4 Hours	Accounting Staff
	1.3 Consolidates the Post Closing Trial Balances of All Fund Clusters (6 Fund Clusters)F	None	1 Day	Accounting Staff
	1.4 Prepares the Comparative Annual Financial Statements per Cluster (6 clusters) 1. Establishes Annexes:	None	38 Hours	Accounting Staff

	<p>'a. Annex A-1 – Posting of Asset, Contra Asset and Liabilities Accounts to get the Net Assets Less Net Liabilities</p> <p>'b. Annex B-1 – Posting of Income and Expenses Accounts, Subsidies from Sources and Subsidies Granted, to get Surplus for the period</p> <p>'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.</p> <p>'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.</p> <p>'e. Annex A – Summary of Accounts based from Annex A-1</p> <p>'f. Annex B – Summary of Accounts based from Annex B-1</p> <p>'g. Annex D – Summary of Accounts based from Annex D-1.</p>			
	<p>1.5 Prepares the Comparative Annual Financial Statements per Cluster (6 clusters)</p> <p>2. Establishes Annexes for the Previous Year (should tally with the Last year's Comparative Reports):</p> <p>'a. Annex A-1 – Posting of Asset, Contra Asset and Liabilities Accounts to get the Net Assets Less Net Liabilities</p> <p>'b. Annex B-1 – Posting of Income and Expenses</p>	None	26 Hours	Accounting Staff

	<p>Accounts, Subsidies from Sources and Subsidies Granted, to get Surplus for the period</p> <p>'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.</p> <p>'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.</p> <p>'e. Annex A – Summary of Accounts based from Annex A-1</p> <p>'f. Annex B – Summary of Accounts based from Annex B-1</p> <p>'g. Annex D – Summary of Accounts based from Annex D-1.</p>			
	<p>1.6 Prepares the Comparative Annual Financial Statements per Cluster (6 clusters)</p> <p>3. Consolidates the Financial Statements for all Fund Clusters and reconciles it with previous year's report. Reconcile it with Central Office</p>	None	16 Hours	Accounting Staff
	<p>1.7 Prepares Annex F – Statement of Comparison of Actual and Budgeted Amounts:</p> <p>1. Consolidates all revenues pertaining only to those that are programmed for the year. Posts it to the template (2 Years)</p> <p>2. Coordinates with the Budget Section regarding the Allotments and</p>	None	17 Hours	Accounting Staff

	Appropriations for the Agency. Posts the amounts per classification as to PS, MOOE, FinEx or CO (2 Years) 3. Posts disbursements as to classification (PS, MOOE, FinEx, CO) (2 Years)			
	1.8 Prepares Annex J – Consolidated Agency's Action Plan and Status of Implementation		16 Hours	Accounting Staff
	1.9 Prepares the Notes to Financial Statements (with Schedules and Reconciliations) for All Fund Clusters	None	200 Hours	Accounting Staff
	1.10 Prepares the Statement of Management's Responsibility	None	1 Hour	Accounting Staff
	1.11 Prepares the Transmittal Letters	None	2 Hours	Accounting Staff
	1.12 Formats, Prints, Labels and Tabs the Reports (more than 500 pages per copy; 3 sets)	None	12 Hours	Accounting Staff
	1.13 Reviews and certifies the printed report	None	2 Hours	Regional Accountant
	1.14 Forwards the documents for signing of other signatories	None	15 Minutes	Accounting Staff
	1.15 Certifies the report	None	2 Hours	Budget Section Head
	1.16 Signs the report	None	6 Hours	Regional Director
	1.17 Forwards the following: The following copies of the 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	None	30 Minutes	Accounting Section Clerk
	1.18 Forwards copy to the Commission on Audit and 1 copy is filed	None	1 Hour and 15 Minutes	Accounting Staff
Feedback and complaints mechanism				
How to send feedback		Accomplish feedback/ Complaint form of the Section		

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

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

Office or Division:		Accounting Section		
Classification:		Simple		
Type of Transaction:		G2G- Government to Government		
Who may avail:		Staff or Request by COA or Central Office		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Request form		Any request generic form		
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
1. Submit request of report on PPE, PPE LC	1.1 Checks with the Trial Balance for changes in the amount of the PPE. If there are changes: A. Check the details of newly-acquired PPE on the Check Disbursements Journal; B. Coordinate with the Property and Asset Management	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]			
	1.2 Updates the PPE Schedule	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 feedback	Accomplish feedback/ Complaint form of the Section			
How Feedbacks are processed	Feedback or complaint whenever available will be addressed and facilitated by the Head of Accounting Section			
How complaint is addressed	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Head of Accounting Section			
Complaint/s through 8888 Desk/ Hotline	Head of Accounting Section will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit			
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff			
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: focar@dswd.gov.ph or through Facebook account: www. facebook.com/dswdfocar			

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 request		Any generic form provided approved by the Regional Director		
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, Year Granted, and Balances); (2) Posts Accounts for Annex A (Due from LGUs); (3) Updates the due date of liquidations, age of unliquidated balances, and availability of documents; (4) Posts accounts for Annex B (Due from NGOs/POs); (5) Updates the due date of liquidations, age of unliquidated balances, and availability of documents; (6) Posts accounts for Annex C (Due from NGAs); (7) Updates the due date of liquidations, age of unliquidated balances, and availability of documents; (8) Posts accounts for Annex D (Other Receivables); and (9) Updates the due date of liquidations, age of unliquidated balances, and availability of documents.	None	5 hours	Accounting staff
	1.2 Sends the e-copy to COA thru e-mail, and prints the report	None	30 Minutes	Accounting Staff
	1.3 Reviews and signs the report	None	2 Hours	Regional Accountant

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

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 Actions	Fees to be paid	Processing time	Persons Responsible

<p>1. Submit Request for the report on status of funds</p>	<p>1.1 Sorts or extract the details (Program, Year Granted, Amounts, 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</p>	<p>None</p>	<p>4 days</p>	<p>Accounting staff</p>
--	--	-------------	---------------	-------------------------

	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 reports	None	1 hour	Accounting Staff
	1.3 Prepares the transmittal letter to DSWD Central Office, and initials.	None	10 minutes	Accounting Staff
	1.4 Reviews and signs the report, and initials on the Transmittal Letter	None	2 hours	Regional Accountant
	1.5 Forwards the documents for signing of other signatories	None	15 minutes	Accounting Section Clerk
	1. 6 Countersigns on the Transmittal Letter	None	30 minutes	Financial Management Division Chief

	1.7 signs the Reports and the Transmittal Letter	None	1 day	Regional Director
	1.8 Forwards the reports and Transmittal Letter to the Records Section for sending to the Central Office; and (2) Forwards a copy of the Report and Transmittal Letters to the Accounting Staff for filing.	None	30 minutes	Accounting Section Clerk
	1.9 Files the report and transmittal letters	None	10 minutes	Accounting Staff

Feedback and complaints mechanism

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

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 request		Any generic form provided approved by the Regional Director		
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 the accounting section in the journal entry to determine the type of expenditure - Net amount paid and tax withheld	None	1 day	Accounting Staff
	1.2 Consolidates and Encodes the sorted data of the CkDJ and the Monthly NCA/NTA received, and prepares the Excel format of the report, and prints the report	None	4 hours	Accounting Staff
	1.3 Reviews and signs/ Certifies the report, and initials on the Transmittal Letter	None	15 minutes	Regional Accountant
	1.4 Forwards the documents for signing of other signatories	None	5 minutes	Accounting Section Clerk
	1.5 Approves the Report, and initials on the Transmittal Letter	None	15 minutes	Division Chief, Financial Management Division
	1.6 signs (noted by) the Reports and the Transmittal Letter	None	30 minutes	Regional Director
	1.7 Forwards the reports and Transmittal Letter to the	None	10 minutes	Accounting Section Clerk

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

30. Preparation of Cash Utilization Report (Quarterly)

Office or 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 Actions	Fees to be paid	Processing time	Persons Responsible

1. 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
	1.5 Reviews and signs/ Certifies the report, and initials on the Transmittal Letter	None	15 minutes	Regional Accountant
	1.6 Forwards the documents for signing of other signatories	None	5 minutes	Accounting Section Clerk

	1.7 Approves the Report, and initials on the Transmittal Letter	None	15 minutes	Financial Management Division Chief
	1.8 Signs (noted by) the Reports and the Transmittal Letter	None	30 minutes	Regional Director
	1.9 Forwards the reports and Transmittal Letter to the Records Section for sending to the Central Office; and (3) Forwards a copy of the Report and Transmittal Letters to the Accounting Staff for filing.	None	10 minutes	Accounting Section Clerk
	1.10 Files the Report	None	5 minutes	Accounting Staff

Feedback and complaints mechanism

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

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 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	Persons Responsible
1. Submit Request for the Fund Utilization Monitoring	1.1 Receives the reference documents: (1) SAOIB and RAO (from Budget Section); (2) NCA from Cash Section; and; (3) CDJ from Accounting Section	None	15 Minutes	Accounting Staff
	1.2 Encodes to the template the details of the following: (1) allotment and obligation per UACS; and (2) received NCA	None	30 Minutes	Accounting Staff
	1.3 Updates the RAO or Obligation Monitoring as to the disbursement (per obligation) (Annex A)	None	2 Days	Accounting Staff
	1.4 Updates the Liquidation Monitoring (Annex B for Fund Transfers, and Annex C for Cash Advances/Petty Cash Funds)	None	4 Hours	Accounting Staff
	1.5 Encodes/ Inputs to the template the following: (1) disbursement per UACS; and (2) balances of unliquidated Cash Advances/ Fund Transfers	None	30 Minutes	Accounting Staff
	1.6 Forwards the report to the Central Office thru electronic mail	None	10 Minutes	Accounting Staff

	1.7 Receives the reference documents: (1) SAOIB and RAO (from Budget Section); (2) NCA from Cash Section; and; (3) CDJ from Accounting Section	None	15 Minutes	Accounting Staff
Feedback and complaints mechanism				
How to send feedback	Accomplish feedback/ Complaint form of the Section			
How Feedbacks are processed	Feedback or complaint whenever available will be addressed and facilitated by the Head of Accounting Section			
How complaint is addressed	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Head of Accounting Section			
Complaint/s through 8888 Desk/ Hotline	Head of Accounting Section will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit			
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff			
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: focar@dswd.gov.ph or through Facebook account: www.facebook.com/dswdfocar			

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

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 Actions	Fees to be paid	Processing time	Persons Responsible
1. Submit Request for SUCA	1.1 Post amounts liquidated based from the approved JEVs for liquidation of Cash Advances, Due from LGUs, Due from NGAs, Due from NGOs/POs, Petty Cash	None	7 Hours	Accounting Staff

	<p>Funds;</p> <p>(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;</p> <p>(3) Post adjustments based from the approved JEVs;</p> <p>(4) Reconcile the total amount with the Trial Balance; and</p> <p>(5) Post the amounts on the summary of SUCA per year and per account. Update the percentage of liquidation.</p>			
	1.2 Prints and tabs the reports	None	1 Hour	Accounting Staff
	1.3 Prepares the transmittal letters (to DSWD Central Office and COA), and initials. (Note: the report is included in the transmittal letter of financial reports)	None	10 Minutes	Accounting Staff
	1.4 Reviews and signs the report, and initials on the Transmittal Letter	None	2 Hours	Accounting Staff
	1.5 Forwards the documents for signing of other signatories		15 Minutes	Accounting Section Clerk
	1.6 Countersigns on the Transmittal Letter		30 Minutes	Accounting Staff
	1.7 Signs the Reports and the Transmittal Letter		1 Day	Regional Director
	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

	COA; forwards a copy of the Report and Transmittal Letters to the Accounting Staff for filing.			
	1.9 Files the Report and Transmittal Letters		10 Minutes	Accounting Staff

Feedback and complaints mechanism

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

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 be paid	Processing time	Persons 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

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

**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 Actions	Fees to be paid	Processing time	Persons 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 Certifies the printed report	None	15 minutes	Budget Section Head
	1.12 Recommends for the approval of the report	None	15 minutes	Financial Management Division Chief
	1.13 Approves the report	None	15 minutes	Regional Director
	1.14 Upon receipt of the approved report, forwards the report to the Records Section for sending to the Central Office; and (2) files a copy of the Report	None	15 minutes	Accounting Section Clerk
Feedback and complaints mechanism				
How to send feedback	Accomplish feedback/ Complaint form of the Section			
How Feedbacks are processed	Feedback or complaint whenever available will be addressed and facilitated by the Head of Accounting Section			
How complaint is addressed	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Head of Accounting Section			
Complaint/s through 8888 Desk/ Hotline	Head of Accounting Section will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit			
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff			
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: focar@dswd.gov.ph or through Facebook account: www.facebook.com/dswdfocar			

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 request		Any generic form provided approved by the Regional Director		
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
1. Submit Request for BFAR-1A	1.1 ACCOUNTING STAFF finalizes the list of Due and Demandable Accounts Payable (AP) as of year-end	None	10 Days	Accounting Staff
	1.2 Reconciles unpaid obligations and Not Yet Due and Demandable (NYDD) with the Budget Section	None	2 Days	Accounting Staff
	1.3 Sorts the list of Due and Demandable AP as of year-end based on BFAR Requirements	None	1 Day	Accounting Staff
	1.4 Completes the Excel Form of the BFAR	None	2 Hours	Accounting Staff
	1.5 Uploads the BFAR Excel Form to the Unified Reporting System (URS)	None	1 Day	Accounting Staff
	1.6 Reconciles the amounts uploaded on the URS vs amounts in the Excel Form, and adjust if necessary	None	2 Days	Accounting Staff
	1.7 Reviews the BFAR on the URS	None	1 Hour	Accounting Staff
	1.8 If there are errors or need for adjustment, revises the BFAR	None	1 Hour	Accounting Staff
	1.9 If there are No errors or No need for adjustment, the Approves the BFAR on the URS	None	15 Minutes	Regional Accountant
	1.10 Generates and Prints the report from the URS	None	1 Hour	Accounting Staff
	1.11 Certifies the printed report	None	10 Minutes	Regional Accountant
	1.12 Forwards the documents for signing of other signatories	None	15 Minutes	Accounting Section Clerk
	1.13 Certifies the report	None	8 Hours	Budget Section Head

	1.14 Approves the report	None	4 Hours	Regional Director
	1.15 Forwards the signed report to the Records and Archives Management Section for sending to the Central Office	None	10 Minutes	Accounting Section Clerk
	1.16 Files a copy of the report	None	5 Minutes	Accounting Staff

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

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

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 Actions	Fees to be paid	Processing time	Persons Responsible

1. Submit request copy of BFAR 4	1.1 Sorts the Monthly Check Disbursements Journal (CkDJ) as to BFAR Requirement, and compares the CkDJ with the Cash Utilization Report and BFAR 1 and 1A	None	1 Day	Accounting Staff
	1.2 Prepares the Excel Form of the BFAR	None	30 Minutes	Accounting Staff
	1.3 Encodes the BFAR to the Unified Reporting System (URS)		1 Hour	Accounting Staff
	1.4 Reconciles the amounts uploaded on the URS vs amounts in the Excel Form, and adjust if necessary		1 Hour	Accounting Staff
	1.5 Reviews the BFAR on the URS		1 Hour	Regional Accountant
	1.6 If there are errors or need for adjustment, the revises the BFAR		1 Hour	Accounting Staff
	1.7 If there are No errors or No need for adjustment, the approves the BFAR on the URS		15 Minutes	Regional Accountant
	1.8 Generates and Prints the report from the URS		1 Hour	Accounting Staff
	1.9 Certifies the printed report		10 Minutes	Regional Accountant
	1.10 Forwards the documents for signing of other signatories		15 Minutes	Accounting Staff
	1.11 Approves the report		8 Hours	Regional Director
	1.12 Forwards the signed report to the Records and Archives Management Section for sending to the Central Office		10 Minutes	Accounting Section Clerk
	1.13 Files a copy of the report		5 Minutes	Accounting Staff
Feedback and complaints mechanism				
How to send feedback		Accomplish feedback/ Complaint form of the Section		
How Feedbacks are processed		Feedback or complaint whenever available will be addressed and facilitated by the Head of Accounting Section		

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

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

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 Actions	Fees to be paid	Processing time	Persons 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 Reconciles the amounts uploaded on the URS vs amounts in the Excel Form, and adjust if necessary	None	1 Hour	Accounting Staff
	1.5 Reviews the BFAR on the URS	None	30 Minutes	Regional Accountant
	1.6 If there are errors or need for adjustment, the revises the BFAR	None	1 Hour	Accounting Staff
	1.7 If there are No errors or No need for adjustment, the approves the BFAR on the URS	None	1 Hour	Regional Accountant
	1.8 Generates and Prints the report from the URS	None	1 Hour	Accounting Staff
	1.9 Certifies the printed report	None	10 Minutes	Regional Accountant
	1.10 Forwards the documents for signing of other signatories	None	15 Minutes	Accounting Staff
	1.11 Approves the report	None	8 Hours	Regional Director
	1.12 Forwards the signed report to the Records and Archives Management Section for sending to the Central Office	None	10 Minutes	Accounting Section Clerk
	1.13 Files a copy of the report	None	5 Minutes	Accounting Staff
Feedback and complaints mechanism				
How to send feedback	Accomplish feedback/ Complaint form of the Section			
How Feedbacks are processed	Feedback or complaint whenever available will be addressed and facilitated by the Head of Accounting Section			
How complaint is addressed	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Head of Accounting Section			
Complaint/s through 8888 Desk/ Hotline	Head of Accounting Section will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit			
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff			

**Contact information of
DSWD FO-CAR**

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

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

Office or Division: Classification: Type of Transaction: Who may avail: CHECKLIST OF REQUIREMENTS:		Accounting Section		
		Simple		
		G2G- Government to Government		
		End-Users/ Process owners		
		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	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 errors or need for adjustment, the revises the BFAR	None	1 Hour	Accounting Staff
	1.7 If there are No errors or No need for adjustment, the changes the status of the report from "Pending" to "For Approval"	None	5 Minutes	Regional Accountant
	1.8 Generates and Prints the report from the URS	None	1 Hour	Accounting Staff
	1.9 Certifies the printed report	None	10 Minutes	Regional Accountant
	1.10 Forwards the documents for signing of other signatories	None	15 Minutes	Accounting Section Clerk
	1.11 Certifies the report	None	1 Day	Budget Section Head
	1.12 Approves the report	None	1 Day	Regional Director
	1.13 Forwards the following signed reports: (a) 1 copy to the Records and Archives Management Section for sending to the Central Office; (b) 1 copy to the Commission on Audit; and (c) 1 copy to the Internal Audit Unit; (d) 1 copy for filing)	None	1 Hour	Accounting Section Clerk
	1.14 Files a copy of the report	None	1 minute	Accounting Staff

Feedback and complaints mechanism

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

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

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

Office or Division:		Accounting Section		
Classification:		Simple		
Type of Transaction:		G2G- Government to Government		
Who may avail:		Process owners/ 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	Persons Responsible
1. Submits request for TEV monitoring report	1.1 Encodes the details of the TEV received from the Budget Section on the Google Sheet for TEV Tracking and Monitoring	None	30 Minutes per Batch X 2 Batches per 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	None	10 Minutes	Accounting Staff
	1.3 Encodes the final TEV amounts, reductions, and reasons for the reductions, in a separate Google Sheet for Explanations (automatically shared to the Operations)	None	1 Hour per Batch X 2 Batches per Day	Accounting Staff
	1. 4 If there are clarifications from the Operations or Provinces, these are answered via Google Sheet, private e-mail, or messaging	None	30 Minutes	Accounting Staff

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

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

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

1. Submits request for monitoring report of TEV for Non Pantawid and Non KC NCDDP staff	1.1 Detaches 1 copy of Appendix 45 and forwards the copy to the Accounting Staff in charge of monitoring the TEVs	None	1 minute	Accounting Staff
	1.2 Check the computations on Appendix 45; compares the Appendix 45 of travels with the same Travel Orders, route/area of assignment, and travel period; separates the Appendix 45 with doubtful/questionable claims, and discuss with Accountant for any action; updates the TEV Monitoring Matrix; and 5) File the Appendix 45	None	30 Minutes per Week	Accounting Staff

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

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

Office or Division:		Accounting Section		
Classification:		Simple		
Type of Transaction:		G2G- Government to Government		
Who may avail:		Staff / 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	Persons Responsible
1. Submits request for Monitoring Report of TEV for Pantawid Staff	1.1 After the Check Disbursements Journal (CkDJ) is finalized (3rd of the following month), sorts the CkDJ as to the UACS code used in the journal entry, and extracts the disbursements under Travelling Expense (UACS Code: 5020-1010-00)	None	1 day	Accounting Staff
	1.2 Reconciles the extracted data with the submitted hard copy of Appendix 45 which was processed by the Regional Bookkeepers, by detailing the breakdown of the TEV claims as to: <ul style="list-style-type: none"> - Payee - Date of Travel - OBR Number - Month paid Original Claim based on Appendix 45 <ul style="list-style-type: none"> - Amount paid with breakdown as to travel within or outside area of assignment to monitor the TEV ceiling for travel within area of assignment - Total amount of adjustment - Reason for adjustment 	None	7 days	Accounting Staff

	1.3 If the submitted Appendix 45 and Actual Disbursement differ, and the reason for the adjustment is NOT written or NOT specified, the returns the TEV claim to the Regional Bookkeeper to revise the amount processed and write the reason for Adjustment	None	2 hours	Accounting Staff
	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 report to AO-V of Pantawid (Accounting Section mainstreamed)	None	20 minutes	Accounting Staff
	1.6 E-mails the report to the Operations and Provinces	None	30 minutes	Accounting Staff
	1.7 For clarifications from Operations or Provinces, answers the clarification by sending the scanned copy of the Appendix thru e-mail	None	2 hours	Accounting Staff

Feedback and complaints mechanism

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

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

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: Classification: Type of Transaction: Who may avail:		Budget Section		
		Highly Technical		
		G2G- Government to Government		
		Budget Central, Other Section, Division, External/Internal Auditors		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Memorandum from the Regional Director of the FMS/ Memorandum from the other section/division		To be secured by the administrative staff/section clerk from the available and or active file of the section.		
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
Request submission of the Annual Budget through issuance of memorandum/Request copy of the regional annual budget proposal	1.1 Participate in the annual budget call led by the DBM	None	1 working day	Head, Budget Section
	1.2 Prepare and signs memorandum addressed to the ARDA/ARDO and OIC-Chief, PPD	None	20 minutes	Head, Budget Section
	1.3 Conducts short orientation to the fund controllers	None	1 working day	Head, Budget Section

	1.4 Conduct internal budget call to discuss the budget call and guidelines	None	1 working day	Head, of the Budget Section/Technical 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	Administrative Assistant staff
	1.12 Receives the memorandum/ request for a copy of the	None	5 minutes	Administrative Assistant staff

	annual budget proposal and forward to the Head of the Budget Section/OIC			
	1.13 Photocopy and provides copy of the regional annual budget Proposal to the requesting section/division	None	15 minutes	Administrative Assistant 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

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	Processing time	Persons Responsible
Coordinate with the Budget Section re: conduct of the CSO consultation for Budget Partnership/ Request for the finalization of the CSO documentation.	1.1 Present the proposed flow of activity.	None	10 minutes	Head of the Budget Section
	1.2 Agree and finalize the program/flow of the activity.	None	15 minutes	Head of the Budget and Planning Section
	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.	None	30 minutes	Technical Staff
	1.4 Reviews the presentation and forward to the OIC-Division Chief, FMD for review/input.	None	10 minutes	Head Budget Section
	1.5 Conduct of CSO consultation/Participate in the CSO consultation	None	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	None	2 working days	Technical Staff of the Budget Section/Planning Section

	1.7 Forward the documentation for review of the Heads of the Budget and Planning Section.	None	5 minutes	Technical Staff
	1.8 Makes final review on the documentation	None	1 working day	Head Budget Section and Planning Section
	1.9 Finalize and signs as preparer on the documentation	None	20 minutes	Technical staff of budget/planning section
	1.10 Reviews and Signs the documentation	None	20 minutes	Head of the Budget and Planning Section
	1.11 Reviews and approves the documentation.	None	1 working day	Regional Director/OIC of the RD, if unavailable
	1.12 Receives the approved documentation and file.	None	2 minutes	Administrative Assistant

Feedback and complaint mechanism

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

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

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

Office or Division:		Budget Section		
Classification:		Highly Technical		
Type of Transaction:		G2G- Government to Government		
Who may avail:		Budget-Central Office, Section, Division		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Memorandum from the Regional Director of FMS/Requests copy of the WFP and MDP though the issuance of memorandum		To be secured by the administrative staff from the available and/ or active file of the Budget Section		
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
Request the submission of the Regional Annual Work and Financial Plan and Monthly Disbursement Program through issuance of memorandum/Request copy of Regional Annual Work and Financial Plan and Monthly Disbursement Program or Revised Work and Financial Plan and Monthly	1.1 Prepares memorandum to all divisions to come up with their WFP and MDP using the prescribed HPMES form and based on budget parameters (NEP) guidelines set by the DBM.	None	10 minutes	Head Budget Section
	1.2 Coordinate with the planning section on the conduct of the regional workshop.		15 minutes	
	1.3 Conduct/Participate in the Regional Workshop and	None	1 working day	Technical Staff/Head of the Budget Section
	1.4 Reviews the submitted WFP and MDP.	None	3 working days	Technical Staff

Disbursement Program	1.5 Consolidate the WFP and MDP by posting the financial plan and MDP in the prescribed HPMS 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
	1.8 Reviews 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 unavailable
	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	Administrative 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	Administrative Assistant staff
	1.12 Photocopy and provides copy of the WFP and MPD of the requesting section.	None	5 minutes	Administrative Assistant staff

Feedback and complaints mechanism

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 Budget Section

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

45. Participate in Budget Hearing

Office or Division:		Budget Section			
Classification:		Highly Technical			
Type of Transaction:		G2G- Government to Government			
Who may avail:		Budget- Central Office/FMS			
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:			
Request for the attendance to the budget hearings through issuance of memorandum		N/A			
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible	
Request attendance to the Budget Hearing through issuance of memorandum	1.1 Prepares/ Coordinate with the section/division for the necessary documents.	None	1 working day	Technical Staff	
	1.2 Reviews the documents/reports and Coordinates with the planning section	None	1 working day	Head of the Budget Section	
	1.3 Participate in executive meeting prior the budget hearing.	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 REQUIREMENTS:	WHERE TO SECURE:			
Purchase Request and Project Proposals with PPMP.	To be submitted by the end- user(copies available at the DSWD FO shared folder)			
Client steps	Section's Actions	Fees to be paid	Processing time	Persons 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.	None	5 minutes	Administrative Assistant staff
	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.		25 minutes	Technical Staff
	1.3 Places initial for the Head of Budget Section			
	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
	1.5 Logs in the outgoing 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/complex		
Type of Transaction:		G2G- Government to Government		
Who may avail:		End-Users,; Section, Divisions		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Obligation Request and Status/Budget Utilization Request and Status with the supporting documents for payment.		To be secured by the administrative staff from the available and/ or active file of the Budget Section.		
Verbal/Written request for the ORS/BURS copy.				
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
Forwards/Submit s the ORS/BURS with its supporting documents/Coordinate/Requests copy of the ORS/BURS.	1.1 Receives and records in the incoming database and forwards to the concern staff.	None	10 minutes	Administra- tive Assistant Staff
	1.2 Checks and ensures availability of allotment and check completeness	None	20 minutes Note: turn-around time	Technical/ Administra- tive Staff

	of the supporting document of the ORS/BURS.		depends if the allocation is available// approval of modification /reallocation.	
	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/ Administrative 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/ Administrative 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	Administrative Assistant Staff
	1.7Logs in the out-going logbook and route to the accounting section.	None	5 minutes	Administrative Staff
	1.8Receives request for the copy of the ORS/BURS from the other section/division.	None	2 minutes	Administrative Staff
	1.9Photocopy the ORS/BURS and provide the copy.	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

48. Prepare and facilitate request for Fund Modification/Reallocation

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

Office or Division:		Budget Section		
Classification:		Simple		
Type of Transaction:		G2G- Government to Government		
Who may avail:		Other sections, Division, Central Office		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Request to reallocate/Modification		To be submitted by the fund controllers. To be secured by the fund controllers from the available and/ or active file of the Budget Section.		
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible

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.	None	20 minutes	Technical Staff
	1.2 Drafts requests for reallocation/modification and forward to the Head of Budget Section.			
	1.3 Makes final review and endorsed the request.	None	10 minutes	Head of Budget Section or OIC if the Head is on leave
	1.4 Reviews and signs the request.	None	5 minutes	OIC-Division Chief, FMD
	1.5 Reviews 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

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

Contact information of DSWD FO-CAR	contractual staff or Letter of Explanation for non-permanent staff
	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through 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 Section		
Classification:		Simple		
Type of Transaction:		G2G- Government to Government		
Who may avail:		Other Section, Division, Central Office		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Request for fund augmentation/SAA		To be submitted by the fund controllers.		
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
Submit Request or coordinate to Budget Section	1.1 Receives request from program focal on unfunded activities that needs to be conducted.	None	5 minutes	Administrative Assistant staff
	1.2 Conduct the analysis of available funds to determine if request fund augmentation is needed.		15 minutes	Technical Staff
	1.3 Drafts request and forward to the Head of Budget Section		10 minutes	Technical Staff
	1.4 Makes final review; affix initial in the request and signs SAOB	None	10 minutes	Head of Budget Section or OIC if the Head is unavailable
	1.5 Review and affix initial in the request.	None	5 minutes	OIC-Division Chief, FMD
	1.6 Review and approves the Request	None	1 working day	Regional Director/ OIC if

				the RD is unavailable
	1.7 Receives/log in the out-going logbook the approved request; route to the records section and file the 2 nd copy	None	10 minutes	Administrative Assistant 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			

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 Statement of Allotment, Obligations Incurred and Balances.	To be secured by the administrative staff from the available and/ or active file of the Budget 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 through 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.	None	3 working days	Administrative Assistant /Technical Staff
	1.2 Encode the processed ORS/BURS in the google sheet – logbook of the RAO.		5 minutes per transaction	Administrative Assistant/Technical staff
	1.3 Post in the RAO the Allotments, Obligations Incurred and adjustments from the google sheet.	None	5 minutes	Administrative Assistant/Technical staff
	1.4 Check 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
	1.6 Makes final review and signs the report	None	10 minutes	Head of Budget Section or OIC if the Head of Budget

				Section is unavailable
	1.7 Submit electronic copy of the report to the Central Office	None	5 minutes	Technical staff
	1.8 Reviews and affix initial on the prepared transmittal	None	5 minutes	OIC-Division Chief, FMD
	1.9 Reviews and approves the report	None	1 working day	Regional Director/OIC if the RD is unavailable
	1.10 Receives the approved report and route to the records section for submission to the Central Office and file the 2 nd copy of the report	None	10 minutes	Administrative Assistant Staff
	1.11 Log in the out-going logbook and provide the copy of the SAOB to the requesting section/division.	None	5 minutes	Administrative Assistant staff
	1.12 Scan the SAOIB and submit to the MAA for the transparency seal	None	15 minutes	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 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

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		
Classification:		Complex		
Type of Transaction:		G2G- Government to Government		
Who may avail:		FMS, Other Section, Division		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Memorandum from the Central Office/.		To be secured by the technical staff from the available and/ or active file of the Budget Section		
Written Request for the copy				
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
Request for the submission of the report though the e-mailed memorandum/ Request copy of the report	1.1 Extract data from the SAOIB, RAOD, WFP and MDP	None	5 minutes	Technical Staff
	1.2 Prepares the monitoring report by posting the WFP, MDP, Actual Obligations, Status of unobligated balances and paid obligation and Coordinate with the program focals.		1 working day	Technical/ Administrative Assistant
	1.3 Consolidate and review the submitted monitoring report for consolidation	None	1 working day	Technical staff

	1.4 Makes final review of the monitoring report.	None	4 hours	Head of Budget Section
	1.5 Submit the electronic copy of the monitoring report to the Central Office	None	5 minutes	Technical staff
	1.6 Reviews and signs the report	None	10 minutes	OIC-Division Chief, FMD
	1.7 Reviews and approves the report.	None	1 working day	Regional Director/OIC if RD is unavailable
	1.8 Receives, logs in the report, route to the record section for submission to C.O and file 2 nd copy of the report.	None	10 minutes	Administrative Assistant Staff
	1.9 Provides electronic copy to the requesting section/division	None	10 minutes	Technical staff

Feedback and 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

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 Section		
Classification:		Simple		
Type of Transaction:		G2G- Government to Government		
Who may avail:		Central office, Other Section, Division		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Memorandum from the regional Director of the FMS. Written request		To be secured by the technical staff from the available and/ or active file of the Budget Section.		
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
Request submission of the report through issuance of memorandum/Request copy for reference	1.1 Receives the memorandum 1.2 Prepare the NDRRMC and QRF report and places initial under the Head of the Budget Section. 1.3 Forwards the report for further review to the Head of the Section	None	30 minutes	Technical Staff
	1.4 Makes final review and signs on the designated area	None	10 minutes	Head of Budget Section or OIC if the Head is on leave
	1.5 Reviews and signs the report	None	1 day	Regional Director/OIC of the RD, if unavailable

	1.6 Receives approved report, route to the record section and files the approved reports.	None	10 minutes	Administrative Assistant Staff
	1.7 Provides electronic copy of the report to the requesting section/division	None	5 minutes	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 the 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

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.	None	5 minutes	Administrative Assistant/Section Clerk
	1.2 Provides/Fill-out the remarks/updates portion of the IMP template 6 and print the draft IMP.		30 minutes	Technical staff
	1.3 Forwards the IMP report to the Administrative Officer V			
	1.4 Makes final review and signs on the report.	None	5 minutes	Head of Budget Section or OIC if the Head is unavailable
	1.10 Reviews and signs report	None	5minutes	OIC-Division chief, FMD
	1.11 Receives the approved report and file the second copy of the report.	None	2minutes	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.

54. Preparation of the RBUD and the BFAR 6

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

Office or Division:		Budget Section		
Classification:		Simple		
Type of Transaction:		G2G- Government to Government		
Who may avail:		Other Section/Division		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Memorandum from the Regional Director of FMS		To be submitted to the 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 trust account.	None	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 the report to the Accounting section	None	2 minutes	Technical Staff
	1.7 Reconciles the budget Amount and adjustments with accounting data	None	15 minutes	Technical Staff
	1.8 Requests for the approved report and file the photocopy of the report.	None	5 minutes	Technical /Administrative Assistant 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			

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: Type of Transaction: Who may avail:	Budget Section			
	Complex			
	G2G- Government to Government			
	Budget –Central Office and Accounting Section			
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Memorandum from the Regional Director of FMS		To be submitted to the Central Office.		
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
Request for the submission of BFARs through the URS	1.1 Receives memorandum.	None	3hours 3working days NOTE: the turn-around time depends on how the URS functions 2 minutes 5 minutes 1minute	Technical staff
	1.2 Reconciles appropriations, adjusted appropriations, allotments, adjusted allotments and obligations with the budget-CO FARs			
	1.3 Post the obligations in the system and click "save" button.			
	1.4 Inform the budget-C.O that obligations were encoded.			
	1.5 Coordinate with the accounting section for the encoding of the disbursement in the system.			
	1.6 Click the review button.			
	1.7 Request for the approved report generated from the URS and file the photocopy of the report.	None	5 minutes	Technical/ Administrative Assistant 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

56. Receiving and recording of NCA/NTA to CAUMS

Office or Division:		Cash Section		
Classification:		Simple		
Type of Transaction:		G2G- Government to Government		
Who may avail:		End-Users/ Process owners		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
		1. NCA/NTA- DBM/CO		
NCA/NTA		To be submitted by the end user/ process owner		
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
1. Submit NCA/NTA to Cash Section	1.2 Receives NCA/NTA and logs in the DTS or logbook 1.3 Checks and reviews NCA/NTA	None	5 minutes	Administrative Staff
	1.3 Logs and records NCA/NTA in the CAUMS and Copy furnish NTA/NCA to the concerned program and	None	15 minutes	Administrative Staff

	Commission on Audit (COA), use the file copy as receiving copy and file to its corresponding file folder.			
Feedback and complaints mechanism				
How to send feedback	Accomplish feedback/ Complaint form of the Section			
How Feedbacks are processed	Feedback or complaint whenever available will be addressed and facilitated by the Head of Accounting Section			
How complaint is addressed	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Head of 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			

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 Requirements	Where to secure:
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

	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			
Client steps	Section's Actions	Fees to be paid	Processing time	Persons 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	None	5 minutes	Administrative Staff
	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		4hrs	
	1.3. If not tally: Check the unbalance amount inform the staff concerned to do the necessary adjustment (if wrong advice, inconsistent amount on DV and check/LDDAP-ADA/ wrong input to CAUMS) If tally: Print the Status of Cash Allocations, Utilizations and Balances, RCI and submit to Cashier together with the received Summary of LDDAP-ADA and ACIC	None	1hour	Administrative Staff
	1.4. Review and verify if balance; if with	None	30mins	Cashier or OIC if the latter is not available

	correction return for adjustments and Take effect the adjustments and return to cashier			Administrative Staff
	1.5. If no correction: Compile as basis for preparation of monthly report. After balancing, export RCI from CAUMs to excel format then check if the collected updated BURS/ORS. is complete before forwarding to Budget section for their reference. Transmit to Budget the updated ORS/BURS	None	15mins	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 Cash Section
How complaint is addressed	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Head of Accounting Section
Complaint/s through 8888 Desk/ Hotline	Head of Cash Section will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: focar@dswd.gov.ph or through Facebook account: www.facebook.com/dswdfocar

58. Technical assistance for pay out

Office or Division:		Cash Section		
Classification:		Highly Technical		
Type of Transaction:		G2G- Government to Government		
Who may avail:		End-Users/ Process owners		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Request for technical assistance and schedule of pay out		1. SPECIAL ORDER (SO)/ TRAVEL ORDER (SO) - personnel section 2. CHECKS- LBP 3. LDDAP-ADA- Acctng Section/GAM 4. AUTHORIZATON LETTER form- MSWDO or Barangay Office (format) 5. AVAILABLE CHECKS/ADA for pay-out- Cash Section To be submitted by the end user/ process owner		
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
1. Coordinates pay out schedule to Cash Section	If staff has SO to augment pay-out of other program: 1. Designate staff for pay-out 2. Prepare TO/SO of staff assigned to augment during pay-out 3. Gather all the available checks/ADA for the identified province for distribution. 4. During pay-out, see to it that the payee is the one who receives the check or if not with authorization letter and with valid ID. Ensure that all requirements/documents is complete before going back to FO for complete liquidation 5. Return the liquidated documents to program for their checking or for liquidation report for submission to acctng	None	5 minutes	Administrative Staff
			30 minutes	Administrative Staff
			5-7 days (includes travel day)	Administrative Staff
			2 hours	Cashier/ Administrative Staff
			1hour	Cashier/ Administrative Staff
			4 hours	

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

	<p>10. Forward he SO/TO prepared for approval to FMD/ARD/RD</p> <p>11. During pay-out, see to it that the payee is the one who receives the check or if not with authorization letter and with valid ID.</p> <p>12. Ensure that all requirements/documents is complete before going back to FO for complete liquidation and to avoid unsubmitted DV's to COA</p>		1day	<p>Cashier/ Administrati ve Staff</p> <p>Cashier/ Administrati ve Staff</p>
--	--	--	------	---

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

59. Processing of approved Disbursement Vouchers (DV):

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

Who may avail: CHECKLIST OF REQUIREMENTS:		End-Users/ Process owners WHERE TO SECURE:		
DV and complete attachments		1. DV- Accounting Section/ GAM 2. LDDAP-ADA - Accounting Section/ GAM 3. CHECKS – LBP To be submitted by the end user/ process owner		
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
1. Submit DV to Cash Section	1. Receives DV and Check if all the DVs were signed then received from DC's by signing the logbook. Segregate if for check or LDDAP-ADA payment then sort per PPA. If for LDDAP-ADA, forward the sorted DV's to accounting while DV's for check, give to concerned staff for their processing.	None	30 seconds per DV (depends on the bulk of DV)	Administrative Staff
	2. Preparation of Check and Encoding to CAUMS: 2.1 Gather all DV's for check. Encode payee, amount, check number, & object code to check template Review all entries if correct then print check with 2 duplicates. Separate and gather the 2 nd copy of check then forward to staff in-charge for preparation of Advice.	None	11minutes per check	Administrative Staff

	<p>Write the check number to DV and separate Accounting file copy and COA copy. Attached the check and 1 duplicate copy to COA copy and 1 duplicate copy to accounting to copy</p> <p>Separate the updated</p> <p>2.1 ORS copy of budget for forwarding to staff assigned for the day.</p> <p>Encode the processed payment to CAUMS with proper charging.</p> <p>Update the data tracking system. Forwards the COA copy to Cashier .</p>			
	<p>3. Signing of Checks:</p> <p>Review if the details on check like name of payee, amount in figures and in words, date is tally with the details on DV.</p> <p>3.1 If no correction, sign the check but if with correction, return to the staff concern for corrections.</p> <p>3.2 If with correction, concerned staff will do the necessary correction and return to cashier for signing.</p> <p>4. After signing, cashier will put the signed check to the outgoing tray.</p> <p>Staff in charge for routing will review if all checks were</p>	None	5 minutes	Cashier or OIC if the latter is not available

	signed by the cashier before forwarding to 2 nd signatory.			
	<p>5. Receiving of signed checks:</p> <p>5.1 Review all the checks received with complete signatures. Sort checks per PPA and file to its corresponding PPA code.</p> <p>5.2 Inform the payee/end-user that their check is available</p>	None	8 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 Cash Section
How complaint is addressed	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Head of Accounting Section
Complaint/s through 8888 Desk/ Hotline	Head of Cash Section will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: focar@dswd.gov.ph or through Facebook account: www.facebook.com/dswdfocar

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		1. OFFICIAL RECEIPT – National Printing Office (NPO) 2. Cash Receipts Record - GAM To be submitted by the end user/ process owner		
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
1. Submits, surrenders, cash to Cash Section	1.1. Receives cash and Issue official receipts upon receive of payment cash or check; review the issued OR Turn-over the collection together with the issued OR to AA in-charge of collection report. Checks and Counts the submitted cash and check collection if tally with the issued OR	None	10 minutes	Administrative Staff
	1.2. Recording and deposit of turned-over collection: a) Encode the OR#, date, name of payee, particulars and amount in the database for monitoring & reporting purposes. b) Prepare List of Collection and deposit/on-call slip then forward to Cashier the summary list of collection for signing c) Check & verify before signing	None	4 hours & 30 minutes	Administrative Staff

	<p>d) Check if with complete signature then attached the collection before turn over to staff in charge for ban transaction.</p> <p>e) Deposit to bank and before leaving bank, counter check submitted bank transactions if complete then turnover to AA</p> <p>f) Check if the validated deposit is same with the amount and complete before compiling for reporting. Every end of the month, review if there is no correction, adjustment before printing. After finalizing, email soft copy to Accounting section for the financial reporting.</p> <p>g) Print then countersign under the name of cashier then forward to cashier. Review and certify the give back to AA for filling.</p>			
--	--	--	--	--

Feedback and complaints mechanism

How to send feedback	Accomplish feedback/ Complaint form of the Section
How Feedbacks are processed	Feedback or complaint whenever available will be addressed and facilitated by the Head of Cash Section
How complaint is addressed	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Head of 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

61. Preparation of RADAI and RCI:

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:		
Records, data and information for the past transaction		1. RADAI/ RCI - GAM To be accessed by the end user/ process owner through records, database and network shared folder		
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
2. Submits request for RADAI and RCI through a memorandum	<u>Preparation of RADAI and RCI:</u> 1. From CAUMS, Print Reports Entry then Check Disbursement Record (CDR), convert, enter the account number of the report then specific date. Export to excel the CDR. Filter data needed for	None	4hours	Administrative Staff

	<p>RADAI (LDDAP-ADA) and RCI (checking) and sort per date and per number.</p> <p>2. From CDR copy the details needed to RADAI/RCI</p> <p>date, check/LDDAP-ADA number, DV #, ORS/BURS #, payee, object code, nature of payment and amount after cut-off or end of the month "</p> <p>3. Review then print and forward to cashier to signing</p> <p>4. Check and review before signing for certification then forward to AAs/AO</p> <p>5. Submit to accounting on or before 10th of the following month and file the file copy</p>			
Feedback and complaints mechanism				
How to send feedback		Accomplish feedback/ Complaint form of the Section		
How Feedbacks are processed		Feedback or complaint whenever available will be addressed and facilitated by the Head of Accounting Section		

How complaint is addressed	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Head of 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:	Cash Section			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may avail:	End-Users/ Process owners			
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:			
Request letter	<ol style="list-style-type: none"> 1. SPECIAL ORDER – Personnel Section/ Cash Section 2. GENERAL FORM 57(A) – Bureau of Treasuy 3. GENERAL FORM 58(A) - Bureau of Treasuy 4. CHECKS – LBP 5. DV – GAM/Accounting Section 6. LIST OF BONDED PUBLIC OFFICER – Cash Section 7. CONFIRMATION LETTER - BTR SALN – Personnel Section Generic request may be submitted			
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
1. Submits request for processing of bond or renewal of	Processing of Bond: 1. Prepare an issuance of Special Order	None	2 minutes	Administrative Staff

processing of bond	request for the designated Special Disbursing Officer from the HRMDD.			Cashier or OIC if the latter is not available
	2. Sign the request of Special Order for the designated employee then forward to HRMDD for their action.		2 minutes	Administrative Staff
	3. If S.O. is already approved,			Administrative Staff
	For New: Prepare 3 copies of General Form 57(A) & 58(A) printed in legal paper.		2 minutes	Administrative Staff Administrative Staff
	4. Route General Form 58(A) to the designate second Level employees. Let the employee fill up the given General Form 58(A) with attach 3pcs of 2x2 or passport size ID picture.		5 minutes	Administrative Staff
	5. For Renewal: Prepare 3 copies of General Form 57(A) only.		2 minutes	Administrative Staff Administrative Staff
	6. General Form 57(A) will be fill up by the designated processor of Bond for New and Renewal.			Administrative Staff Administrative Staff
	7. For New: Gather General Form 58(A) from the second level employees. Check		10 minutes	Administrative Staff

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

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

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

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

Office or Division:	Cash Section			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may avail:	RPMO			
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Request letter		1. RADAI – GAM 2. LDDAP-ADA – GAM 3. RCI - GAM Generic request may be submitted		
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
2. Submits request for summary of list of checks	<u>Preparing Report on Issued Checks and ADA:</u> 1. From CAUMS. Extract Check Disbursement Record to excel type and so with	None	1hr	Administrative Assistant

		<p>Report of Program, Activity and Project of SLP and PAMANA</p> <ol style="list-style-type: none"> 2. Prepare Excel Spreadsheet of RCI & ADA 3. From 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. 			
Feedback and complaints mechanism					
How to send feedback		Accomplish feedback/ Complaint form of the Section			
How Feedbacks are processed		Feedback or complaint whenever available will be addressed and facilitated by the Head of Accounting Section			
How complaint is addressed		Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Head of Accounting Section			

Complaint/s through 8888 Desk/ Hotline	Head of 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

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

Office or Division:		Cash Section		
Classification:		Simple		
Type of Transaction:		G2G- Government to Government		
Who may avail:		Process owners/ end users / FMS		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Disbursement Voucher (DV) with complete attachments		1. CHECKS – LBP 2. DV – GAM/ Accounting Section May be downloaded from the network shared folder		
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
1. Submits DV and attachment for summary of list of checks	<u>Encoding of ACIC to e-MDS</u> 1. Gather and arrange all 2 nd copy of check received per series for preparation of Advice on Checks Issued and Cancelled 2. Encode the forwarded 2 nd copy checks on e-MDS ACIC	None	2-3 hours	Administrative Assistant

	<p>3. After encoding, review and check if the amount, spelling of name of payee and total of ACIC is same with total of DV.</p> <p>4. If with correction, return to in charge staff for correction.</p> <p>5. Retrieve the check and DV and review and effect correction, replace the spoiled check and return for ACIC.</p> <p>6. If correct, forward to cashier for approval & print 2 hard copies of ACIC and sign then attached the encoded 2nd copy to the Bank/BTR copy.</p> <p>7. Forward to cashier the hard copy of ACIC for signature</p>			
	<p><u>Approving and signing of acic:</u></p> <p>1. Review and verify if the details on check and prepared ACIC is tally before approval</p>	None	<p>10 minutes</p> <p>5 minutes</p>	<p>Cashier or alternate if the latter is not available</p> <p>Cashier</p>

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

Feedback and complaints mechanism

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

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

65. Preparation of payroll registry:

Office or Division:		Cash Section		
Classification:		Simple		
Type of Transaction:		G2G- Government to Government		
Who may avail:		Internal and external auditors / FMS		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Request form		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 Actions	Fees to be paid	Processing time	Persons Responsible
1.	Approval of payroll registry: 1. Check and review before signing/certify 2. Forward to 2 nd signatory for signing/approval	None	10 minutes 2 minutes	Cashier or alternate if the latter is not available Administrative Staff
	Receiving of Signed/Approved Payroll Registry: 1. Received and review if payroll registry is completely signed then attached to its corresponding LDDAP-ADA for submission to bank	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 Cash Section
How complaint is addressed	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Head of Cash Section
Complaint/s through 8888 Desk/ Hotline	Head of Cash Section will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: focar@dswd.gov.ph or through Facebook account: www.facebook.com/dswdfocar

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

Office or Division:		Cash Section		
Classification:		Simple		
Type of Transaction:		G2G- Government to Government		
Who may avail:		Staff (internal public)		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Request form		IDCBA - PPD May be downloaded from the network shared folder. Any request in a form of memorandum		
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
1. Submits request for assistance during the IDCBA activity	1.1 Receives request and logs in the Data Tracking System or logbook 1.2 Checks, reviews, and verify request 1.3 Prepares program or inputs on the	None	8hrs	Technical Staff

	program of the IDCBA activity and submit to supervisor			
	1.4 Reviews, certifies and signs the program	None	10mins	Head of Cash Section or OIC if the latter is not available
	1.5 Logs and records form and routes to client	None	5mins	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 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 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

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

Office or Division:		Pantawid Pamilyang Pilipino Program		
Classification:		Complex		
Type of Transaction:		G2G- Government to Government		
Who may avail:		Staff (internal public)		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Referral letter and supporting documents		Not applicable (Generic request may be used by the requesting staff)		
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
1. Submit request to the Regional Director for approval	1.8 Receives request from the POO.	None	1 day	Technical Staff
	1.9 a) Convenes technical working group for further review and documents proceedings and discussion of the endorsed cases b) If technical working group is not needed, proceed to the next step	None	2 days	Technical Staff
	1.10 If eligible for referral for further action, drafts referral letter and counter-signs on the referral letter.	None	1 day	Technical Staff
	1.11 a) Counter signs on the referral letter within the agency	None	1 day	Regional Program Coordinator (RPC) and Division Chief
	1.12 Routes the referral letter to the Regional Director Records Section	None	1 day	Administrative Staff

	1.13 Signs the Referral letter or places additional instruction to be accomplished	None	5 hours	Administrative Staff
	1.14 Routes to the RPC	None	5 hours	Administrative Staff
Feedback and complaint mechanism				
How to send feedback	Accomplish feedback/ Complaint form of the Section			
How Feedbacks are processed	Feedback or complaint whenever available will be addressed and facilitated by the Head of the Pantawid Pamilyang Pilipino Program RPMO 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 the Pantawid Pamilyang Pilipino Program RPMO Section			
Complaint/s through 8888 Desk/ Hotline	Head of the Pantawid Pamilyang Pilipino Program RPMO 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			

68. Submission of Reports to CWC:

Office or Division:		RSCWC		
Classification:		Highly Technical		
Type of Transaction:		G2G- Government to Government		
Who may avail:		RSCWC Bureau		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Written request		Not Applicable		
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
1. Submits request form to RSCWC	1.1 Receives request with notation from RD	None	1 hour	Administrative Staff (CWC is currently hiring

				an admin staff for the regions)
	1.2 Logs and records request	None	1 hour	Administrative Staff
	1.3 Gather data and information (this includes writing the RSCWC members for submission of their report)	None	10 days	Technical staff
	1.4 Conducts inventory or consolidates report	None	2 days	Technical staff
	1.5 Prepares draft inventory	None	5 hours	Technical staff
	1.6 Proof reads and signs inventory and routes to ORD	None	5 hours	Technical/ Administrative staff
	1.7 Submits to CWC	None	1 hour	Technical/ 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 RSCWC 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 RSCWC

Complaint/s through 8888 Desk/ Hotline

Head of RSCWC will facilitate the response within the reglementary period and

How complaints are processed	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

69. Formulation of Work and Financial Plan:

Office or Division:		RSCWC		
Classification:		Complex		
Type of Transaction:		G2G- Government to Government		
Who may avail:		RSCWC Bureau		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Written request		Not Applicable		
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
	1.2 Logs and records request	None	1 hour	Administrative staff
	1.3 Gather data and information (includes requesting member	None	10 days	Technical staff

	agencies to provide inputs)			
	1.4 Drafts Work and Financial Plan (WFP)	None	1 day	Technical staff
	1.5 Proof reads and signs WFP and routes to ORD	None	5 hours	Technical/ Administrative staff
	1.6 Submits WFP to CWC	None	1 hour	Technical/ Administrative staff
Feedback and 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 RSCWC	
How complaint is addressed			Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Head of Accounting Section	
Complaint/s through 8888 Desk/ Hotline			Head of RSCWC will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit	
How complaints are processed			Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff	
Contact information of DSWD FO-CAR			Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City	

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

70. Preparation of Project Proposals for funding:

Office or Division:		RSCWC		
Classification:		Complex		
Type of Transaction:		G2G- Government to Government		
Who may avail:		RSCWC Bureau		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Written request		Not Applicable		
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
	1.2 Logs and records request	None	1 hour	Administrative staff
	1.3 Gathers data and information (includes identifying agencies with possible funding)	None	8 days	Technical staff
	1.4 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 proposal to member agencies and CWC	None	2 days	Technical/ 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 RSCWC
How complaint is addressed	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Head of Accounting Section
Complaint/s through 8888 Desk/ Hotline	Head of RSCWC will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non- permanent staff
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: focar@dswd.gov.ph or through Facebook account: www. facebook.com/dswdfocar

71. Implementation of grievance machinery:

Office or Division:	RSCWC
---------------------	-------

Classification:		Highly Technical		
Type of Transaction:		G2G- Government to Government		
Who may avail:		RSCWC Bureau		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Complaints form written and non-written form		Not Applicable		
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
1. Submits complaints to RSCWC	1.1 Receives request	None	1 hour	Administrative staff
	1.2 Logs and records request	None	1 hour	Administrative staff
	1.3 Submits to the Office of the Regional Director (RD) for action	None	5 hours	Administrative staff
2. Submits complaints with marginal note of the RD to file LOE or SCO	2.1 Receives complaint, and drafts Letter of Explanation (LOE) to the concerned MOA staff	None	1 day	Technical staff
	2.2 If the staff is permanent, drafts Show Cause Order (SCO) to the concerned staff			
	2.3 Routes to the concerned Division Chief for signature	None	1 day	Administrative staff
3. Submits responses to the LOE or SCO	Receives responses to LOE or SCO	None	1 day	Administrative staff
	Reviews responses and prepares recommendation	None	1 day	Technical staff
	Submit recommendation to the Division Chief	None	5 hours	Technical staff

	Submit recommendation to RD	None	5 hours	Concerned Division Chief
4. Submit approval, dis-approval or order of the Regional Director	Receives approval	None	1 hour	Administrative staff
	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. Implements 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 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 RSCWC

How complaint is addressed

Any complaint written, through private message, text or complaint through quad-media will be

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

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 (RSCC)		
Classification:		Simple		
Type of Transaction:		G2G- Government to Government		
Who may avail:		RSCC Bureau		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Written request		Not Applicable		
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
	1.1 Prepare things need for the	None	5 minutes	Administrative Staff

	conduct of the inventory			
	1.2 Request for assistance of a co-worker verbally	None	2 minutes	Administrative Staff
	1.3 Conduct 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 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 RSCC
How complaint is addressed	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Head of Accounting Section
Complaint/s through 8888 Desk/ Hotline	Head of RSCC will facilitate the response within the reglementary period and send response to 8888

How complaints are processed	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

73. Learning Intervention Planning and Design

a. Learning Needs Assessment (LNA)

Office or Division:		Capacity Building Section		
Classification:		Simple		
Type of Transaction:		G2G- Government to Government		
Who may avail:		Staff (Internal Public)		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
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	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 request and endorses to technical staff for consultation	None	1-10 minutes	Administrative staff

2. Seeks inputs/insights in the preparation of LNA	2.1. Accommodates request and provide inputs/insights to queries/questions 2.2. Provides inputs and copy of LNA samples as reference 2.3. Assist in the preparation if necessary 2.4. Reviews draft LNA prior to finalization if necessary	None	1 hour	CBS head of 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 CBS			
How complaint is addressed	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Head of Accounting Section			
Complaint/s through 8888 Desk/ Hotline	Head of Capability Building Section will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit			
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff			
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: focar@dswd.gov.ph or through Facebook account: www.facebook.com/dswdfocar			

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

Office or Division:		Capacity Building Section		
Classification:		Simple		
Type of Transaction:		G2G- Government to Government		
Who may avail:		Staff (Internal Public)		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
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	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 request and accommodates concern by providing inputs/insights to queries/questions 1.2. If technical questions arises, concerns will be endorsed to technical staff	None	15 minutes	Administrative staff
2. Seeks further technical input in the preparation of WFP/IDCBA Plan	2.1. Receives concerns and provides additional inputs/insights needed 2.2. Provides copy of sample/standard WFP/IDCBA plan/template for reference 2.3. Assists in the preparation of WFP/IDCBA plan if necessary 2.4. Reviews draft WFP/IDCBA plan if necessary	None	30 minutes	CBS head or technical staff Admin/technical staff Admin/technical staff Admin/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 CBS		

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

75. Institutional Development and Capability Building Proposal

Office or Division:		Capacity Building Section		
Classification:		Simple		
Type of Transaction:		G2G- Government to Government		
Who may avail:		Staff (Internal Public)		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
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	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 and accommodates request 1.2 Provides copy of the standard proposal template and subsequently provide input in the preparation of said document	None	1-10 minutes	Administrative staff

2. Endorses proposal for signatures	2.1.	Receives proposal and endorsed to CBS head for review/inputs.	2 hours	Administrative staff
	2.2.	Provides comments/inputs to the proposal		CBS head of technical staff
	2.3.	Returns proposal (with comments or signed) to admin staff		Admin staff
	2.4.	Admin staff returns proposal with comments to proponent office for finalization		
	2.5.	Logs and assigned control number to signed proposal		
	2.6.	Endorses proposal to BAC for numbering		

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 CBS
How complaint is addressed	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Head of Accounting Section
Complaint/s through 8888 Desk/ Hotline	Head of Capability Building Section will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or

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

76. Instructional design/module/learning session development

Office or Division:		Capacity Building Section			
Classification:		Simple			
Type of Transaction:		G2G- Government to Government			
Who may avail:		Staff (Internal Public)			
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:			
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	Section's Actions	Fees to be paid	Processing time	Persons Responsible	
1. Fill out online form/request form with corresponding document code	1.1. Receives and accommodates request	None	1-10 minutes	Administrative staff	
	1.1. Endorses requests to CBS head or technical staff for appropriate action				
Crafts instructional design (ID)/ module/learning session	1.2. Provides copy of the instructional design and module templates.	None	7 days	Technical Staff	
	1.3. Provides instructions and inputs on the preparation of the				

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

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 REQUIREMENTS:		WHERE TO SECURE:				
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		Section's Actions		Fees to be paid	Processing time	Persons Responsible
1. Fill out online form/request form with corresponding document code	1.2.	Receives and accommodates request		None	1-10 minutes	Administrative or technical staff
	1.3.	Advise requesting party to download necessary forms through the CBS online portal resource button				
	1.4.	If online resources are not available, they can access the forms through the CBS shared folder				
Feedback and complaints mechanism						
How to send feedback		Accomplish feedback/ Complaint form of the Section				
How Feedbacks are processed		Feedback or complaint whenever available will be addressed and facilitated by the Head of Accounting Section				
How complaint is addressed		Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Head of CBS				
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/ +09178719893/ +63917-872 0256/				

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

78. Learning Intervention Delivery

Office or Division:		Capacity Building Section			
Classification:		Simple			
Type of Transaction:		G2G- Government to Government			
Who may avail:		Staff (Internal Public)			
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:			
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	Section's Actions	Fees to be paid	Processing time	Persons Responsible	
1. Fill out online form/request form with corresponding document code	1.1. Receives and accommodates request 1.2. Advise requesting party to download necessary forms or resources through shared folder or CBS online portal resource button	None	1-10 minutes	Administrative or technical staff	
Request for learning management team (e.g. facilitator or SME)	1.3. Receives request and endorse to concerned staff 1.4. Concerned staff reviews the request 1.5. Informs requesting party if request is approved or not	None	30 minutes	Admin staff Technical staff/concerned staff	
Facilitates or manage the activity or the learning session	1.6. Prepares slides or presentation on assigned topic/learning session 1.7. Provides copy of the presentation or slide to the activity organizer	None	1-2 days Set schedule	Technical staff/concerned staff	

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

79. Measurement and Evaluation of Learning

Office or Division:		Capacity Building Section		
Classification:		Simple		
Type of Transaction:		G2G- Government to Government		
Who may avail:		Staff (Internal Public)		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
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	Section's Actions	Fees to be paid	Processing time	Persons Responsible
1. Fill out online form/request form	1.10. Receives and accommodates request	None	1-10 minutes	Administrative or technical staff

with corresponding document code	1.11. Advise requesting party to download necessary forms or resources through shared folder or CBS online portal resource button			
Crafting of Evaluation forms	1.12. Receives request and endorse to concerned staff 1.13. Concerned staff accommodates request 1.14. Assist requesting party in crafting the evaluation form if necessary		30 minutes	Admin staff Technical staff/concerned 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 CBS
How complaint is addressed	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Head of Accounting Section
Complaint/s through 8888 Desk/ Hotline	Head of Capability Building Section will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: focar@dswd.gov.ph or through Facebook account: www.facebook.com/dswdfocar

80. Knowledge Management

a. Good practice review and deliberation:

Office or Division:

Capability Building Section (CBS)

Classification:		Highly Technical		
Type of Transaction:		G2G- Government to Government		
Who may avail:		Staff (Internal Public)		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Potential Documentation	Good Practice	May be downloaded from the network shared folder provided by the CBS.		
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
1. Submits complete documentation for deliberation as good practice	1.1 Receives submitted GPD through email or through hard copy addressed to the KM team chairperson	None	1 day	Administrative Staff
	1.2 Records receipt of GPD in the Data Tracking System or logbook			
	1.3 Endorsed potential GPD to CBS head of technical staff for review	None	15 minutes	Admin staff
	1.4 Reviews document and identify whether it falls under GPD or success story	None	1 day	CBS head
	1.5 If document is a success story, it will be endorsed to SMU while if assessed as GP, it will be endorsed to KM Secretariat			Admin staff
	1.6 Received potential GPD and records on logbook and includes as agenda for deliberation			KM Chairperson/Secretariat Secretariat

	<p>1.7 Prepares notice of learning conversation/meeting to all KM Team members</p> <p>1.8 Notifies KM team members for the scheduled learning conversation/meeting</p> <p>1.9 Prepares synopsis or abstract of the GPD in preparation for the deliberation</p> <p>1.10 Identifies among KM team member a lead panelist for the GPD deliberation</p> <p>1.11 Sends e-copy of the GPD to all KM team members for their reference.</p>			
2. Prepares GPD presentation	<p>2.1. Receives and keeps GPD presentation during deliberation</p> <p>2.2. Reproduces presentation if necessary</p>	None	1 day	Head of Capability Section or OIC if the latter is not available or technical staff
3. Presents GPD for deliberation	<p>3.1. Listens to the presentation of the GPD</p> <p>3.2. Raises or asks questions relative to the presented GPD</p>	None	2 days	<p>KM Team members</p> <p>KM Secretariat</p>

	<p>3.3. Takes note of comments and inputs provided by the panel and members for consolidation</p> <p>3.4. Deliberates whether presented paper will be considered as GPD or not. If considered GP, subject for finalization</p> <p>3.5. Documents the proceedings of the deliberation and the learning conversation</p> <p>3.6. Prepares memo re: consolidated comments for signature</p> <p>3.7. Endorses memo for signature and wait for the signed copy</p>			
--	---	--	--	--

	3.8. Furnishes signed memo to proponent office			
	1.9. Receives final or draft of the GPD 1.10. Proofreads GDP as to its compliance to earlier comments and findings 1.11. If no 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 endorsement 1.14. Submits GPD to SWIDB via email and Records Section		15 days	KM Secretarial TWG on good practice documentation
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 CBS
How complaint is addressed	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Head of Accounting Section
Complaint/s through 8888 Desk/ Hotline	Head of Capability Building Section will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: focar@dswd.gov.ph or through Facebook account: www.facebook.com/dswdfocar

81. Conference Room Utilization

Office or Division:		Capacity Building Section		
Classification:		Simple		
Type of Transaction:		G2G- Government to Government		
Who may avail:		Staff (Internal Public)		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Reservation Form		May be downloaded from the network shared folder. The form can also be filled out directly at the RLRC.		
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Resonsponsible
1. Fills-out online or reservation form and submit to RLRC. Calls for reservation	1.1 Receives request through different mode (online, call, form) and process request 1.2. Reviews request based on the availability of the conference hall	None	30 minutes	Librarian/Admin. Staff

	1.3.Provides feedback to requesting party whether request is approved or disapproved			
2. Register at the receiving area and proceeds to the conference hall	2.1. Assist clients of possible logistics needs (e.g. 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

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 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 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/dswdfocar

82. Library Service Orientation

Office or Division:	Capacity Building Section
---------------------	---------------------------

Classification:		Simple			
Type of Transaction:		G2G- Government to Government			
Who may avail:		Staff (Internal Public)			
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:			
None		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	1.1. Receives and accommodates request online or personal submission of request form 1.2. Logs request using online tracking or logbook 1.3. Endorses requests to CBS head for approval 1.4. Approves or disapproves request	None	1 hour	Admin staff	
2. Confirms date of booking	2.1. Informs requesting party of the status of request. If approved, confirms booking				
3. Attends and register for the orientation	3.1. Assists client/patron to the conference hall 3.2.Delivers and discusses presentation 3.3. Answers possible questions and queries 3.4. Exposes client to simulation and a quick tour to the library services	None	Based on set time (1-2 hours)	Librarian / CBS Head	

	3.5. Thanks client for their active participation 3.6. provides promotional materials to clients			
4. Provides copy of evaluation report	4.1. Receives copy of the evaluation report	none	10 minutes	Librarian/Admin 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 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 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/dswdfocar

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

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

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:
<i>For supervisor-supervisee consultation/coaching</i>	
Social worker reports/documents (1 original copy or photocopy)	Social worker in-charge of the case
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 photocopy)	Social worker in-charge of the case
	Manpower development officer
	Social worker in-charge of the case

inventory and learning and development sessions/activities.

[illegible]

(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 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)	Records Section Social workers in-charge of the cases
<i>For in-house learning and development intervention (LDI) sessions/activities.</i> (For this purpose, it is assumed that all LDI activities have been previously proposed and approved and have undergone the procurement process before their implementation.)	
Approved Regional Special 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 sessions/topics/activities (1 original or photocopy) - <i>Optional or when required by the LDI subject matter expert</i>	Records Section <

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

	<p>sessions, <i>proceed to</i> <i>client step nos.</i></p> <p>12-15 .</p>	None		
	Provision of technical assistance in case management to the center RHWG rehabilitation team/staff qualified for multi-stage processing.			
2. Staff brings to the center head or supervisor's attention a particular difficulty being encountered in a certain case	2.1 The supervisor concerned (social work supervisor or house parent supervisor) provides the necessary technical assistance to address the issue/concern/gap/barrier encountered by the staff under her direct supervision.	None	1 hour	Supervisor and/or Center Head
	<p>2.2 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/</p> <p>barrier requires technical assistance from either the Division Chief, ARDO, RD, or any member of the Regional Management Team (whichever supervisory level may apply), <i>proceed to section action no. 1.4.</i></p>	None	1 hour	Center Head
	2.3 The center head prepares an inter-office memorandum addressed to the RMT official concerned.	None	1 hour	Center Head

3. Center Rehabilitation Team members of the center raises all issues/concerns/gaps/barriers encountered during the given time period (usually on a monthly basis)	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
	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 representative
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 representative, 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 recommendations/	5.1 The 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 representative, 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

reports include specific information on issues/concerns/ gaps/barriers encountered in case management				
	8.2 The RCC analyzes the center reports and summarizes the presentations as to: <ul style="list-style-type: none"> ▪ 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/recommendations on how to address prevailing issues in case management	9.1 The 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 interventions 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/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 minutes	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 minutes	RCC and center heads

which will be used during the LDI sessions.				
14. The LDI center staff participants have accomplished all expected workshop outputs especially their re-entry action plans	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
	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. 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

Feedback and complaints mechanism

How to gather feedback	Each participant of the CRI and LDI activities is given an After-Activity Evaluation Form to accomplish.
	Each participant of the LDI is required to accomplish a re-entry action plan to apply/demonstrate knowledge learned resulting from the LDI activity.
How feedbacks are processed	Each accomplished form is collected, reviewed, summarized, and recorded. The consolidated results form part of the activity documentation report.
	Center heads monitor the accomplishment of the staff's re-entry action plans.
Complaints coursed through the 8888 Citizen's Complaint Hotline	The Center Head responds to complaints 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

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 document, if any. (1 photocopy) Intake sheet (1 original copy)	Client RHWG administration staff			
Client Steps	Section's Actions	Fees to be paid	Processing Time	Person/s 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	None	1 hour or more depending on the needs of the client	<i>Social worker on-duty</i>
	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		<i>Social worker on-duty, nurse, house parent/s on-duty</i>
	1.3 Once ready, interview the client using the intake sheet.	None	1 hour	<i>Social worker on-duty</i>
2. Provide contact details of non-offending family members/ relatives/ significant others	1.4 Contact non-offending family members/relatives/ significant others to verify information given by the client	None	1 day	<i>Social worker on-duty</i>
	1.5 Assess the client's eligibility and presented problem vis-à-vis the programs and services of the RHWG. <ul style="list-style-type: none"> If the client is ineligible for admission, <i>proceed to no. 3.</i> 	None	30 minutes	<i>Social worker on-duty</i>

	<ul style="list-style-type: none"> If the client is eligible for admission, <i>proceed to no. 4.</i> 			
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	<i>Social worker on-duty</i>
	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	<i>Social worker on-duty</i>
	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	<i>Social worker and house parent on-duty</i>

	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	<i>Social worker and house parent on-duty</i>
5. If a client refuses to be admitted in the center, she shall write a waiver stating her reason for refusing the services of the center and that she understands the possible consequences thereof.	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 waiver 2.2 Ensure that the waiver has been duly signed by the client.	None	1 hour	<i>Social worker on-duty</i>
TOTAL		N/A	2 days and 5 hours	

Feedback and complaints mechanism

How to gather feedback	Accomplish feedback form/Client Satisfaction Questionnaire
How feedbacks are processed	All feedbacks are recorded/filed and discussed by the Center Head with the staff as basis for the assessment of quality service delivery.
Complaints coursed through the 8888 Citizen's 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

How complaint is addressed	by permanent or contractual staff or demand a Letter of Explanation from the cost-of-service staff.
Contact information of DSWD FO CAR	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. 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.

Accessed 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 document (if any) (1 photocopy)		Client		
Intake sheet (1 original copy)		RHWG administration staff		
Client Steps	Section's Actions	Fees to be paid	Processing Time	Person/s 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	None	1 hour or more depending on the needs of the client	<i>Social worker on-duty</i>
	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		<i>Social worker on-duty, nurse, house parent/s on-duty</i>
	1.3 Once ready, interview the client using the intake sheet.	None	2 hours	<i>Social worker on-duty</i>
2. Provide contact details of non-offending family members/relatives/significant others	1.4 Contact non-offending family members/relatives/significant others to verify information given by the client	None	2 hours	<i>Social worker on-duty</i>
	1.5 Contact the LSWDO concerned to inform them of the client's case	None	2 Hours	<i>Social worker on-duty</i>
	1.6 Request for a Parenting Capability Assessment Report (PCAR) through letter writing to the LSWDO concerned	None	1 day	<i>Social worker on-duty</i>
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	<i>Social worker and house parent on-duty</i>

	shall apply for both. (See page _____)			
TOTAL				
Feedback and complaints mechanism				
How to gather feedback		Accomplish feedback form/Client Satisfaction Questionnaire		
How feedbacks are processed		All feedbacks are recorded/filed and discussed by the Center Head with the staff as basis for the assessment of quality service delivery.		
Complaints coursed through the 8888 Citizen's 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 Haven for Women and Girls		
Classification:		Simple		
Type of Transaction:		G2G – Government to Government		
Who May Avail:		All referred WEDCs or CNSPs		
Checklist of Requirements:		Where to Secure:		
Referral letter (1 original copy)		Referring WCPD		
Personal identification documents of the client and her dependent, if any (1 photocopy)		Referring WCPD officer		
Medical certificate declaring the client fit for shelter (1 original copy)		Referring WCPD officer who secured the medical certificate from a medical officer of any accredited government medical facility		
Client Steps	Section's Actions	Fees to be paid	Processing Time	Person/s Responsible
1. Submit self for interview and pre-admission case conference	1.1 Review referral letter, personal identification presented (if any), and medical certificate	None	10 minutes	<i>Social worker on-duty</i>
	1.2 Conduct pre-admission case conference with the referring WCPD officer to further explore client's circumstances and to determine the client's eligibility for admission. • If the client (and her dependent) is ineligible for admission, <i>proceed to no. 2.</i>	None	1 hour	<i>Social worker on-duty, nurse, house parent/s on-duty, referring WCPD officer</i>

	<ul style="list-style-type: none"> If the client (and her dependent is eligible for admission, <i>proceed to no. 3.</i> 			
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	<i>Social worker on-duty</i>
	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	<i>Social worker on-duty</i>
	1.5 Provide temporary shelter especially for clients with their dependents if necessary while the referral process is underway. Admission procedures will apply. (See page _____).	None	30 minutes	<i>Social worker and house parent on-duty</i>

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	<i>Social worker and house parent on-duty</i>
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	<i>Social worker on-duty</i>
TOTAL		N/A		

Feedback and complaints mechanism

How to gather feedback	Accomplish feedback form/Client Satisfaction Questionnaire
How feedbacks are processed	All feedbacks are recorded/filed and discussed by the Center Head with the staff as basis for the assessment of quality service delivery.
Complaints coursed through the 8888 Citizen's 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

How complaints are processed	Establishing the 8888 Citizens' Complaint Center
How complaint is addressed	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.
Contact information of DSWD FO CAR	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.
	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:	Regional Haven for Women and Girls
Classification:	Complex
Type of Transaction:	
Who May Avail:	<p>Pre-assessed and eligible individuals who are:</p> <ol style="list-style-type: none"> 1. <i>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:</i> <ol style="list-style-type: none"> 1.1 Child survivor of cruelty (Sec.2 (c) of the IRR of RA 7610) 1.2 Child survivor of physical injury (Sec.2 (d) of the IRR of RA 7610) 1.3 Child 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. <i>WEDCs who are 18 years old to 59 years old</i>
	2.1 Woman victim-survivor of violence against women and their children (VAW/C)
	<ul style="list-style-type: none"> 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)
Checklist of Requirements	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)
	Where to Secure:
	<i>For walk-in clients:</i>
	Any valid ID of the client being referred, if any
	<i>For clients referred by the PNP-WCPD, non-government organizations (NGOs), other national</i>

<i>government agencies (NGAs), and others:</i>					
Referral letter		PNP – WCPD			
Medical certificate indicating that the client being referred is fit for shelter		Any government hospital or city/municipal/provincial health office			
Any valid ID of the client being referred, if any					
<i>For clients referred by LSWDOs:</i>					
Initial Social Case Study Report (SCSR)		Referring LSWDO			
Investigation report of the WCPD/sworn affidavit of the survivor-victim (as applicable);		PNP-WCPD			
Medico-legal report (as applicable);		Government hospital or city/municipal/provincial health office			
Psychological report (as applicable)		Accredited/registered public or private psychologists			
Medical certificate/psychiatric diagnosis indicating that the client is fit for shelter		Government hospital or local city/municipal/provincial health office			
Client Steps		Section's Actions	Fees to be paid	Processing Time	Person/s Responsible
1.The client, her accompanying family member/relative/significant others, and the referring social worker attends the admission	1.	The center rehabilitation team members conduct an admission case conference with the resident, her accompanying family member/relative/significant others, and the referring social worker.	None	2 hours	Admitting social worker

case conference.				
2.The client her accompanying family member/relative/significant others, and the referring social worker provides the information needed.	2. Fill up the <i>Admission Slip</i>	None	30 minutes	<i>Admitting social worker</i>
	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	<i>Admitting social worker</i>
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/significant others and the referring parties on the following: a. responsibilities and obligations of the resident, the case worker and the	None	1 hour	<i>Admitting social worker and house parent supervisor</i>

	<ul style="list-style-type: none"> b. rest of the center staff; 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 			
4.The client agrees to surrender all valuable items in her possession including her mobile phone.	5. Ask the resident to 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.	None	10 minutes	<i>Admitting social worker</i>
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	<i>House parents supervisor and house parent on-duty</i>

	brought into the center.			
	7. Provide toiletries and other basic items needed by the resident.	None	20 minutes	<i>House parent on-duty</i>
6.The resident's accompanying relative/significant others and the referring party provides information needed.	8. Intake interviewing utilizing the <i>Intake Sheet</i> of the resident's accompanying relative/significant others, and the referring party.	None	1 hour	<i>Admitting social worker</i>
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	<i>Admitting social worker</i>
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	<i>Center head or her duly-designated OIC</i>

	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 Transaction:		G2C – Government to Citizens		
Who May Avail:		Admitted residents		
Checklist of Requirements:		Where to Secure:		
Accomplished Intake Sheet Social Case Study Report Intervention Plan/ Contract Referral Letter				
Client Steps	Section's Actions	Fees to be paid	Processing Time	Person/s Responsible
1. State problem areas and needs to be addressed according to priority.	5.1 Conduct assessment with the client and identify problem areas activities to address problem areas. Lay out services available for the client (internal and external)	None	2 hours	<i>Social worker in-charge of the case/</i> <i>Client</i>
	5.2 Accomplishment of referral letter to other offices necessary to avail necessary services outside the center.	None		
	5.3 Lay-out an intervention plan stating the goals, problem areas, objectives, activities to be undertaken, with time frame, persons responsible in implementation, and expected output of the client.			

3. Agree/not agree or suggest other solutions/activities that can address problem areas.	5.4 Listen and lists down suggested activities and suggest other means to address problems	None	30 minutes	<i>Social worker in charge of the case/</i> <i>Client</i>
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	<i>Social worker in charge of the case/</i> <i>Client</i>
TOTAL		N/A	4 Hours	
Feedback and complaints mechanism				
How to gather feedback		Accomplish feedback form/Client Satisfaction Questionnaire		
How feedbacks are processed		All feedbacks are recorded/filed and discussed by the Center Head with the staff as basis for the assessment of quality service delivery.		
Complaints coursed through the 8888 Citizen's 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		

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

Residents may avail of the SHEPERDS services of the center.

- *Social Services
- *Health Services
- *Educational Services
- *Psychological Services
- *Economic Services
- *Recreational Services

*Developmental Services

*Spiritual Services

Office:		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:		
Court Order/Subpoena		Court assigned to the case		
Travel Order		PAS		
Client Steps	Section's Actions	Fees to be paid	Processing Time	Person/s Responsible
1. Avail of the Social Services of the Center; Escorting of Client in attending Court Cases	1.1 Escorting of Client in attending Court Hearing 1.2 Coordinate with the referring party of the case about the attendance of the hearing. 1.3 Request vehicle to be used during the travel	None	1 hour 15 minutes	<i>Social worker assigned to the case</i>
2. Prepare self for travel and check essentials needed during travel.	1.6 Houseparent to assist client in preparation for travel .	None	1 day	<i>Social in charge of the case</i> <i>Houseparent</i>
3. Submit self for briefing activities with the Prosecutor in charge prior to hearing.	1.7 Assist client during briefing with the prosecutor in charge. 1.8 After hearing, facilitate debriefing of the client	None	1 hour 1 hour	<i>Social in charge of the case</i> <i>Houseparent</i>

TOTAL	N/A	1 Day 2 hours	
-------	-----	---------------	--

90. Health Services

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 Requirements:		Where to Secure:			
Social Case Study Report PhilHealth Registration Form		Social Worker assigned			
Client Steps		Section's Actions	Fees to be paid	Processing Time	Person/s Responsible
1. Fill out Philhealth form for enrolment.	1.1.	Validate filled out forms for enrolment to PhilHealth.	None	8 Hours	<i>Social Worker Assigned</i>
	1.2.	Secure PSA Birth Certificate of the clients			
	1.3.	Submit Registration Forms to PhilHealth Office for enrolment of the clients admitted.			
	1.4.	Secure Statement of Account from the PhilHealth Office			
	1.5.	Facilitate payment of the PhilHealth Bills of clients enrolled .			
2. Submit self for physical/health assessment of client	2.1.	If newly admitted, let client undergo different medical procedure/general check-up and other batteries of laboratory tests (CBC,X-ray, HIV screening and other STD Screening, Ultrasound and others.)			
	2.2.	Address different medical/dental			

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

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 Requirements:	Where to Secure:			
Social Case Study Report Former School Credential	From former school enrolled at.			
Client Steps	Section's Actions	Fees to be paid	Processing Time	Person/s Responsible
1. Submit self for the assess	1. Assess educational status of the resident. 1.1. Referral and enrolment to ALS if out-of-school.	None	8 Hours	<i>Social Worker Assigned /</i>

ment of educati onal level/at tainme nt	<p>1.2. Referral for assessment at SPED if with learning disability.</p> <p>1.3. LGU for modular</p> <p>1.4. Enrolment to regular school.</p> <p>2. If ALS; coordinate with ALS teacher (DEPED) for compliance</p> <p>2.1. Completion of required document for ALS (birth certificate and ID picture)</p> <p>3. If SPED; coordination with SPED teacher from SPED School for appropriate approach.</p> <p>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 resident to accomplish.</p> <p>4.1. RHWG sends the completed modules back to LGU for submission to the school where the resident is enrolled.</p>	None	8 Hours	<i>Manpower Development Officer II</i>
--	---	------	---------	--

	<p>5. Enrolment to regular school: Social worker assess the resident if she can be enrolled to the nearest government school near the center.</p> <p>5.1. If assessed as eligible to enroll to a regular school, SW completes document necessary for enrolment.</p> <p>5.2. Enrolls resident to school.</p> <p>5.3. Conduct regular monitoring and case conference with the teacher.</p> <p>5.4. Attends parent teacher meetings whenever necessary.</p> <p>6. Accomplish monthly progress report.</p>			
TOTAL		N/A	16 Hours	
Feedback and complaints mechanism				
How to gather feedback		Accomplish feedback form/Client Satisfaction Questionnaire		
How feedbacks are processed		All feedbacks are recorded/filed and discussed by the Center Head with the staff as basis for the assessment of quality service delivery.		
Complaints coursed through the 8888 Citizen's 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		

How complaint is addressed	by permanent or contractual staff or demand a Letter of Explanation from the cost-of-service staff.
Contact information of DSWD FO CAR	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. 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:	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 Requirements:	Where to Secure:			
Social Case Study Report				
Client Steps	Section's Actions	Fees to be paid	Processing Time	Person/s Responsible
1. Submits self for psychological evaluation/ass	7. Administer Psychological Evaluation tests to the resident. 8. Referral to partner agencies for further Psychotherapy Sessions.	None	8 Hours	<i>Psychologist II</i>

assessment/counseling	9. Conducts counseling sessions with the resident. 10. Referral to PMHA for Psychological evaluation. 11. Facilitate group work sessions to the residents. 12. Attends monthly rehabilitation team meetings. 13. Accomplish monthly progress report of resident to be submitted to social worker for consolidation		8 Hours	
TOTAL		N/A	16 Hours	
Feedback and complaints mechanism				
How to gather feedback		Accomplish feedback form/Client Satisfaction Questionnaire		
How feedbacks are processed		All feedbacks are recorded/filed and discussed by the Center Head with the staff as basis for the assessment of quality service delivery.		
Complaints coursed through the 8888 Citizen's 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		

Contact information of DSWD FO CAR	addressed by the Center Head and brought to the attention of the staff for concrete and specific action.
	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:		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 Requirements:		Where to Secure:		
Social Case Study Report				
Client Steps	Section's Actions	Fees to be paid	Processing Time	Person/s Responsible
2. After admission, client must submit self to orientation at the houseparents.	1. Issuance of needed clothings, beddings and linens to newly admitted resident. 2. Accomplishment of Weekly Schedule of tasks of the residents. 3. Monitor performance of tasks of the resident. 4. Monitor and record of cleaning and arranging lockers, beddings and resident's hygiene. 5. Oversee activities of residents 24/7	None	8 Hours	Houseparents

	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. 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.		8 Hours	
TOTAL		N/A	16 Hours	
Feedback and complaints mechanism				
How to gather feedback		Accomplish feedback form/Client Satisfaction Questionnaire		

How feedbacks are processed	All feedbacks are recorded/filed and discussed by the Center Head with the staff as basis for the assessment of quality service delivery.
Complaints coursed through the 8888 Citizen's 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 Requirements:		Where to Secure:		
Updated Social Case Study Report		From the assigned social worker.		
Client Steps	Section's Actions	Fees to be paid	Processing Time	Person/s Responsible
1. Submit herself for assessment.	<u>PRE-DISCHARGE OF THE RESIDENT</u>	None	1 hour	<i>Social Worker Assigned to The Case</i>
	<u>For Reintegration :</u>			
	1. If with favorable PCAR, The Center Head approves the discharge of the resident to the identified family member or relative. SW schedules a pre-discharge case conference with the concern LGU.		1 hour	
	2. If with non favorable PCAR, SW forward a letter to concern LGU to locate possible relatives for the resident's reintegration.		10 minutes	
	3. Takes picture of the resident for discharge.		30 minutes	
	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.		10 minutes	
			15 minutes	
			10 minutes	
			20 minutes	

	<u>For transfer to other institution:</u> <ol style="list-style-type: none"> 1. Social Worker to submit referral letter/request for approval of transfer of resident. 2. Ensure that all necessary documents for transfer are accomplished. 3. Takes picture of the resident for 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 			
TOTAL		N/A	4 Hours	
Feedback and complaints mechanism				
How to gather feedback		Accomplish feedback form/Client Satisfaction Questionnaire		
How feedbacks are processed		All feedbacks are recorded/filed and discussed by the Center Head with the staff as basis for the assessment of quality service delivery.		
Complaints coursed through the 8888 Citizen's 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

95. Pre-Discharge of the Resident

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 Requirements:	Where to Secure:			
Social Case Study Report				
Client Steps	Section's Actions	Fees to be paid	Processing Time	Person/s Responsible
1. Submit herself for assessment.	1. Assess resident's interest. 2. Refer to MDO for the resident to get involve in the different activities at the center. 3. Observes and records behavior of resident while participating in an activity.	None	8 Hours	<i>Social Worker /MDO II</i>

	<p>4. Conducts different skills training appropriate to the assessed needs of the resident.</p> <p>5. Tap outside resources, training materials, resource speakers necessary for the resident to acquire additional skills like mushroom production, urban gardening, and many others.</p> <p>6. Enrolment of resident to vocational school (For High School Graduates) in accordance to their assessed needs and interest.</p> <p>7. Attends monthly rehabilitation team meeting.</p> <p>8. Submits monthly progress report of the resident for the social worker to consolidate.</p> <p>9.</p>		8 Hours	
TOTAL		N/A	16 Hours	
Feedback and complaints mechanism				
How to gather feedback		Accomplish feedback form/Client Satisfaction Questionnaire		
How feedbacks are processed		All feedbacks are recorded/filed and discussed by the Center Head with the staff as basis for the assessment of quality service delivery.		
Complaints coursed through the 8888 Citizen's 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		

How complaints are processed	Establishing the 8888 Citizens' Complaint Center
How complaint is addressed	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.
Contact information of DSWD FO CAR	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.
	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 Transaction:	G2G – Government to Government			
Who May Avail:	All referred WEDCs or CNSPs			
Checklist of Requirements:	Where to Secure:			
Social Case Study Report				
Client Steps	Section's Actions	Fees to be paid	Processing Time	Person/s Responsible
2. Submit herself for	1. <u>Minor Resident</u> 10. <u>For Reintegration:</u> 11.1. Escort resident for reintegration.	None	8 Hours	<i>Social Worker /MDO II</i>

assessment.	<p>12.2. Conduct/facilitate discharge case conference together with the LGU concerned, the parents/family and BCPC.</p> <p>13.3. Officially endorse resident to her family through a discharge slip signed by the resident, the receiving persons and the MSWDO/CSWDO representative.</p> <p>14.4. Submit a copy of referral for after care to MSWDO/CSWDO concerned.</p> <p>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.</p> <p>16.6. Within three months after discharge, Haven SW to follow-up progress report of the resident from the LGU.</p> <p>17.</p> <p>18. *If no Progress Report from concerned LGU, SW to travel to concerned LGU to monitor progress of the former resident with</p>		8 Hours	
-------------	--	--	---------	--

	<p>the help of the LGU concerned.</p> <p>19. -Haven Social Worker to accomplish report of progress report of former resident reviewed by MSWDO/CSWDO and close the case.</p> <p>20.</p> <p>21. *If with Progress Report from MSWDO/CSWDO concerned, Haven SW to accomplish closing summary of former resident and close the case.</p> <p>22. <u>For transfer to other institution:</u></p> <p>23. 1. Escort resident for transfer.</p> <p>24. 2. Conduct/facilitate discharge case conference together with the Institution representative and/or the family of the resident.</p> <p>25. 3. Officially endorse resident to the institution representative through a discharge slip signed by the resident, the receiving institution.</p> <p>26. 4. Submit a copy of transfer case summary.</p> <p>27.</p> <p>28. <u>WEDC RESIDENT:</u></p> <p>29. Independent Living/Reintegration :</p>			
--	--	--	--	--

	<p>30.1. Conduct inventory of belongings.</p> <p>31.2. Conduct discharge case conference</p> <p>32.3. Resident signs a discharge slip.</p> <p>33.4. Refer resident for after care services.</p> <p>34. <u>For transfer to other institution:</u></p> <p>35.1. Escort resident for transfer.</p> <p>36.2. Conduct/facilitate discharge case conference together with the Institution representative and/or the family of the resident.</p> <p>37.3. Officially endorse resident to the institution representative through a discharge slip signed by the resident, the receiving institution.</p> <p>1. 4. Submit a Case Summary Report</p>			
Feedback and complaints mechanism				
How to gather feedback		Accomplish feedback form/Client Satisfaction Questionnaire		
How feedbacks are processed		All feedbacks are recorded/filed and discussed by the Center Head with the staff as basis for the assessment of quality service delivery.		
Complaints coursed through the 8888 Citizen's 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

97. Processing of PRAISE Character Award

Office or Division:		Human Resource and Welfare Section (HRWS)		
Classification:		Highly Technical		
Type of Transaction:		G2G- Government to Government		
Who may avail:		All Staff (Internal Public)		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Nomination Form		Network shared folder		
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
	1. Prepares CBP memorandum and poster	None	15 minutes	AA I
	2. Reviews CBP memorandum and poster	None	10 minutes	AO IV

	3. Distributes signed memo to staff	None	10 minutes	AA II (JO)
4. Submits signed nomination form (1 month)	4.1 Receives nomination forms	None	5 minutes	AA I
	4.2 Consolidates and validates nominations	None	3 days	AA I
	4.3 Prepares Notice of Deliberation	None	15 minutes	AA I
	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	AA I

	Certificates, and Invite awardees			
	4.13 Awards	None	15 minutes	Regional Director
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 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 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	

98. Processing of PRAISE Client Satisfaction Award

Office or Division:		Human Resource and Welfare Section (HRWS)		
Classification:		Highly Technical		
Type of Transaction:		G2G- Government to Government		
Who may avail:		All Staff (Internal Public)		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Top Priority Action Form		Public Assistance and Complaint Desk		
Other means: Feedback from the PACD Online Kiosk, letters, text messages, e-mails, etc.		N/A – Client Initiated		
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
1. Submits commendations (1 month)	1.1 Receives commendations	None	5 minutes	AA I
	1.2 Consolidates and validates commendations	None	3 days	AA I
	1.3 Prepares Notice of Deliberation	None	15 minutes	AA I
	1.4 Reviews Notice of Deliberation	None	10 minutes	AO IV
	5.5 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
	1.8 Prepare resolution and certificates and routes to members for 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
	1.11 Approves resolution and signs documents	None	10 minutes	Regional Director
	1.12 Prepares cash prize and Certificates, and Invite awardees	None	1 day	AA I
	1.13 Awards	None	15 minutes	Regional Director

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 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 HRPMS 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

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

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

Office or Division:		Human Resource and Welfare Section (HRWS)		
Classification:		Complex		
Type of Transaction:		G2G- Government to Government		
Who may avail:		All Staff (Internal Public)		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Proof of Passing an Eligibility Examination		Institution where one took the eligibility exam (i.e. CSC, PRC, etc.), newspaper clippings, etc.		
Proof of Completing A Course (i.e. Diploma)		Educational Institution where one finished a course		
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
1. Submits Proof of Passing an Eligibility Examination/ Proof of Completing A Course	1.1 Receives document	None	5 minutes	AA I
	1.2 Consolidates and validates documents	None	1 day	AA I
	1.3 Prepares Notice of Deliberation	None	15 minutes	AA I
	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
	1.8 Prepare resolution and certificates and routes to members for 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
	1.11 Approves resolution and signs documents	None	10 minutes	Regional Director
	1.12 Prepares cash prize and Certificates, and Invite awardees	None	1 day	AA I
	1.13 Awards	None	15 minutes	Regional Director
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 HRW Section	
How complaint is addressed			Any complaint written, through private 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 HRPMS 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:		Human Resource and Welfare Section (HRWS)		
Classification:		Highly Technical		
Type of Transaction:		G2G- Government to Government		
Who may avail:		Staff (Internal Public)		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Incident Report		Concerned Office		
Client steps	Section's Actions	Fees to be paid	Processing time	Persons 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

	supervisor regarding the process and come up with the Agreement			immediate supervisor
	1.14 Receives monthly feedback report relative to the signed Agreement Form (duration: at least three months)	None	2 minutes	AO IV
	1.15 Evaluates progress of concerned staff based on submitted feedback reports	None	10 minutes	AO IV
	1.16 Prepares memorandum to concerned staff re: Successful Implementation of the PD (if complied)/ Written Warning (if did not comply)	None	20 minutes	AO IV
	1.17 Reviews and initials on the memorandum	None	10 minutes	HRMDD Chief
	1.18 Reviews and initials on the memorandum	None	10 minutes	ARDA
	1.19 Signs the memorandum	None	10 minutes	RD
	1.20 Routes the memorandum to the concerned staff and all those who are copy furnished	None	5 minutes	AA II (JO)
	1.21 Forward PD documents to PAS for filing at the staff's Per 16	None	5 minutes	AA II (JO)

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 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 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)

CHECKLIST OF REQUIREMENTS:			WHERE TO SECURE:	
Grievance Presentation Form			Network shared folder	
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
1. Submits accomplished Grievance Presentation Form to the immediate supervisor, cc: the HRWS	1.1 Receives the accomplished form	None	2 minutes	AO IV
	1.2 Conducts dialogue / other means to resolve 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
	1.8 Conducts dialogue / other means to resolve the grievance (if the aggrieved party is not satisfied with the resolution)	None	15 days	Grievance Committee
	1.9 Accomplishes and signs the Grievance Agreement Form (if the aggrieved party is satisfied with the resolution)	None	30 minutes	Parties involved, Grievance Committee Chairperson
	1.10 File grievance documents	None	10 minutes	Grievance Committee
	1.11 Conducts dialogue / other means to resolve the grievance (if the aggrieved party is not satisfied with the resolution)	None	10 days	RMANCOM
	1.12 Accomplishes and signs the Grievance Agreement Form (if the aggrieved party is satisfied with the resolution)	None	30 minutes	Parties involved, Grievance Committee Chairperson
	1.13 File grievance documents	None	10 minutes	RMANCOM

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 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 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

102. Facilitation of exit interview

Office or Division:		Human Resource and Welfare Section (HRWS)		
Classification:		Simple		
Type of Transaction:		G2G- Government to Government		
Who may avail:		Outgoing Staff (Internal Public)/ Resigned/ Transferred		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Exit Interview Form		Network shared folder		
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
1. Submits accomplished Exit Interview and Clearance Forms to HRWS	1.1 Receives forms	None	1 minute	AA I / AA II (JO)
	1.2 Screens/ Evaluates Exit Interview Form	None	5 minutes	AA I / AA II (JO)
	1.3 Conducts 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 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 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 issue Show Cause	

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

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-NCDDP)		
Classification:		Complex		
Type of Transaction:		G2G- Government to Government		
Who may avail:		Staff (Internal Public)		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Grievance Redress System Intake Form		Network shared folder		
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
2. Submits complaint to KC-NCDDP	1.14 Intakes complaint/s	None	5 hours	Technical staff
	1.15 Verifies and inspects complaint/s	None	1 day	Technical staff
	1.16 Transmit to Regional Director (RD) for decision	None	1 day	Administrative staff

3. Receives complaint with marginal note from the RD	2.1 If the RD decides to issue letter of explanation for MOA staff, prepares letter of explanation	None	2 days	Head of Section
	2.2 If the RD decides to issue Show Cause Order for permanent staff, prepares Show Cause Order	None	2 days	Head of Section
	2.3 Transmit Show Cause Order or Letter of Explanation to the concerned supervisor for signature	None	1 day hours	Administrative staff
	2.4 If the RD decides for the conduct of validation, submit request for preparation of Regional Special Order for Fact-Finding Team	None	1 day	Head of Section/ Administrative staff
3 Conducts validation	3.1 Gathers data through the conduct of FGDs, KIIs, and documents review to	None	3 days	Technical Staff
	3.2 Prepares reports for the results of validation and recommendations	None	5 days	Technical Staff
	3.3 Routes report to RD	None	1 day	Administrative Staff

4	Transmit complaints to be dismissed as decided by the RD	4.1 Files the complaint to the database or logbook	None	5 hours	Administrative staff
Feedback and 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 Regional Program Coordinator/Regional Program Manager	
How complaint is addressed				Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Regional Program Coordinator (RPC)/Regional Program Manager (RPM) or regional staff who received the complaint	
Complaint/s through 8888 Desk/ Hotline				RPC/RPM of KC-NCDDP will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit	
How complaints are processed				Concerned Division Chief 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
--	--

104. Formulation of Work and Financial Plan

Office or Division:		Kapit-Bisig Laban sa Kahirapan – Comprehensive and Integrated Delivery of Social Services – National Community-Driven Development Program (KC-NCDP)		
Classification:		Simple		
Type of Transaction:		G2G- Government to Government		
Who may avail:				
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Written request		Not Applicable		
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
	1.8 Logs and records request	None	1 hour	Technical staff
	1.9 Gather 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 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 Regional Program		

	Coordinator/Regional Program Manager
	How complaint is addressed
	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Regional Program Coordinator (RPC)/Regional Program Manager (RPM) or regional staff who received the complaint
	Complaint/s through 8888 Desk/ Hotline
	RPC/RPM of KC-NCDDP will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit
	How complaints are processed
	Concerned Division Chief 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
---------------------	--

Classification: Type of Transaction: Who may avail: CHECKLIST OF REQUIREMENTS:		Community-Driven Development Program (KC-NCDP)		
		Complex		
		G2G- Government to Government		
		WHERE TO SECURE:		
RFR checklist and attachments				
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
2. Receives Request for Fund Release (RFR)	1.7 Receives RFR	None	1 hour	Administrative staff
	1.8 Logs and records RFR	None	1 hour	Administrative staff
	1.9 Routes RFR	None	1 hour	Administrative staff
3. Reviews Request for Fund Release	1.10 Receives RFR for review	None	4 hours	Technical Staff of M&E Unit, Social Development Unit, Finance Unit, and Engineering Unit
	1.11 Routes for approval of RD	None	2 days	Administrative Staff
	1.12 Once approved by RD, routes to Accounting Section	None	1 day	Administrative Staff
Feedback and 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 Regional Program Coordinator/Regional Program Manager		
How complaint is addressed		Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by		

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

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

Office or Division:	Pantawid Pamilyang Pilipino Program
Classification:	Complex
Type of Transaction:	G2G- Government to Government
Who may avail:	Staff (internal public)
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:
Referral letter and supporting documents	Not applicable (Generic request may be used by the requesting staff)
Client steps	Section's Actions
	Fees to be paid
	Processing time
	Persons Responsible

2. Submit request to the Regional Director for approval	1.15 Receives request from the POO.	None	1 day	Technical Staff
	1.16 a) Convenes technical working group for further review and documents proceedings and discussion of the endorsed cases b) If technical working group is not needed, proceed to the next step	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

	instruction to be accomplished			
	1.21 Routes to the RPC	None	5 hours	Administrative Staff
Feedback and complaint mechanism				
How to send feedback	Accomplish feedback/ Complaint form of the Section			
How Feedbacks are processed	Feedback or complaint whenever available will be addressed and facilitated by the Head of the Pantawid Pamilyang Pilipino Program RPMO 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 the Pantawid Pamilyang Pilipino Program RPMO Section			
Complaint/s through 8888 Desk/ Hotline	Head of the Pantawid Pamilyang Pilipino Program RPMO 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			

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 Actions	Fees to be paid	Processing time	Persons Responsible

2. Regional Clearance Certificate	1.1 PAS checks turn-over documents	None	1-4 hours	PAS Process Handler
	1.2 PAS prepares Clearance			
	1.3 Reviews, ensure IDs are surrendered, Payroll are administered and sign	None	1-4 hours	PAS Head
	1.4 Reviews, ensures Exit Interview is conducted and sign	None	1-4 hours	HRWS Head
	1.5 Reviews, ensures Library Services are settled and sign	None	1-4 hours	CBS Head
	1.6 Reviews, ensures no financial services are unprocessed and sign	None	1-4 hours	Accounting Section Head
	1.7 Reviews, ensures no financial services are unprocessed and sign	None	1-4 hours	Cash Head
	1.8 Reviews, ensures scholarships/ educational programs are settled and sign	None	1-4 hours	LDS Head
	1.9 Reviews, ensures no admin/criminal case and sign	None	1-4 hours	IAU Head
	1.10 Reviews and sign	None	1-4 hours	Regional Director / OIC

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 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 Transaction:		G2G- Government to Government		
Who may avail:		Employees/Workers/Process Handlers		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Request for Documents form		Request for Documents is to be employees/workers (Forms are available in the File Share Folder)		
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
3. Certificate of Employments and other Certification	1.11 PAS Reviews request and retrieves necessary files	None	1-3 days	PAS Process Handlers
	1.12 Prepares Certification			

	1.13 Reviews and sign	None	1-4 hours	PAS Head
	1.14 Reviews and Sign	None	1-4 hours	HRMDD Chief
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 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			

109. Preparation of DTR Monitoring:

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:		
HRMIS, Daily Time Record and Biometric Scanner Machines		Biometric Scanner Machines provides data for the DTR (System is maintained in the Server)		
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
4. DTR Monitoring	1.15 Activation of Biometric Machines 1.16 Downloading of Biometric Entries	None	1-2 days	PAS Process Handlers

	1.17 Transfer of Biometric Entries to the HRMIS 1.18 Synchronizing/Re-populating DTR entries 1.19 Generation of DTR 1.20 Printing and Distribution of DTRs			
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 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			

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	1.21 Prepares Schedule of Hosts Office	None	1 day	PAS Process Handler
	1.22 Oversee the conduct of the Flag Ceremony			
	1.23 Document the Conducted Flag Ceremonies	None	1 day	PAS Head
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 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			

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 REQUIREMENTS:	WHERE TO SECURE:
Transmittal, List, ORS, DV	PAS

Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
6. GPAI Enrollment/ Renewal	1.24 Prepares List of Enrollees	None	1-2 days	PAS Process Handler
	1.25 Prepares Transmittal and Accountability form for MOA/JO workers			
	1.26 Prepares ORD and DV for Permanent/ Casual/ Contractual Employees			
	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 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 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 Personnel Administration 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	addressed by the Head of Personnel Administration Section
	Head of Accounting Section will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit
	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff
	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: focar@dswd.gov.ph or through Facebook account: www.facebook.com/dswdfocar

112. Preparation of Leave Administration:

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:		
Application For Leave Form, Leave Ledgers, Schedule of Forced Leaves and Special Leave Privileges		Leave Application Forms are to be submitted by the employees (Forms are available at the DSWD FO shared folder)		
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
7. Leave Administration	1.35 Checks and reviews applications for leave 1.36 Updates Leave ledger based on leave 1.37 Updates leave ledger every 1 st week of each month for deduction and earned credits 1.38 Prepares Memo on the schedule of FL and SLP	None	1-4 hours	PAS Process Handler
	1.39 Reviews and sign Certification	None	1-4 hours	PAS Head

	1.40 Reviews and Sign as Recommending Approval	None	1-4 hours	Division Chief Concerned / ARD for Concerned
	1.41 Reviews and Sign for Approval	None	1-4 hours	ARD for Administration / Regional Director
	1.42 Endorses approved leave application to employees 1.43 Prepare smemorandum for disapproved leave applications	None	1-4 hours	PAS Process Handler
	1.44 Reviews and sign	None	1-4 hours	PAS Head
	1.45 Reviews and Sign	None	1-4 hours	HRMDD Division Chief

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 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

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, Resolution from the Committee, Payroll, ORS and DV		Leave Applications are to submitted by the employees (Forms are available at the DSWD FO shared folder)			
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible	
1. Leave Monetization	1.1 Consolidates Leave Application Forms	None	1-7 days	PAS Process Handler	
	1.2 Prepares Matrix				
	1.3 Request the Convening of the Monetization Committee				
	1.4 Deliberation of Requests	None	1-4 hours	Monetization Committee	
	1.5 Prepares regret/acceptance letters	None	1-4 hours	PAS Process Handler	
	1.6 Prepares payroll, ORS and DV	None	1-4 hours	PAS Process Handler	
	1.7 Reviews and sign	None	1-4 hours	PAS Head	
	1.8 Reviews and Sign	None	1-4 hours	HRMDD Chief	
	1.9 Obligation	None	1-4 Hours	Budget Section	
	1.46 Pre-audit 1.10 Issues JEV and ADA	None	1-4 Hours	Accounting Section	
1.11 Approved for Payment	None	1-4 hours	ARD for Administration		
1.12 Endorses ADA to Bank	None	1-4 hours	Cash Section		
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 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

114. Preparation of Issuance of NOSI/NOSA:

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:		
DBM Issuance		DBM Office/Website		
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
1. Issuance of NOSI/NOSA	1.1 Prepares NOSI/NOSA	None	1 day	PAS Process Handler
	1.2 Updates Service Record			
	1.3 Reviews and sign	None	1-4 hours	PAS Head
	1.4 Reviews and Sign	None	1-4 hours	HRMDD Chief
	1.5 Reviews and Sign	None	1-4 hours	ARD for Administration
	1.6 Endorses copy to CSC, GSIS, COA	None	1 day	PAS Process Handler
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 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

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

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:			
Payroll, ORS and DV with Complete Documentary Requirements (Daily Time Report, Accomplishment Report, etc.)		DTRs and ARs are to submitted by the employees/workers (Forms are available at the DSWD FO shared folder)			
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible	
8. Payroll Administration	1.47 Reviews DTR and AR	None	1-2 days	PAS Process Handler	
	1.48 Prepares Payroll, ORS and DV				
	1.49 Reviews and sign	None	1-4 hours	PAS Head	
	1.50 Reviews and Sign	None	1-4 hours	HRMDD Chief	
	1.51 Obligation	None	1-4 Hours	Budget Section	
	1.52 Pre-audit	None	1-4 Hours	Accounting Section	
	1.53 Issues JEV and ADA				
	1.54 Approved for Payment	None	1-4 hours	ARD for Administration	
	1.55 Endorses ADA to Bank	None	1-4 hours	Cash Section	
	1.56 Prepares Payslips	None	1-4 hours	PAS Process Handler	
	1.57 Reviews and sign	None	1-4 hours	PAS Head	

	1.58 Distributes Payslips	None	1-4 hours	PAS Process Handler
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 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			

116. Preparation of PDS Compliance:

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:		
Personal Data Sheet		PDS are to be submitted by the employees/workers (Forms are available at the DSWD FO shared folder)		
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
9. PDS Compliance	1.59 Consolidates submitted PDS	None	1-7 days	PAS Process Handler
	1.60 Enters in data from the PDS to the database			
	1.61 Prepares Certification and Report			
	1.62 Reviews and sign	None	1-4 hours	PAS Head

	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 Certification and Report to CSC	None	1-4 hours	PAS Process Handler
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 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				

117. Preparation of Personnel Locator Slip Monitoring:

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:			
Personnel Locator Slip	PLS are to be submitted by the employees (Forms are available at the DSWD FO shared folder)			
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible

10. Personnel Locator Slip Monitoring	1.67 Prepares and encodes time infractions due to PLS	None	1-4 hours	PAS Process Handler
	1.68 Updates leave ledger of employees for the leave infractions			
	1.69 Reviews and sign	None	1-4 hours	PAS Section Head
	1.70 Reviews and Sign	None	1-4 hours	Division Chief Concerned / ARD for Concerned

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 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

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 Pay		PAS, GSIS, PHIC, Pag-IBIG Office			
Client steps		Section's Actions	Fees to be paid	Processing time	Persons Responsible
11. Remittance Administration	1.71	Prepares remittance list, ORS and DV based on disbursed payroll	None	1-2 days	PAS Process Handlers
	1.72	Reviews and sign	None	1-4 hours	PAS Head
	1.73	Reviews and Sign	None	1-4 hours	HRMDD Chief
	1.74	Obligation	None	1-4 Hours	Budget Section
	1.75	Pre-audit	None	1-4 Hours	Accounting Section
	1.76	Issues JEV and ADA			
	1.77	Approved for Payment	None	1-4 hours	ARD for Administration
	1.78	Endorses ADA to Bank or Check to Lined Agencies	None	1-4 hours	Cash Section
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 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:			

119. Preparation of SALN Compliance:

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:		
Statement of Assets, Liabilities and Net Worth		SALNs are to be submitted by the employees (Forms are available at the DSWD FO shared folder)		
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
12. SALN Compliance	1.79 Consolidates submitted SALNs	None	1-7 days	PAS Process Handler
	1.80 Enters in data from the SALNs to the database			
	1.81 Prepares Certification and Report	None	1-4 hours	PAS Section Head
	1.82 Reviews and sign			
	1.83 Reviews and Sign			
	1.84 Reviews and Sign			
	1.85 Reviews and Sign			
	1.86 Endorses signed Certification and Report to Ombudsman	None	1-4 hours	Regional Director / OIC
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 Personnel Administration 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	addressed by the Head of Personnel Administration Section
	Head of Accounting Section will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit
	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff
	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: focar@dswd.gov.ph or through Facebook account: www.facebook.com/dswdfocar

120. Processing of Request for Name Matching

- Processing of name matching request from the internal offices to the Listahanan database.

Office or Division:		National Household Targeting Section		
Classification:		Highly Technical		
Type of Transaction:		G2G- Government to Government		
Who may avail:		End-Users/ Process owners		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Request Memorandum containing the list for name matching with the required information (Province, Municipality, Barangay, First Name, Middle Name, Last Name, Ext Name, Date of Birth, Month of Birth, and Year of Birth) in excel file		To be submitted by the end user/ process owner		
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
13. Submit request to NHTS with complete information	1.1 Receives the request	None	1 minute	Administrative Assistant III
	1.2 Reviews request as to completeness of information	None	5 minutes	Regional IT Officer II
	1.3 Run the name matching and Manual verification	None	15 days	Regional IT Officer II

	1.4 Prepares transmittal to the requesting party	None	2 minutes	Regional IT Officer II
	1.5 Reviews generated data and signs transmittal	None	5 minutes	Regional Field Coordinator
	1.6 Routes to the requesting section	None	5 minutes	Administrative Assistant III
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 Section			
How to complaint is addressed	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Head of the Section			
Complaint using 8888	Head of the Section will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit			
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff			
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: focar@dswd.gov.ph or through Facebook account: www.facebook.com/dswdfocar			

121. Data Sharing of Listahanan Statistics

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

Office or Division:	National Household Targeting Section
Classification:	Simple
Type of Transaction:	G2G- Government to Government
Who may avail:	End-Users/ Process owners
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:
Request Memorandum	To be submitted by the end user/ process owner

Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
1. Submit request to NHTS	1.1 Receives the request	None	1 minute	Administrative Assistant III
	1.2 Reviews request as to completeness of information	None	5 minutes	Statistician II
	1.3 Extract data requested from the database	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	5 minutes	Administrative Assistant III
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 Section			
How to complaint is addressed	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Head of the Section			
Complaint using 8888	Head of the Section will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit			
How complaints are processed	Concerned Division Chief 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

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 Division:		National Household Targeting Section		
Classification:		Complex		
Type of Transaction:		G2G- Government to Government		
Who may avail:		End-Users/ Process owners		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Request Memorandum endorsed by the Data Protection Officer and approved by the Regional Director or the OIC		To be submitted by the end user/ process owner		
Non Disclosure Agreement		NHTS		
Data Release Form		NHTS		
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
1. Submit request to NHTS	1.1 Receives the request	None	1 minute	Administrative Assistant III
	1.2 Reviews request as to completeness of information	None	5 minutes	Regional Officer II IT
	1.3 Extract data requested from the database	None	5 days	Regional Officer II IT
	1.4 Prepares transmittal including the Data Release Form and the Non Disclosure Agreement to the	None	5 minutes	Regional Officer II IT

	requesting party			
	1.5 Reviews generated data and signs transmittal	None	5 minutes	Regional Field Coordinator
	1.6 Routes to the requesting section	None	5 minutes	Administrative Assistant III
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 Section			
How to complaint is addressed	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Head of the Section			
Complaint using 8888	Head of the Section will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit			
How complaints are processed	Concerned Division Chief 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			

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:		PDPB WHERE TO SECURE:		
HPMES Accomplishment Reports from the Office/Division/Section/Units (ODSU's)		Not applicable		
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
1. Submits report to PDPS (hardcopy or electronic copy)	1.7 Receives and acknowledge reports	None	10 minutes	Administrative Assistant II
	1.8 Reviews the completeness of the submitted report	None	1 hour	Statistician I
	1.9 Updates the scorecard	None	10 minutes	Statistician I
	1.10 Consolidates the Regional HP MES accomplishment report	None	2 days	Statistician I
	1.11 Reviews the consolidated HP MES accomplishment 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	Administrative Assistant II
	1.14 Route the approved HP MES Accomplishment Report to Records and	None	10 minutes	Administrative Assistant II

	Archives Management Section			
	1.15 Email the approved HPMS Accomplishment Report to Central Office-Policy Development and Planning Bureau	None	10 minutes	Statistician I

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 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: 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

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:			
GAD Plan and Budget/Accomplishment Reports from the concerned GAD focal persons		Not applicable			
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible	
1. Submits GAD Plan and Budget/Accomplishment Report to PDPS (hardcopy or electronic copy)	1.1 Receives and acknowledge reports	None	10 minutes	Administrative Assistant II	
	1.2 Review the completeness of the submitted report	None	1 hour	Planning Officer III	
	1.3 Prepare the scorecard	None	10 minutes	Planning Officer III	
	1.4 Consolidate the Regional GAD	None	2 days	Planning Officer III	

	Plan and Budget/GAD Accomplishment Report			
	1.5 Review the consolidated Regional GAD Plan and Budget/GAD Accomplishment Report	None	1 day	GAD-TWG Chairperson/ OIC ARDO
	1.6 Endorse to the Regional Director for approval	None	1 day	Administrative Assistant II
	1.7 Route the approved Regional GAD Plan and Budget/GAD Accomplishment Report to Records and Archives Management Section	None	10 minutes	Administrative Assistant II
	1.8 Email the approved Regional GAD Plan and Budget/GAD Accomplishment Report to Central Office-Policy Development and Planning Bureau	None	10 minutes	Planning Officer III
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 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: focar@dswd.gov.ph or through Facebook account:

125. Sectors Plans and Accomplishments

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:		
Sectoral Plans and Accomplishment from Sectors Focal Persons		Not applicable		
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
1. Submits Sectors Plan and Accomplishments to PDPS (hardcopy or electronic copy)	1.1 Receives and acknowledge reports	None	10 minutes	Administrative Assistant II
	1.2 Review the completeness of the submitted report	None	1 hour	Planning Officer III
	1.3 Prepare the scorecard	None	10 minutes	Planning Officer III
	1.4 Consolidate the Regional Sectors Plans and Accomplishments	None	2 days	Planning Officer III
	1.5 Review the consolidated Regional Sectors Plans and Accomplishments	None	1 day	OIC PPD Chief
	1.6 Endorse to the Regional	None	1 day	Administrative Assistant II

	Director for approval			
	1.7 Route the approved Regional Sectors Plans and Accomplishments to Records and Archives Management Section	None	10 minutes	Administrative Assistant II
	1.8 Email the approved Regional Sectors Plans and Accomplishments to Central Office- Policy Development and Planning Bureau	None	10 minutes	Planning Officer III

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 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

How complaints are processed	reglementary period and send response to 8888 hotline and Internal Audit Unit
	Concerned Division Chief may issue Show Cause Order for violations committed 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

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 and policies	Not applicable			
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible

1. Submits GAD Plan inputs or comments on the draft guidelines and policies to PDPS (hardcopy or electronic copy)	1.1 Receives and acknowledge comments/inputs	None	10 minutes	Administrative Assistant II
	1.2 Consolidate 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
	1.4 Endorse to the Regional Director for approval	None	1 day	Administrative 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	Administrative 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
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 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: focar@dswd.gov.ph or through Facebook account: www.facebook.com/dswdfocar

127. Preparation of Office Performance Contract Review (OPCR)

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:		
OPC Actual Accomplishments and Means of Verifications (MOV's)		Not applicable		
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
1. Submits OPC Actual Accomplishments and Means of Verification to PDPS (hardcopy or electronic copy)	1.1 Receives and acknowledge report/MOV's	None	10 minutes	Administrative Assistant II
	1.2 Review the completeness of the submitted report/MOV's	None	1 hour	Planning Officer II
	1.3 Prepare 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
	1.6 Endorse to the Regional Director for approval	None	1 day	Administrative Assistant II

	1.7 Route the approved Office Performance Contract Review (OPCR) to Records and Archives Management Section	None	10 minutes	Administrative 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 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 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: focar@dswd.gov.ph 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 Development and Planning Section (PDPS)		
Classification:		Complex		
Type of Transaction:		G2G- Government to Government		
Who may avail:		PDPB		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Work and Financial Plan and Annual Performance Measure (APM)		Not applicable		
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
1. Submits Work and Financial Plan /Annual Performance Measure to PDPS	1.1 Receives and acknowledge reports	None	10 minutes	Administrative Assistant II
	1.2 Review the completeness	None	1 hour	Planning Officer I

(hardcopy or electronic copy)	of the submitted report			
	1.3 Prepare the scorecard	None	10 minutes	Planning Officer I
	1.4 Consolidate 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
	1.6 Endorse to the Budget Section for final review and inputs	None	1 day	Budget Section Head
	1.7 Endorse 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
	1.9 Email the approved Work and Financial Plan /Annual	None	10 minutes	Planning Officer I

	Performance Measure to Central Office-Policy Development and Planning Bureau			
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 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: focar@dswd.gov.ph or through Facebook account: www. facebook.com/dswdfocar
--	--

129. Preparation of Proposed Annual Budget for Field Office

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:		
Budget Proposal from ODSU's		Not applicable		
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
1. Submits budget proposal to PDPS (hardcopy or electronic copy)	1.1 Receives and acknowledge reports	None	10 minutes	Administrative Assistant II
	1.2 Review the completeness of the submitted report	None	1 hour	Planning Officer III
	1.3 Prepare the scorecard	None	10 minutes	Planning Officer III
	1.4 Consolidate the Regional Budget Proposal	None	1 day	Planning Officer III
	1.5 Endorse to Budget Section for input in the financial part	None	1 day	Budget Section Head

	1.6 Endorse 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 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 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: focar@dswd.gov.ph 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 Plans Division - Standards Section
Classification:	Complex
Type of Transaction:	<ul style="list-style-type: none"> • Government to Client (G2C) • Government to Government (G2G)
Who may avail:	All eligible person/individual, corporation, organization or association desiring to solicit funds for charitable and public welfare purposes in one (1) region
<div> <div>CHECKLIST OF REQUIREMENTS</div> <div>WHERE TO SECURE</div> </div>	
A. For Corporation, Organization or Association desiring to solicit funds for charitable and public welfare purposes	

1. One (1) Duly Accomplished Application Form signed by the Agency Head or his/her authorized representative	<ul style="list-style-type: none"> • DSWD Field Office CAR - Standards Section 40 North Drive, Baguio City • https://www.dswd.gov.ph/downloads-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 <i>*Not applicable to Government Agencies.</i>	<ul style="list-style-type: none"> • 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. <i>*Not applicable to Government Agencies.</i>	<ul style="list-style-type: none"> • 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.	<ul style="list-style-type: none"> • 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. <i>*Not applicable to Government Agencies.</i>	<ul style="list-style-type: none"> • 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 style="list-style-type: none"> with intended beneficiary/recipients
7. 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: 8.1. Director of Private Schools 8.2. Schools Superintendent of Public School 8.3. Head or authorized representative of National Government Agencies (NGAs) 8.4. Head or authorized representative of Local Government Unit (LGU) 8.5. Bishop/Parish Priest/Minister or Head of Sect or Denomination 8.6. Others	<ul style="list-style-type: none"> with the agency that allows applicant to undertake solicitation activities in their jurisdiction
8. 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 style="list-style-type: none"> DSWD Field Office CAR – Standards Section https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/ DSWD-SB- PS-F-007: Fund Utilization Report
B. For individual soliciting funds for child/relative suffering from chronic diseases that requires long-term and/or expensive medication	
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 style="list-style-type: none"> DSWD Licensed or Accredited Social Welfare and Development Agency (SWDA)
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 style="list-style-type: none"> Office of the City/Municipal Social Welfare and Development in the City/Municipal Local Government Unit of applicant's current residence
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 style="list-style-type: none"> Hospital's Records Section or Attending Physician or Treatment Protocol

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, <i>*if applying for renewal of permit/authority</i>	<ul style="list-style-type: none"> Applicant
---	---

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Assessment Procedures for Walk-in Applicants				
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)	₱500.00	*10 minutes	Receiving Staff – Cash Section
3. Submit/file application documents	<p>If Complete and Compliant:</p> <p>1.1 Receive the documentary requirements including copy of Official Receipt (OR) for payment of processing fee;</p> <p>If found incomplete or non-compliant,</p> <p>1.1 Return application documents to person/ individual, corporation, organization or association together with the Checklist of Requirements.</p> <p>1.2 Provide necessary technical assistance to the applicant to qualify for the issuance of permit.</p>	None	*15 minutes	Focal Person - Standards Section

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Wait for the result of the assessment	<p>1.1 Review and evaluate application documents for completeness and compliance to requirements;</p> <p>1.2 Conduct agency visit, if necessary.</p>	None	3 days	<i>Focal Person - Standards Section</i>
4.1 Wait for the result of the assessment	<p>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.</p> <p>If found incomplete or non-compliant:</p> <p>1.1 Return application documents to the person/individual, corporation, organization or association with an acknowledgement letter citing reasons for disapproval;</p> <p>1.2 Provide necessary technical assistance to the applicant to</p>	None	3 days	<i>Focal Person - Standards Section/Section Head/Division Chief/Regional Director</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	qualify for the issuance of permit. <i>As needed.</i>			
5. Issuance of Permit	1.1 Notify the Applicant Organization on the availability of the Certificate 1.2 Issues the Certificate of Accreditation or the Denial Letter 1.3 Provide orientation conforming to the standard operating procedures in the inventory, monitoring and utilization of solicited funds	None	1 day	<i>Focal Person - Standards Section</i>
TOTAL				
For 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

Type of Transaction:	<ul style="list-style-type: none"> • Government to Client (G2C) • Government to Government (G2G)
Who may avail:	All eligible person/individual, corporation, organization or association desiring to solicit funds for charitable and public welfare purposes in more than one (1) region
<div>CHECKLIST OF REQUIREMENTS</div> <div>WHERE TO SECURE</div>	
C. For Corporation, Organization or Association desiring to solicit funds for charitable and public welfare purposes	
9. One (1) Duly Accomplished Application Form signed by the Agency Head or his/her authorized representative	<ul style="list-style-type: none"> • DSWD Field Office - Standards Section (SS) 40 North Drive, Baguio City • https://www.dswd.gov.ph/downloads-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 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.	<ul style="list-style-type: none"> • Securities Exchange Commission (SEC) - 3/F Newtown Square, 42 Navy Base Road, Baguio City
11. One (1) 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.	<ul style="list-style-type: none"> • Securities Exchange Commission (SEC)- 3/F Newtown Square, 42 Navy Base Road, Baguio City
12. 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.	<ul style="list-style-type: none"> • DSWD Field Office CAR- Standards Section 40 North Drive, Baguio City • https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/

	DSWD-SB- PS-F-002: Project Proposal
13. Profile of current Governing Board Members or its equivalent in the corporation, certified by the Corporate Secretary or any equivalent officer. <i>*Not applicable to Government Agencies.</i>	<ul style="list-style-type: none"> DSWD Field Office CAR-Standards Section 40 North Drive, Baguio City https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/ DSWD-SB- PS-F-003: Profile of Governing Board
14. Notarized Written Agreement or any similar document signifying the intended beneficiary concurrence as recipient of the fundraising activities.	<ul style="list-style-type: none"> from intended beneficiary/recipients or its head/authorized representative
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: 7.1. Director of Private Schools 7.2. Schools Superintendent of Public School 7.3. Head or authorized representative of National Government Agencies (NGAs) 7.4. Head or authorized representative of Local Government Unit (LGU) 7.5. Bishop/Parish Priest/Minister or Head of Sect or Denomination 7.6. Others	<ul style="list-style-type: none"> from the agency that allows applicant to undertake solicitation activities in their jurisdiction
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 style="list-style-type: none"> DSWD Field Office CAR-Standards Section 40 North Drive, Baguio City https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/ DSWD-SB-PS-F-007: Fund Utilization Report
17. Sample of additional specific requirements for each methodology to be used, such as:	<ul style="list-style-type: none"> Please refer to https://www.dswd.gov.ph/issuances/MCs/MC_2014-017.pdf

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

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME* (under normal circumstance)	PERSON RESPONSIBLE
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	<i>Support Staff</i> - Standards Section
2. Payment of Processing Fee	Receive payment for the required processing fee and issue official receipt (OR)	₱1,000.00	*10 minutes	<i>Receiving Staff</i> – Cash Section-
3. Submit/file application documents	<p>If Complete and Compliant:</p> <p>1.1 Receive the documentary requirements including copy of</p>	None	*15 minutes	<i>Focal Person</i> - Standards Section

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

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME* (under normal circumstance)	PERSON RESPONSIBLE
	Standards Bureau – DSWD Central Office			
Compliant:	Complete	TOTAL and ₱1,000.00	7 working days	
Complete and Non-Compliant Submission:		₱1,000.00	Six (6) days	
Submission:	Incomplete	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 style="list-style-type: none"> Any DSWD Field Office CAR - Standards Section https://www.dswd.gov.ph/issuances/MCs/MC_2019-021.pdf – <i>DSWD DFE Form 1</i>
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	
5. Bill of Lading or Airway Bill	Carrier (or agent) to acknowledge receipt of cargo for shipment, usually provided by the donor to the donee
6. Packing List	Carrier (or agent) to acknowledge receipt of cargo for shipment, usually provided by the donor to the donee
7. Plan of Distribution	https://www.dswd.gov.ph/issuances/MCs/MC_2019-021.pdf – <i>DSWD DFE Form 2</i> <ul style="list-style-type: none"> To be certified and endorsed by the DSWD Field Office(s) having jurisdiction over the target area for distribution
OPTIONAL REQUIREMENTS	
1. Certification from Food and Drug Administration (FDA), in case of medicines	Food and Drug Administration – Civic Drive, Filinvest Corporate City, Alabang, Muntinlupa City 1781
2. Notarized distribution report on latest shipment, if not the first time to import foreign donations.	https://www.dswd.gov.ph/issuances/MCs/MC_2019-021.pdf – <i>DSWD DFE Form 3</i> <ul style="list-style-type: none"> To be certified correct by the concerned DSWD Field Office
3. Proof of prior agreements or approved arrangements, in case In case of relief items other than food and medicines	Appropriate government agencies

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. <ul style="list-style-type: none"> If complete, to determine the necessity of conducting a validation visit. 	None	3 working days	Standards Section <i>Technical staff</i>
	If incomplete, to return all submitted documents to the applicant.			
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	None	1 working day	Field Office: Standards Section Technical Staff 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 requirement.			
TOTAL Complete and Compliant:		₱1,000.00	Seven (7) days	
Complete and 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 avail:	All Social Workers who are direct practitioners including supervisors from the DSWD Field Offices, residential, and center-based facilities, Local Government Units, other National Government Agencies, Court Social Workers, Non-Government Organizations, and individual practitioners managing court cases of the disadvantaged groups.
CHECKLIST OF REQUIREMENTS ¹	WHERE TO SECURE
A. For New Applicants	
1. For Social Workers	
a. 2 copies of Application Form for Accreditation of Social Workers Managing Court Cases (Annex A)	<ul style="list-style-type: none"> Any DSWD Field Office - Standards Section 40 North Drive, Baguio City Refer to DSWD Website – Administrative Order No. 1 series of 2008 for the form
b. 2 copies and original Valid Professional Regulations Commission Registration ID Card	Professional Regulations Commission
c. 2 copies of Certificate of attendance to basic course training (at least 32 hours) on the management of court cases from DSWD or its recognized training institutions; <i>*In case of lost certificate, a certified true copy from the training provider may be presented</i>	Training Provider
d. Summary documentation of four (4) cases managed (Annex B)	Refer to DSWD Website – Administrative Order No. 1 series of 2008 for the template
e. Letter of Recommendation attesting to the competence of the social worker	Any of the following: <ul style="list-style-type: none"> Supervisor of the applicant; Philippine Association of Social Workers, Inc. (PASWI); If court social worker, from the Philippine Association of Court Social Workers, Inc. (PACSWI)

f. The following documents on cases handled must be made available during on-site assessment: <ul style="list-style-type: none"> • Case study reports; • Progress/running notes; • Case summaries; • Case conference proceedings/notes 	Applicant/Client
2. For Supervisors	
a. First three (3) requirements stated under new applicants for social worker	(As stated above)
b. Technical supervisory notes of two (2) supervisees as proof of providing technical assistance	Applicant/Client
c. The following documents on cases handled must be made available during on-site assessment: <ul style="list-style-type: none"> • Case study reports; • Progress/running notes; • Case summaries; • Case conference proceedings/notes 	Applicant/Client
B. For Renewal	
1. For Social Workers	
a. Certificate of attendance to relevant trainings attended or refresher course of at least 24 hours	DSWD or recognized training institutions
b. Summary documentation (Annex B) of cases managed for the last six months	Refer to DSWD Website – Administrative Order No. 1 series of 2008 for the template
c. Recommendation from the Supervisor attesting to the competence of social worker in managing court cases	Applicant/Client
d. The following documents on cases handled must be made available during on-site assessment: <ul style="list-style-type: none"> • Case study reports; • Progress/running notes; and • Other relevant documentations pertaining to the cases 	Applicant/Client
2. For Supervisor	
a. First three (3) requirements stated under renewal for social worker	(As stated above)

b. Technical supervisory notes of two (2) supervisees as proof of providing technical assistance	Applicant/Client
c. The following documents on cases handled must be made available during on-site assessment: <ul style="list-style-type: none"> • Case study reports; • Progress/running notes/marginal notes; • Case summaries; • Case conference proceedings/notes 	Applicant/Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME* (Under Normal Circumstances)	PERSON RESPONSIBLE
1. The Applicant shall file application (Annex A) at the concerned DSWD Field Offices (FO) – Standards Section together will the requirements stated above.	1.1.The Field Office- Standards Section shall review the submitted documents as to completeness and accuracy with the original copies of the documents. If found to be complete, Receiving Officer shall forward the documents to the Technical Staff.	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 staff</i> - Standards Section

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME* (Under Normal Circumstances)	PERSON RESPONSIBLE
	<p>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.</p> <p>If requirements are incomplete, to return the application to the applicant and provide the necessary technical assistance to comply with the requirement.</p>	None	2 days	Standards Section Head, – Standards Section
Total Processing Time:			7 working 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 Certificate of Eligibility issued by the SLP-RPMO		DSWD Field Office CAR- Sustainable Livelihood Program	
2. Endorsement of SLPAs with CoE signed by the RPC (to include the project/s		DSWD Field Office CAR- Sustainable Livelihood Program	

approved, address of the SLPA, and the budget approved for the project)	
---	--

CLIENT STEPS	AGENCY ACTIONS	FEE TO BE PAID	PROCESSING TIME* (<u>under</u> <u>normal</u> <u>circumstance</u>)	PERSON RESPON SIBLE
STEP 1: A certified true copy of CoE and Endorsement of SLPAs with CoE signed by RPC is forwarded to SS by the SLP	1.1 Receives documentary requirements	None	*10 minutes	<i>Support staff</i> (Standards Section)
	1.2 Review of the requirements received	None	1 day	<i>Technical Staff</i> (Standards Section)
	1.3 If complete, the SS will sign the Endorsement of SLPAs, which was initially signed by the RPC, and will prepare the CoA. If found incomplete, the application requirements shall be returned to SLP-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	<i>Support Staff</i> (Standards Section)
	1.5 Approval of the Regional Director or issuance of CoA by the Regional Director	None	2 days	Regional Director

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME* (under normal circumstance)	PERSON RESPONSIBLE
STEP 2: CSO Applicant, through SLP-RPMO, are informed of the final action or decision of the Regional Director.	1.1 Informs the SLP-RPMO, of the final action or decision of the Regional Director, and shall forward signed CoA to SKP-RPMO. 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.	None	2 working days	Support Staff/Technical Staff (Standards Section)
TOTAL		None	6 working days	
Complete and Compliant:				
Incomplete 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 only in one (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	
1. One (1) Duly Accomplished and Notarized Application Form	<ul style="list-style-type: none"> • DSWD Field Office CAR – 40 North Drive, Baguio City • https://www.dswd.gov.ph/downloads-2/ Annex 1. DSWD-RLA-F001 Application Form for Registration

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	<ul style="list-style-type: none"> • Securities Exchange Commission (SEC) - 3/F Newtown Square, 42 Navy Base Road, Baguio City
3. One (1) Copy of any of the following: <ul style="list-style-type: none"> • Handbook or Manual Operations of its programs policies and procedures to attain its purposes • Brochure • Duly signed Work and Financial Plan for at least two (2) years 	<ul style="list-style-type: none"> • https://www.dswd.gov.ph/downloads-2/ Annex 4. DSWD-RLA-F004 Manual of Operation • https://www.dswd.gov.ph/downloads-2/ Annex 5. DSWD-RLA-F005 Brochure • https://www.dswd.gov.ph/downloads-2/ Annex 9. DSWD-RLA-F009 Work and Financial Plan

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME (under normal circumstance)	PERSON RESPONSIBLE
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 supporting documents. 1.2 For applicant organization with complete requirements shall have	1.1 Receive the documentary requirements and provide the applicant organization with an application reference number for easy	None	*10 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 RESPONSIBLE
<p>acknowledgement receipt of the submitted requirements.</p> <p>1.3 For incomplete requirements, the applicant organization shall sign the acknowledgement of the returned documents and the checklist of the lacking requirements.</p>	<p>tracking and reference.</p> <p>1.2 Determine whether the submitted documents are complete.</p> <p>1.3 If complete, provide the organization an acknowledgement receipt and log the receipt of application documents into the Document Tracking System (DTS) for Standards Bureau.</p> <p>1.4 If incomplete, return all documents submitted accompanied by a checklist of requirements for applicant Organization's compliance.</p>			
<p>3. If Complete, Settle the required processing fee.</p>	<p>Prepare Billing Statement and instructs applicant to proceed to the Cash Section.</p>	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 RESPONSIBLE
				(Standards Section)
	Process payment and issues Official Receipt.	₱1,000.00	*10 minutes	Cashier (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)
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 result of assessment.	1.1 Review the submitted documents as to completeness and compliance. The submitted complete documents must satisfy the following Criteria: i. Applicant must be engaged mainly or generally in Social Welfare and Development Activities.	None	2 working days	Technical Staff (Standards Section)

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

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME (under normal circumstance)	PERSON RESPONSIBLE
	<p>social development and/or welfare activities it implements.</p> <p>Note: Criteria ii, iii and v are only applicable for those organizations that are already in operation prior to application for Registration.</p> <p>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.</p>			
	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 RESPONSIBLE
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)	<i>Support Staff</i> in-charge of outgoing documents (Standards Section)
TOTAL				
For Complete and Compliant:		₱1,000.00	7 working days	
For Incomplete Submission:		None	20 minutes	
B. Processing Procedures of Applications submitted at Standards Section through Mail/Courier:				
1. Send the Application Form together with the prescribed documentary requirements through Mail or Courier to: DSWD-CAR Standards Section 40 North Drive, Baguio City	Log receipt into the Document Tracking System (DTS) for Standards Section. This shall be route to the Assigned Technical Staff.	None	*10 minutes	<i>Support Staff</i> in-charge of incoming documents (Standards Section)
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 Staff</i> (Standards Section)

CLIENT STEPS	AGENCY ACTIONS	FEE TO BE PAID	PROCESSING TIME (under normal circumstance)	PERSON RESPONS IBLE
	<ul style="list-style-type: none"> i. Applicant must be engaged mainly or generally in Social Welfare and Development Activities. 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%) 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 RESPONSIBLE
	<p>of the funds are disbursed for administrative services.</p> <p>iv. The SWDA must have a financial capacity to operate for at least two (2) years.</p> <p>v. Applicant keeps record of all social development and/or welfare activities it implements.</p> <p>Note: Criteria ii, iii and v are only applicable for those organizations that are already in operation prior to application for Registration.</p> <p>1.2 If found incomplete or non-compliant, 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</p>			

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME (under normal circumstance)	PERSON RESPONSIBLE
	together with all the documents submitted.			
<p>3. Settle the required processing fee.</p> <p>For those operating in more than one region, the applicant organization may settle its payment either at DSWD Field Office where their Main Office is located according to Organization's preference.</p>	<p>1. If found both complete and compliant, notify the Applicant Organization that they have to settle their processing fee.</p> <p>1.1 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.</p> <p>Field Office: The Support Staff shall prepare Billing Statement and instructs applicant to proceed to Field Office Cash Section.</p>	₱1,000.00	*10 minutes	<i>Technical Staff and Support Staff (Standards Section)</i>
<p>4. Provide the DSWD Standards Section the copy of the Official Receipt (OR) through the following:</p> <p>1. Scanned copy of the Official Receipt</p>	<p>1. Acknowledge the copy of Official Receipt from the Organization.</p> <p>1.1 For the Copy of OR sent through email: the Support Staff managing the</p>	None	*10 Minutes	<i>Support Staff in-charge of incoming documents (Standards Section)</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME (under normal circumstance)	PERSON RESPONSIBLE
standards.focar@dswd.gov.ph with the subject: Name of the Organization Copy of OR for Registration. 2. Hand-carry the Photocopy of Official Receipt 3. Mail/Courier the Photocopy of Official Receipt	Official email of the Standards Section shall acknowledged its receipt. 1.2 For the Copy of OR sent through mail/courier: the assigned technical Staff shall 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)
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 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 RESPONSIBLE
	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.

Office or Division:	DSWD Field Office – Standards Section (Covering the area of operation if operating only in one (1) region)
Classification:	Highly Technical
Type of Transaction:	Government to Client (G2C)
Who may avail:	ALL Private SWDAs Intending to Operate
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
1. One (1) Duly Accomplished and Notarized Application Form	<ul style="list-style-type: none">DSWD Field Office CAR- Standards Section 40 North Drive, Baguio Cityhttps://www.dswd.gov.ph/downloads-2/Annex 2. DSWD-RLA-F002 Application Form for Licensing
2. One (1) set of the following Basic Documents: a. A certification of plan to hire the required Registered Social Worker (RSW) or staff complement; or (b) Profile of Employees and volunteers whichever is applicable	<ul style="list-style-type: none">https://www.dswd.gov.ph/downloads-2/Annex 22. DSWD-RLA-F022 Profile of Employees

<p>b. Manual of Operation containing the SWDAs program and administrative policies, procedures and strategies to attain its purpose/s among others</p> <p>c. Profile of Board of Trustees</p> <p>d. Certified True Copy of General Information Sheet issued by SEC (One (1) copy)</p> <p>e. Notarized certification from the Board of Trustees and/or the funding agency to financially support the organizations to operate for at least two (2) years</p> <p>f. Work and Financial Plan for the two (2) succeeding years</p>	<ul style="list-style-type: none"> • https://www.dswd.gov.ph/downloads-2/Annex 4. DSWD-RLA-F004 Manual of Operation • https://www.dswd.gov.ph/downloads-2/Annex 21. DSWD-RLA-F021 Profile of Governing Board • Securities Exchange Commission (SEC) - 3/F Newtown Square, 42 Navy Base Road, Baguio City • Board resolution by the Organization • https://www.dswd.gov.ph/downloads-2/Annex 9. DSWD-RLA-F009 Work and Financial Plan
<p>3. ADDITIONAL REQUIREMENTS</p> <p>a. Basic Documents</p> <p>1. For those operating in more than one region</p> <p>a. List of main and satellite/branch offices with contact details, if any</p> <p>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</p> <p>b. For Applicant SWA's implementing Child Placement Services</p>	<ul style="list-style-type: none"> • https://www.dswd.gov.ph/downloads-2/Annex 7. DSWD-RLA-F007 List of Main and Satellite Office • Photocopy of the Memorandum of Agreement/Contract of Partnership and Certified by the Head of Applicant Organization

<p>Certification from DSWD or photocopy of the certificate of training attended by the hired RSW related to child placement service.</p> <p>c. Documents Establishing Corporate Existence and Regulatory Compliance</p> <p>1. For those operating in more than one region:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Validation report from concerned DSWD Field Office or Certification from Regional ABSNET/Cluster or LGUs attesting to the existence and status of operation of the organization in the area/s of jurisdiction. <input type="checkbox"/> There is no need to get a validation report/certification of existence for the region where the main office of the applicant is located. <p>2. For Center Based (<i>Residential and Non-Residential Based</i>) Copy of the valid safety certificates namely:</p> <ul style="list-style-type: none"> a. Occupancy permit (only for new buildings) or Annual Building Inspection/Structural Safety Certificate (for old buildings) 	<ul style="list-style-type: none"> • https://www.dswd.gov.ph/downloads-2/Annex 22. DSWD-RLA-F022 Profile of Employees • https://www.dswd.gov.ph/downloads-2/Annex 23. DSWD-RLA-F023 ABSNET Active Membership • City/Municipal Engineering Office of Local Government Unit covering the SWDAs area of operation or Private Engineer
---	---

<p>b. Fire Safety Inspection Certificate</p> <p>c. Water Potability Certificate or Sanitary Permit</p> <p>3. For applicant serving within the Ancestral Domains of Indigenous People (IP) – Photocopy of NGO Accreditation from NCIP.</p> <p>4. For applicant with past and current partnership with the DSWD that involved transfer of funds</p> <p>a. Certification from DSWD Office and/or other concerned government agencies that the applicant is free from any financial liability/obligation</p>	<ul style="list-style-type: none"> Office of the Bureau of Fire Protection in the City/Municipal Local Government Unit covering the SWDAs area of operation City/Municipal Health Office of Local Government Unit covering the SWDAs area of operation or Private Service Provider National Commission of Indigenous People (NCIP) Regional Office where the NGO operates. DSWD Field Office CAR- Financial Management Division/ 40 North Drive, Baguio City <p>Government Agency where the Organization implemented or implements projects and programs.</p>
--	---

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

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
	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	<i>Support Staff</i> in charge on the issuance of Billing Statement (Standards Section)
	Process payment and issues Official Receipt.	₱1,000.00	*15 minutes	<i>Cashier</i> (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)
<i>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.</i>				
6. Wait for the result of the documents review and notice of validation assessment.	1.1 Review the submitted documents as to completeness and compliance, both in form and substance. The submitted complete documents must satisfy the following Criteria: i. Applicant must be engaged mainly or	None	2 working days	<i>Technical Staff</i> (Standards Section)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
	<p>generally in Social Welfare and Development Activities.</p> <p>ii. In case a new applicant SWDA applying to operate a residential care facility, the applicant must establish the need for a residential facility serving a particular sector and the absence of related facility to cater them. e.g. Situationer</p> <p>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.</p> <p>iv. Applicant must submit a duly</p>			

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

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

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
	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	1.1 Prepare Confirmation Report 1.2.1 If favorable, the Technical Staff shall draft Confirmation Report and Draft Certificate of License to Operate. 1.2.2 If not favorable, the Technical Staff shall detail the Assessors Findings and the agreed compliance date of the Action Plan.	None	3 working days	<i>Technical Staff</i> (Standards Section)
	1.3.1 If favorable, review and approval of the Confirmation Report and the Draft	None	Favorable; 8 working days	<i>Section Head/Division Chief</i> (Standards Section)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
	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. 1.4.2 If unfavorable, the Support Staff shall send the Confirmation Report to the SWDA through email and via courier.		Favorable; 3 working days Unfavorable; 2 working days	<i>Regional Director</i> <i>Support Staff (Standards Section)</i>
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)	<i>Support Staff (Standards Section)</i>
TOTAL				
For Complete and Compliant:		₱1,000.00	20 working days	
For Incomplete Submission:		None	18 working days	
B. Processing Procedures of Applications submitted at Standards Section through Mail/Courier:				

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
<p>1. Send the Application Form together with the prescribed documentary requirements for Licensing through Mail or Courier to:</p> <p>DSWD-CAR Standards Section 40 North Drive, Baguio City</p>	<p>Log receipt into the Document Tracking System (DTS) for Standards Section. This shall be route to the Assigned Technical Staff.</p>	None	*15 minutes	<i>Support Staff</i> in charge of incoming documents (Standards Section)
<p>2. Wait for the result of documents review.</p>	<p>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:</p> <ul style="list-style-type: none"> i. Applicant must be engaged mainly or generally in Social Welfare and Development Activities. ii. In case a new applicant SWDA applying to operate a residential care facility, the applicant must establish the 	None	2 working day	<i>Technical Staff</i> (Standards Section)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
	<p>need for a residential facility serving a particular sector and the absence of related facility to cater them. e.g. Situationer</p> <p>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.</p> <p>iv. Applicant must submit a duly certified financial statement that at least seventy percent (70%) of its funds are disbursed for direct social work services while thirty percent (30%) of the funds are disbursed for</p>			

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

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
	of requirements to be secured and complied. This will be sent to the applicant SWDA together with all the application documents submitted.			
<p>3. Settle the required processing fee.</p> <p>For those operating in more than one region, the applicant organization may settle its payment either at DSWD Central Office or at the DSWD Field Office where their Main Office is located according to Organization's preference.</p>	<p>1. If found both complete and compliant, notify the Applicant Organization that they have to settle their processing fee.</p> <p>1.2 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.</p> <p>Field Office: The Support Staff shall prepare Billing Statement and instructs applicant to proceed to Field Office Cashier Section.</p>	₱1,000.00	*15 minutes	<i>Technical Staff and Support Staff (Standards Section)</i>
4. Provide the DSWD Standards Bureau the copy of	1.1 Acknowledge the copy of Official	None	*15 Minutes	<i>Support Staff in charge of incoming</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
<p>the Official Receipt (OR) through the following:</p> <ol style="list-style-type: none"> 1. Scanned copy of the Official Receipt standards.focar@dswd.gov.ph with the subject: Name of the Organization – Copy of OR for Licensing. 2. Hand-carry the Photocopy of Official Receipt 3. Courier the Photocopy of Official Receipt 	<p>Receipt from the SWDA.</p> <ol style="list-style-type: none"> 1.2 For the Copy of OR sent through email: the Support Staff managing the Official email of the Standards Bureau shall acknowledged its receipt. 1.3 For the Copy of OR sent through mail/courier: the assigned technical Staff shall acknowledged its receipt. 			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)
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.	<p>Review and approval of the Acknowledgement Letter including its attachments.</p> <p>For those with requirements that</p>	None	3 working days	Section Head/Division Chief (Standards Section)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
	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.	1.Prepare Confirmation Report 1.2.1 If favorable, the Technical Staff shall draft Confirmation Report and Draft Certificate of License to Operate. 1.2.2 If not favorable, the Technical Staff shall detail the Assessors Findings and the agreed compliance date of the Action Plan.	None	3 working days	<i>Technical Staff</i> (Standards Section)
	1.3.1 If favorable, review and approval of the Confirmation	None	Favorable; 8 working days	<i>Section Head/Division Chief</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
	Report and the Draft Certificate of License to Operate. 1.3.2 If unfavorable, review and approval of the Confirmation Report.		Unfavorable; 7 working days	(Standards Section)
	1.4.1 If favorable, for approval and signature of the Certificate of License to Operate. 1.4.2 If unfavorable, the Support Staff shall send the Confirmation Report to the SWDA through email and via courier.		Favorable; 3 working days Unfavorable; 1 working days	<i>Regional Director</i> <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:		₱1,000.00	20 working days	
For Incomplete Submission:		None	17 working days	

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

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 – DSWD Field Office		
Classification:	Highly Technical		
Type of Transaction:	Government to Client (G2C)		
Who may avail:	ALL Practicing/Planning to practice Pre-Marriage Counseling Sessions		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
<ul style="list-style-type: none">One (1) Duly Accomplished Application Form		<ul style="list-style-type: none">DSWD Field Office CAR-Standards Section 40 North Drive, Baguio Cityhttps://www.dswd.gov.ph/issuances/MCs/MC_2019-001.pdf <i>Annex A. PMC Form_App</i>	
<ul style="list-style-type: none">Constitution and By-Laws/Local Ordinance or Resolution		<ul style="list-style-type: none">City/Municipal Sangguniang Bayan Office or at the City/Municipal Social Welfare and Development Office of Local Government Unit of Local Government Unit	
<ul style="list-style-type: none"><i>One (1) photocopy of the following documents (<u>original copies must be presented</u>):</i><ol style="list-style-type: none">Any of the following as proof that the applicant is a graduate of four (4) year course:<ol style="list-style-type: none">Photocopy of Certificate of graduation/college diploma or transcript of records; orCertified photocopy of valid PRC ID.Photocopy of Training Certificates/Certificates from seminars.			

<p>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;</p> <ol style="list-style-type: none"> 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: <ol style="list-style-type: none"> a. Certification from immediate Supervisor; or b. An approved resolution. 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. <ol style="list-style-type: none"> a. Accomplished Marriage Expectation Inventory Form of would-be-married couple/s present during the validation visit. 	
<p>FOR RENEWAL</p> <ol style="list-style-type: none"> 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 	

<p>application using the template provided by DSWD (<u>Annex D</u>);</p> <p>3. Summary documentation of PMC session/s conducted for the past year using the template provided by DSWD (<u>Annex C</u>);</p> <p>4. Other documents to be made available during the validation visit.</p> <p>a. Accomplished Marriage Expectation Inventory Form of would-be-married couple/s present during the validation visit.</p> <p>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</p> <p>c. A summary/record on the number of Certificate of Marriage Counseling issued.</p>	<ul style="list-style-type: none"> DSWD Field Office CAR-Standards Section https://www.dswd.gov.ph/issuances/MCs/MC_2019-001.pdf <i>Annex D. PMC Form</i> https://www.dswd.gov.ph/issuances/MCs/MC_2019-001.pdf <i>Annex C. PMC Form</i> https://www.dswd.gov.ph/issuances/MCs/MC_2019-001.pdf <i>Annex F. PMC Form</i>
--	--

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
A. Assessment Procedures for Walk-in Applicants				
1. Secures application form thru the DSWD Website/Standards 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 circumstances)	PERSON RESPONSIBLE
Standards Section	application reference number for easy tracking and reference.			(Standards Section)
3. Awaits for acknowledgment or notification relative to the application.	<p>1.1 Reviews and assesses the completeness of the requirements/documents submitted to wit:</p> <p>1.2 If found complete/sufficient, acknowledge receipt of application and notifies applicant and coordinate for the schedule of assessment visit.</p> <p>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.</p>	None	*10 minutes	<i>Technical Staff or Officer of the day / Support Staff in charge of all incoming documents (Standards Section)</i>
4. 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 (Standards Section)</i>
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.				

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

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
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 Complete Requirements with Areas for Compliance:		None	25 minutes	
B. Processing Procedures of Applications submitted at Standards Section through Mail/Courier:				
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 acknowledgment or notification relative to the application.	1.1 Reviews and assesses the completeness of the requirements/documents submitted to wit: 1.2 If found complete/sufficient, acknowledge receipt of application and	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 circumstances)	PERSON RESPONSIBLE
	<p>notifies applicant and coordinate for the schedule of assessment visit.</p> <p>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.</p>			(Standards Section)
<i>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.</i>				
3. Prepare for the Actual Assessment	<p>Conducts validation assessment to include the following:</p> <p>a. Brief overview on the assessment process; b. Observation on the counseling session; and c. Exit Conference</p>	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	<p>1.1 Final Assessment of the application documents and result of the actual accreditation assessment.</p> <p>1.2 Prepares the confirmation report,</p>	None	7 working days	Technical Staff/ Section Head/ Division Chief/

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
	<p>with the following possible content: a. If favorable, inform applicant on the approval of his/her accreditation. b. If unfavorable, recommend for re-assessment.</p> <p>1.3 Forwards to the office of the RD for approval/signature.</p> <p>1.4 Approval and signature of the documents</p>			<p>Support Staff</p> <p>Regional Director</p>
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 Complete and Compliant:		None	10 working days	
For Incomplete 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:

Office or Division:		Records and Archives Management Section (RAMS)		
Classification:		Simple		
Type of Transaction:		C2G- Client to Government		
Who may avail:		Staff (Internal Public)		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Inward documents for Document Tracking System (DTS) encoding		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 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/ Hotline

Head of RAMS 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
--	---

138. Facilitation of postage and waybill:

Office or Division:		Records and Achieves Management Section (RAMS)		
Classification:		Simple		
Type of Transaction:		G2C- Government to Client		
Who may avail:		Staff (Internal Public)		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Any document for postage and waybill		Not Applicable		
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
1. Delivers/ Forwards document to the RAMS	1.1 Receive and check for completeness	None	10 minutes	Outgoing Staff
	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 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/ Hotline			Head of RAMS 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	

139. Processing of Freedom of Information (FOI) requests

Office or Division:	Records 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:		WHERE TO SECURE:		
FOI Request Form, Any Government issued ID with photo sent via email or personal		Freedom of Information website, DSWD FOCAR website/FOI portal or at DSWD FOCAR, Northdrive, Baguio City		
Client steps	Section's Actions	Fees to be paid	Processing time (based on DSWD FOI MC 9 s. 2017)	Persons Responsible
1. Submits request and photocopy of ID to RAMS	1.1 Receives and acknowledges FOI request	None	1 working day	Incoming/ PACD Staff/ FOI Receiving Officer (FRO)
	1.2 Reviews and determines if FOI request is denied or granted	None	3 working days	FOI Decision Maker (FDM)
	1.3 If evaluated for extension due to the nature of request	None	10 working days	FDM/ Office Concerned/ Central Office FOI staff
	1.4 Transmittal of Information or action taken to the FRO	None	10 working days	ODSU Concern/ FRO
	1.5 Transmittal of info to the Requesting Party	None	1 day	FRO
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	

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

140. Disposal of Records

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:	WHERE TO SECURE:			
Any valueless records for disposal which has reached its retention period	Not Applicable			
Client steps	Section's Actions	Fees to be paid	Processing time	Persons 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
	1.4 Checks 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	<i>(Done during the 6 months waiting time of response from NAP)</i>	Storage Staff
	1.11 Receives final report and forward to the Archiving Staff	None	30 minutes	Disposal 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/ Hotline	Head of RAM 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

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 Forms to RAMS	1.1 Receives and encodes in the database	None	30 minutes	Inventory Staff
	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

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

142. Digitization of Records

Office or Division:		Records and Achieves Management Section (RAMS)		
Classification:		Simple		
Type of Transaction:		G2G- Government to Government		
Who may avail:		Staff (Internal Public)		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Any vital/permanent records for digitization		Not Applicable		
Client steps	Section's Actions	Fees to be paid	Processing time	Persons 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
	1.3 Scanning	None	5 minutes	Digitization Staff
	1.4 Image Quality Audit	None	10 minutes	Digitization Staff
	1.5 Encoding	None	10 minutes	Digitization Staff
	1.6 Quality Assurance	None	10 minutes	Digitization Staff
	1.7 Data Reformatting & Watermark	None	10 minutes	Digitization Staff

	1.8 OCR Processing	None	10 minutes	Digitization Staff
	1.9 Uploading of Images to the Document Management System Viewer	None	10 minutes	Digitization Staff
	1.10 Post Grooming and Rebinding	None	20 minutes	Archivist
	1.11 Assigns document code and files in the Storage Cabinet	None	10 minutes	Archivist
Feedback and complaints 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/ Hotline	Head of RAM 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			

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 Update Form/Barangay Official Assessment Form				To be secured from the Project Development Officer or LGUs furnished copy			
Client steps		Section's Actions		Fees to be paid	Processing time	Persons Responsible	

2. Request copy of BUF /GIS/BOAF for assessment	1.1 Provide copy and assist client during filling up	None	30 minutes or 1 hour	Project Development Officer
	1.2 Interview clients on the socio-economic status of the client	None	30 minutes or 1 hour	Project Development Officer
	1.3 Reviews draft of assessment form and thereafter and let clients signs on the signatory	None	10 minutes	Project Development Officer
	1.4 Conduct secondary assessment from LGUs/neighbours and Barangay officials	None	1 day	Project Development Officer
	1.5 Include list of potential social pensioners in the masterlist	None	1 day	Project Development Officer

Feedback and complaints mechanism

How to send feedback	Accomplish Grievance form of the Program
How Feedbacks are processed	Feedback or complaint whenever available will be addressed and facilitated by the Head of Social Pension Program
How complaint is addressed	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Head of Social Pension Program
Complaint/s through 8888 Desk/ Hotline	Head of Social Pension Program will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for 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

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:		Indigent Senior Citizens		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
validation Form for potential social pensioners		To be secured from the Project Development Officers or copy of LGUs		
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
2.Submit self for validation	1.6 Conduct validation to potential social pensioners if in doubt , the PDO can gather information from LGUs, neighbours and barangay officials or other reliable sources of information	None	15-30 minutes	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 Social Pension Program		
How complaint is addressed		Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Head of Social Pension Program		
Complaint/s through 8888 Desk/ Hotline		Head of Social Pension Program will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit		
How complaints are processed		Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for 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
--	---

145. Consolidation of the Social Pensioner's List

Office or Division:		Social Pension Program		
Classification:		Highly Technical		
Type of Transaction:		G2G- Government to Government		
Who may avail:		Indigent Senior Citizens		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Masterlist of potential social pensioners to be forwarded to the ICTMS through the CP I		To be secured by the Project Development Officer from the available electronic template of the program		
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
Consolidation of the Social Pensioner's List	1.7 Consolidate all potential social pensioners per province/municipalities/barbarian using the excel template	None	1 day	Technical Staff
	1.8 Forward the e-copy to the ICTMS and copy furnished the Social Pension Program	None	5 minutes	Technical Staff
	1.9 Notify the ICTMS and Socpen Staff on the e-copy sent through email	None	5 minutes	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 Social Pension Program		
How complaint is addressed		Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Head of Social Pension Program		
Complaint/s through 8888 Desk/ Hotline		Head of Social Pension Program will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit		
How complaints are processed		Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff		

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

146. Cleansing /cross-matching of social pensioners

Office or Division:		Social Pension Program		
Classification:		Highly Technical		
Type of Transaction:		G2G- Government to Government		
Who may avail:		Indigent Senior Citizens		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Masterlist of potential social pensioners for crossmatching and eligibility test using the e-copy of BUF or excel type		To be secured by the Project Development Officer from the available electronic template of the program		
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
Follow-up on the application for social pension program	1.10 Explain the process of crossmatching and eligibility tests	None	5-10 minutes	Technical Staff or admin staff
	1.11 Refer the client to LGUs for any updates of the result of crossmatching/eligibility test	None	5 minutes	Technical Staff or admin staff
	1.12 Continuous follow-up and coordination with Central Office on the result of crossmatching or eligibility test.	None	5 minutes	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 Social Pension Program		

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

147. Re-assessment of ineligible list of social pensioners

Office or Division:		Social Pension Program		
Classification:		Highly Technical		
Type of Transaction:		G2G- Government to Government		
Who may avail:		Indigent Senior Citizens		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Beneficiary Update Form		To be secured by the Project Development Officer from the available electronic template of the program		
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
Complaints on the non-inclusion of names in the masterlist	1.13 Explain the result of the crossmatching and eligibility test	None	5-10 minutes	Technical Staff or admin staff
	1.14 Re-assess client and explain on the criteria of the program	None	5 -10 minutes	Technical Staff or admin staff
	1.15 Forward updates to the Central office for another eligibility test	None	5 minutes	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 Social Pension Program
How complaint is addressed	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Head of Social Pension Program
Complaint/s through 8888 Desk/ Hotline	Head of Social Pension Program will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for 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

148. Updating on the Social Pension Information System

Office or Division:		Social Pension Program			
Classification:		Highly Technical			
Type of Transaction:		G2G- Government to Government			
Who may avail:		Indigent Senior Citizens			
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:			
Update the Social Pension Information System (SPIS)		To be secured form electronic template of the program			
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 the spelling of names and update new address through the updating the SPIS	None	5 minutes	Technical Staff or admin staff	

	1.17 Review of the data updated in the system	None	5 minutes	Technical Staff or admin 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 Social Pension Program			
How complaint is addressed	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Head of Social Pension Program			
Complaint/s through 8888 Desk/ Hotline	Head of Social Pension Program will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit			
How complaints ae processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff			
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: focar@dswd.gov.ph or through Facebook account: www.facebook.com/dswdfocar			

149. Payroll Preparation

Office or Division:		Social Pension Program		
Classification:		Highly Technical		
Type of Transaction:		G2G- Government to Government		
Who may avail:		LGU and indigent senior citizens		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
OBR,DV and masterlist; Printed payroll		To be secured by the Project Development Officer or admin staff from the available electronic template of the program		
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible

Follow-up semestral pay-out	1.18 Prepare the OBR, DV and masterlist of cleaned masterlist and waitlist; Payroll to be used during pay-out	None	2-3days	Technical Staff or admin staff
	1.19 Identify SDOs to cash advance for the program	None	1 day or two days	Technical Staff
	1.20 Comply any findings from Accounting Section and MAA	None	5 -10 minutes	Technical Staff or admin staff
	Forward to Accounting section the complied findings	None	2minutes	Admin staff
	1.21 Follow up Cash section on the encashment	None	5 minutes	Technical Staff or admin staff
	1.22 Coordinate with LBP on the date of encashment	None	5 minutes	Technical Staff or admin staff

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

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

150. Social Pension Pay-out

Office or Division:		Social Pension Program		
Classification:		Highly Technical		
Type of Transaction:		G2G- Government to Government		
Who may avail:		LGU and indigent senior citizens		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Approved schedule of pay-out and Communication letter for LGUs		To be secured by the Project Development Officer or admin staff from FO or email		
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
Follow up the schedule of pay-out and communication for LGUs	1.23 Prepare schedule of pay-out	None	2-3days	Technical Staff or admin staff
	1.24 Prepare communication letter	None	1 day or two days	Technical Staff
	1.25 Scanned and send via email the approved schedule of pay-out and communication letter to the program's email address	None	5 -10 minutes	Technical Staff or admin staff
	1.26 PDOs to forward the communication letter to respective LGUs	None	2minutes	Admin 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 Social Pension Program		
How complaint is addressed		Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Head of Social Pension Program		

Complaint/s through 8888 Desk/ Hotline	Head of Social Pension Program will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for 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 Division:		Social Pension Program			
Classification:		Highly Technical			
Type of Transaction:		G2G- Government to Government			
Who may avail:		LGU and indigent senior citizens			
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:			
Monitoring and evaluation Form		To be secured by the Project Development Officer or admin staff from the available electronic template of the program			
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible	
Request updates on the paid and unpaid of the program during the pay-out	1.27 Coordinate with paymasters on the paid and unpaid of the different municipalities	None	1 day	Technical Staff or admin staff	
	1.28 Prepare the updated monitoring of the served beneficiaries	None	1 day	Technical Staff	
	1.29 Submit the report to the requesting party	None	5 -10 minutes	Technical Staff or admin staff	

	1.30 Copy furnish the program through email or hard copy	None	2minutes	Admin 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 Social Pension Program			
How complaint is addressed	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Head of Social Pension Program			
Complaint/s through 8888 Desk/ Hotline	Head of Social Pension Program will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit			
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for 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			

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

Office or Division:		Adoption Resource and Referral Unit		
Classification:		Complex		
Type of Transaction:		G2G- Government to Government		
Who may avail:		End-Users/Process owners		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Project Proposal		End-user/process owner to submit for approval		
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
14. Submit signed project proposal	1.87 Receives and logs in the Data Tracking System or logbook	None	1 day	ARRU Staff
	1.88 Review and countersign	None	1 day	ARRU Head/CBS

				Head/OIC-DC of PSD
	1.3 Logs and records project proposal in the DTS and transmits to Budget and OIC-RD for approval.	None	1 day	ARRU Staff
	1.4 Prepare RFQs and transmit to BAC for approval	None	1 day	ARRU Staff
	1.5 Float RFQs to Service Providers	None	1 day	ARRU Staff
	1.6 Open RFQs and prepare abstract of quotations	None	1 day	BAC/ARRU Staff
	1.7 Conduct post-qualification evaluation	None	1 day	TWG/ARRU Staff
	1.8 Facilitate the purchase or letter order for approval	None	1 day	BAC/ARRU Staff
	1.9 Conduct the activity	None	1 day or 2 to 3 days	ARRU Staff
	1.10 Process the payment	None	3 days	ARRU Staff

Feedback and complaints mechanism

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

153. Processing of Foster Care Subsidy:

Office or Division:		Adoption Resource and Referral Unit		
Classification:		Complex		
Type of Transaction:		G2G- Government to Government		
Who may avail:		Foster Children		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Disbursement Voucher/OS with complete attachments		Caseload Inventory and Documents of Clients		
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
3. Submit list of approved Foster Placement Authority of Children and Foster Family Care License of Foster Parents	1.31 Prepare the following: DV/OS; Cash Assistance Payroll; Certificate of Eligibility	None	2 days	ARRU Staff
	1.32 Review and countersign as signatory	None	1 day	ARRU Head
	1.33 Conduct final review and approval	None	1 day	OIC-DC of Protective/OIC-ARDO/Budget/Accounting
	1.34 Process payments of subsidy through ATM deposit in Landbank	None	1 day	Cash Section
	1.5 Inform clients to claim their subsidy	None	1 day	ARRU Staff
	1.6 Monitoring of clients	None	ANA/Monthly/Quarterly	ARRU Staff
Feedback and complaints mechanism				
How to send feedback		Accomplish feedback/ Complaint form of the Unit		
How Feedbacks are processed		Feedback or complaint whenever available will be addressed and facilitated by the ARRU Head		
How complaint is addressed		Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the ARRU Head		

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

154. Preparation of Case Study Report:

Office or Division:	Adoption Resource and Referral Unit			
Classification:	Complex			
Type of Transaction:	G2G- Government to Government			
Who may avail:	Clients			
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:			
Home and Child Study Report with complete supporting documents	Caseload Inventory and Documents of Clients			
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
2. Submit signed case study report with complete supporting documents	1.4 Receive and log report in the Data Tracking System or logbook	None	1 day	ARRU Staff
	1.5 Review and countersign with complete attachments.	None	1 day	ARRU Head
	1.6 Final review for approval	None	1 day	OIC-DC of Protective Services/OIC-RD
	1.4 Present the case in the Regional Matching Conference	None	1 day	ARRU Staff with the Regional Child Welfare Specialist Group

	1.5 Facilitate placement of children	None	1 day	ARRU Staff
	1.6 Monitoring of clients	None	ANA/Monthly/Quarterly	ARRU Staff
Feedback and complaints mechanism				
How to send feedback	Accomplish feedback/ Complaint form of the Unit			
How Feedbacks are processed	Feedback or complaint whenever available will be addressed and facilitated by the ARRU Head			
How complaint is addressed	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the ARRU Head			
Complaint/s through 8888 Desk/ Hotline	ARRU Head will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit			
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff			
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR Field Office at No. 40 North Drive, Baguio City or through email address: focar@dswd.gov.ph or through Facebook account: www.facebook.com/dswdfocar			

155. Processing of Travel Clearance of Minor Traveling Abroad:

Office or Division:	Minor Traveling Abroad Unit				
Classification:	Simple				
Type of Transaction:	G2G- Government to Government				
Who may avail:	Clients				
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:				
Application Form with complete attachments	Documents of Clients				
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible	
2. Submit application form with complete attachments	1.12 Receive the properly filled-up application form with complete requirements	300 per travel	1 day	MTA Staff	

	1.13 Prepare assessment report	None	1 day	MTA Staff
	1.14 Review and counter sign as signatory	None	1 day	Head of MTA
	1.15 Final review and signs the report with approved travel clearance	None	1 day	OIC-ARDO
	1.16 Logs and records in the DTS or logbook and release travel clearance to the client	None	1 day	MTA Staff
Feedback and complaint mechanism				
How to send feedback	Accomplish feedback/ Complaint form of the Unit			
How Feedbacks are processed	Feedback or complaint whenever available will be addressed and facilitated by the MTA Head			
How complaint is addressed	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the MTA Head			
Complaint/s through 8888 Desk/ Hotline	MTA Head will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit			
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff			
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR Field Office at No. 40 North Drive, Baguio City or through email address: focar@dswd.gov.ph or through Facebook account: www.facebook.com/dswdfocar			

156. Preparation of vouchers for Obligation (Financial Assistance)

Office or Division:	Crisis Intervention Section
---------------------	-----------------------------

Classification:		Simple			
Type of Transaction:		G2G- Government to Government			
Who may avail:		End-Users/ Process owners			
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:			
Obligation Request and Status and Disbursement vouchers (DV) with complete attachments		To be submitted by the end user/ process owner			
Client steps		Section's Actions	Fees to be paid	Processing time	Persons Responsible
2. Prepare OBS and DV for signature with complete attachments	3. Submit Obligation Request, DV and complete attachments to Budget Section	1.2 Signature on the designated box at the DV	None	1 day	Section Head
		1.3 Receives OBS and DV and logs in the Data Tracking System or logbook			Technical Staff
		1.4 Signature on designated box at the OBS			Division Chief
		2.1 Records to DTS and logbook and forward to 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 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/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			

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

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

Office or Division:		Crisis Intervention Section			
Classification:		Simple			
Type of Transaction:		G2G- Government to Government			
Who may avail:		Special Disbursing Officers			
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:			
Approved Request for Cash Advance Form		To be submitted by the end user/ process owner			
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible	
1. Receives Approved Request for Cash Advance Form	1.13 Logs and records request	None		Technical staff	
2. Prepares the Project Proposal	2.1 Drafts Project Proposal (PP)	None	5 hours	Technical staff	
	2.2 Proof reads and signs PP	None	5 hours	Section Head	
	2.3 Logs the PP and forward to PSD	None	30 mins	Technical/ Administrative staff	
Feedback and complaints mechanism					
How to send feedback			Accomplish feedback/ Complaint form of the Crisis Intervention Section		
How Feedbacks are processed			Feedback or complaint whenever available will be addressed and facilitated by the Crisis Intervention Section		
How complaint is addressed			Any complaint written, through private message, text or		

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

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

Office or Division: Classification: Type of Transaction: Who may avail:	Crisis Intervention				
	Simple				
	G2G- Government to Government				
	Staff (internal public)				
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:				
Referral letter and supporting documents	Not applicable (Generic request may be used by the requesting staff)				
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible	

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	1.23 Verify the name of the referred to the Crisis Intervention Monitoring System or to any available monitoring 1.24 Further review the documents attached and inform the client of the needed documentary requirements	None	1 day	Technical Staff
5. Submit feedback and referral to the Regional Director for approval	3.1 Proof reads and counter signs on the feedback and referral letter 3.2 Routes the referral letter to the Regional Director Records Section	None None	5 hours 5hours	Section Head Administrative Staff
Feedback and complaint mechanism		Feedback or complaint whenever available will be addressed and facilitated by the Head of CI Section		
How to send feedback		Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Head of Crisis Intervention Section		
How Feedbacks are processed		Head of Crisis Intervention Section will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit		
How complaint is addressed		Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of		

Complaint/s through 8888 Desk/ Hotline	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

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 Transaction:		G2G- Government to Government		
Who may avail:		End-Users/ Process owners		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
1. Walk-in/ referred clients inquiry and to submit required documents for financial assistance	1.1 Verifies the client's or beneficiary's name in CrIMS/ on line google sheet/ offline master list to check eligibility of assistance by determining if the client or beneficiary received financial assistance for the past three (3) months.	None	2 minutes	Administrative Staff/ Social Worker
		None	2 minutes	Administrative Staff/ Social Worker
		None	5 Minutes	

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

6. Pick up guarantee letter and signs the receiving copy	General Intake Sheet (GIS) from CRIMS		2 days	PSD Chief
	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	ARD for Operations
	5.1 For outright cash amounting to 10,000 and below		5 minutes	Regional Director
	5.2 Review of GIS and approval of COE and signs AR and release of assistance 5.3 If Guarantee letter (GL) 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			SWAide

	<p>5.6 Approval of Guarantee Letter and SCSR/ Supplemental information and signs COE amounting up to 20,000</p> <p>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</p> <p>5.8 Forwards documents to the Asst. Regional Director for approval of guarantee letter, COE, SCSR/SI for 50,001 to 75,000.00</p> <p>5.9 Forward documents for approval to the ORD for 75,001 to 150,000.00</p> <p>5.10 Receive Approved Guarantee Letter from PSD/ ARDO/ RD office</p> <p>6.1 Inform the Client through text message to claim the approved GL at CIS regional Office</p>			
Feedback and complaints mechanism				
How to send feedback		Client will scan his given queing number to kiosk after release of his/her assistance and will accomplish feedback/ complaint form of the Section. The PDPS is designated to generate		

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

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

Office or Division:		Procurement Section (PS)		
Classification:		Highly Technical		
Type of Transaction:		G2G- Government to Government		
Who may avail:		GPPB		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Request form or Memorandum		Not applicable		
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
1. Submits request for copy of APCPI or APP or PMR	1.1 Receives and logs memorandum	None	15 minutes	Section Clerk
	1.2 Reviews memorandum and route to concerned staff	None	15 minutes	PS Head
	1.3 Prepares and Consolidate needed report	None	5 days	

	<ul style="list-style-type: none"> - APP - - PMR - - APCPI - - Updating of PhilGEPS postings or submission of Justification/Explanation - Certificate of Compliance for Undertaking of Early Procurement 		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 the Logs 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

	Approved Report			
	1.11 Receives, logs and Route Approved Report	None	15 minutes	Section Clerk
	1.12 Scans Approved Report and Send through email to the Agency Concerned	None	1 hour	Technical Staff
	1.13 Forwards Original Copy of the Report to Records Section for Sending to the Agency Concerned	None	15 minutes	Section Clerk
2. Receives and Acknowledges Report	2.1 Prints Acknowledgement Receipt of Reports from the Concerned Agency	None	15 minutes	PS Head
	2.2 Files Approved Report and Acknowledgement receipt on its respective folders	None	15 minutes	Section Clerk

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 Procurement Section

How complaint is addressed

Any complaint written, through private message,

<p>Complaint/s through 8888 Desk/ Hotline</p> <p>How complaints are processed</p> <p>Contact information of DSWD FO-CAR</p>	<p>text or complaint through quad-media will be immediately addressed by the Head of Procurement Section</p>
	<p>Head of PS will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit</p>
	<p>Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff</p>
	<p>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</p>

161. Conduct of public bidding

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. Prints Acknowledgement	1.1 None	15 minutes	PS Head	Section Clerk

<p>nt Receipt of Reports from the Concerned Agency</p> <p>2. Files Approved Report and Acknowledgement receipt on its respective folders</p>	1.2None	15 minutes	Section Clerk	Technical Staff - Procurement Planning and Management Unit(PPMU)
	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)
	1.5Reviews 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
	1.17 Routes and logs Approved Letter to Observers	None	15 minutes	BAC Chairperson Clerk
	1.18 Receives and logs the Approved Letter to Observers	None	15 minutes	Section Clerk
	1.19 Scans the Approved Letter to Observer	None	30 minutes	Section Clerk

	1.20 Sends Scanned Copy of the approved Letter to Observers in the respective email address of the Observer	None	30 minutes	Section Clerk
	1.21 Forwards the Approved copy of the Letter to Observer to BSU	None	5 minutes	Section Clerk
	1.22 Files Approved copy of the Letter to Observer in the Folder of the Public Bidding Document	None	5 minutes	Technical Staff - BSU
	1.23 Prepares BAC Resolution for the creation of Technical Working Group –TWG	None	2 hour	Technical Staff - BSU
	1.24 Reviews BAC resolution on the creation of TWG	None	1 hour	PS Head
	1.25 Routes and logs BAC resolution on the creation of TWG to the concerned BAC Members	None	15 minutes	Section Clerk
	1.26 Signs BAC Resolution on the creation of TWG	None	1 day	BAC
	1.27 Files BAC Resolution on the creation of TWG in the Public Bidding Documents	None	5 minutes	Technical Staff-BSU
	1.28 Prepares Minutes of the Pre Procurement Conference	None	4 hours	Technical Staff -BSU

	1.29 Review Minutes of the Pre Procurement Conference	none	1 hour	PS Head
	1.30 Routes and Logs Minutes of the Pre the Pre Procurement Conference	none	15 minutes	Section Clerk
	1.31 Receives Minutes of the Pre Procurement Conference for Approval of the BAC 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 Recommendation 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
	1.46 Receives, Logs and Routes Approved Bid Supplement Bulletin	None	15 minutes	Section Clerk
	1.47 Post Bid Supplement Bulletin in the PhilGEPS	none	1 hour	Technical Staff -BSU

	Note: Posting should be seven calendar days before deadline for the submission of bids)			
	1.48 Prepares Minutes of the Pre Bid Conference	None	4 hours	Technical Staff –BSU
	1.49 Reviews Minutes of the Meeting Pre Bid Conference	none	1 hour	PS Head
	1.50 Routes and Logs Minutes of the Pre Bid Conference to the BAC Chairperson	none	15 minutes	Section Clerk
	1.51 Receives Minutes of the Pre Bid Conference for Approval of the BAC Chairperson	None	15 minutes	BAC Chairperson Clerk
	1.52 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
	1.58 Files the Approved Minutes of the Pre Bid Conference and Bid Supplement Bulletin in the Folder of the Public Bidding Document	None	5 minutes	Technical Staff - BSU

	1.59 Awaits Submission of Bid	None	12 days	
3. Buys bid documents	2.1 Receives payment of bid documents	500,000 and below = P 500.00 More than 500,000 up to 1 Million 1,000.00 More than 1 Million up to 5 Million = P5,000.00 More than 5 Million up to 10 Million =P10,000.00 More than 10 Million up to 50 Million =P25,000.00 More than 50 Million up to 500 Million =P50,000.00 More than 500 Million =P75,000.00	15 minutes	Cash Staff
4. Submission of Bids by the Prospective Bidder	3.1 Receives the Bid Document and Official Receipt from the Supplier	None	15 minutes	Section 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 Acknowledgement Letter to all Bidders who participated in the Bidding Process	None	2 hour	Technical Staff-BSU
	3.10 Reviews Acknowledgement Letter to all Bidders who participated in the Bidding Process	None	1 hour	PS Head
	3.11 Routes and Logs Acknowledgement Letter to all Bidders who participated in	none	15 minutes	Section Clerk

	the Bidding Process to the BAC Chairperson			
	3.12 Receives Acknowledgement 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 Acknowledgement Letter to all Bidders who participated in the Bidding Process	None	5 hours	BAC Chairperson
	3.14 Routes and Logs Approved Acknowledgement Letter to all Bidders who participated in the Bidding Process	None	15 minutes	BAC Chairperson Clerk
	3.15 Receives, Logs and Routes Approved Acknowledgement Letter to all Bidders who participated in the Bidding Process	None	15 minutes	Section Clerk
	3.16 Sends Acknowledgement Letter to all Bidders who participated in the Bidding Process	None	1 hours	Technical Staff - BSU

5. Receives Acknowledgement Letter to all Bidders who participated in the Bidding Process	4.1 Files the Approved Acknowledgement 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
	4.7 Preparation BAC Resolution as the Lowest Calculated Bid	None	2 hour	
	4.8 Reviews BAC Resolution as the Lowest Calculated Bid	None	1 hour	
	4.9 Routes and logs BAC resolution as the Lowest Calculated Bid to the	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 Post Qualification Documentary Requirements and Conduct of Post Qualification			
	4.18 Receives, Logs and Routes Letter of Notification to the Bidder as the Lowest Calculated Bid; Submission of the Post Qualification Documentary Requirements and Conduct of Post Qualification	None	15 minutes	Section Clerk
	4.19 Sends 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	Technical Staff - BSU
5. Receives Letter of Notification to the Bidder as the Lowest Calculated Bid; Submission of the Post Qualification Documentary Requirements and Conduct of Post Qualification	5.1 Files the Letter of Notification to the Bidder as the Lowest Calculated Bid; Submission of the Post Qualification Documentary Requirements and Conduct of	None	15 minutes	Technical Staff - BSU

	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 Recommendation of the Award	None	2 hour	Technical Staff - BSU
	5.8 Reviews BAC Resolution Declaring the Lowest Calculated responsive Bid and Recommendation 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 Recommendation of the Award to the concerned BAC Members			
	5.10 Signs BAC Resolution Declaring the Lowest Calculated responsive Bid and Recommendation of the Award	None	1 day	BAC
	5.11 Route BAC Resolution Declaring the Lowest Calculated responsive Bid and Recommendation 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 Recommendation 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

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

	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	7.1 Receives , 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	None	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

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

		demand issued by a surety or insurance company duly certified by the Insurance Commission as authorized to issue such security		
	8.1 Receives, Logs and routes Performance Security	None	15 minutes	Section Clerk
	8.2 Files Performance Security	None	5 minutes	Technical Staff-BSU
	8.3 Preparation of Contract of Agreement	None	4 hours	Technical Staff-BSU
	8.4 Review Contract of Agreement	None	1 hour	PS Head
	8.5 Forwards and logs Contract of Agreement to the End User for Signing	None	15 minutes	Section Clerk
	8.6 Receives and logs Contract of Agreement	None	15 minutes	End User Clerk
	8.7 Signs in the Contract of Agreement	None	1 hour	End User
	8.8 Submits Contract of Agreement at the Accounting Section for Signature	None	15 minutes	End User Clerk

	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	10.1 Receives, logs and route confirmed Notice to Proceed	None	15 minutes	Section Clerk
	10.2 Scans Notice to Proceed	None	15 minutes	Technical Staff-BSU
	10.3 Posts Notice to Proceed and Contract of Agreement in the PhilGEPS Website	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 copy, 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 feedback/ Complaint form of the Section	
How Feedbacks are processed			Feedback or complaint whenever available will be addressed and facilitated by the Head of Procurement 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 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

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
	1.3 Updates APP based on the PPMP submitted	None	2 hour	Technical Staff
	1.4 Reviews APP	None	1 hour	PS Head
	1.5 Forwards APP to Budget Section	None	15 minutes	Section Clerk
	1.6 Forwards APP to RD's Office for approval	None	15 minutes	Section Clerk
	1.7 Receives and Files Approves APP	None	15 minutes	Section Clerk
2. Submits PR/PP and other supporting documents like design, distribution list, menu, training program and requirements, CBA etc. for Numbering	2.1 Numbers and PR/PP	None	15 minutes	Section Clerk
	2.2 Reviews PR/PP and its supporting documents and routes to PPMU	None	1 hour	PS Head
	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
	4.8 Receives Approved RFQ from BAC Chairperson and update 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 and 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				

9. Budget Section Forwards PO to Accounting Section				
10. Accounting Section forwards PO to the RD for Approval				
	10.1 Receives Approved Purchase Order and Update PMR	None	15 minutes	Section Clerk
	10.2 Transmit Purchase Order to End User for Confirmation of Supplier	None	15 minutes	Section Clerk
11. Receives Purchase order for 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 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 Procurement Section

How complaint is addressed

Any complaint written, through private message, text or complaint through quad-media will be immediately addressed

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

163. Processing of Regional Communication Plan

Office or Division:		Social Marketing Unit(SMU)		
Classification:		Complex		
Type of Transaction:		G2G- Government to Government		
Who may avail:		SMS		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Request form		Not Applicable		
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
1. Provides memorandum for the submission of	1.1 Receives request with notation from the RD	None	1 hour	Administrative staff/ Information Officer

Regional Communication Plan (RCP)	1.2 Logs and records request	None	1 hour	Administrative staff/ Information Officer
2. Submits request with order from RD	2.1 Submits action/document to 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 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 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
--	--

164. Processing of Request for media releases and other materials

Office or Division:		Social Marketing Unit(SMU)		
Classification:		Complex		
Type of Transaction:		G2G- Government to Government		
Who may avail:		SMS		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Request form		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
	1.2 Logs and records request	None	1 hour	Administrative staff/ Information Officer
2. Submits request with order from RD/ e-mail	2.1 Draft/ prepare materials needed	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	3.1 Receives approved materials and routes to RAMS/ sends to clients	None	1 day	Administrative staff/ Information Officer

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 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

Office or Division:		Social Marketing Unit(SMU)		
Classification:		Simple		
Type of Transaction:		G2G- Government to Government		
Who may avail:		Staff (Internal Public)		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
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
	1.2 Reviews the design	None	1 hour	Administrative staff/ Information Officer
	1.3 If approved, signs and route to the RD for approval	None	1 hour	Technical staff
	1.4 If not, Information Officer provides inputs in document or layouts design based on DSWD branding guidelines and specifications. Routes to end-user and Management for approval	None	4 days	Administrative staff
	1.5 Provides approved design to end-user	None	1 hour	Administrative staff/ Information Officer
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 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

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

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

Classification: Type of Transaction: Who may avail:	Simple			
	G2G- Government to Government			
	Staff (Internal Public)			
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Request form		Not Applicable		
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
1. Submits request for Technical Assistance	1.1 Receives request	None	1 hour	Administrative staff/ Information Officer
	1.2 Logs and records request	None	1 hour	Administrative staff/ Information Officer
	1.3 Reviews the request and provide inputs and provide action	None	1 hour	Technical staff
	1.4 If necessary, prepares document/ material and route to the RD for approval	None	1 hour	Administrative staff/ Information Officer
	1.5 Provides approved document/ material/ action to end-user	None	1 hour	Administrative staff/ Information Officer
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 Information Officer	
How complaint is addressed			Any complaint written, through private message, text or complaint through	

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

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 Actions	Fees to be paid	Processing time	Persons Responsible

2. Request copy of Liquidation report through issuance of memorandum	1.5 Secures all requirements to be used as reference	None	7 days	Technical Staff
	1.6 Prepares draft of report	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 Conduct final review and signs the report	None	1 day	Head of Accounting Section
	1.9 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
Feedback and complaints mechanism				
How to send feedback		Accomplish feedback/ Complaint form of the Section		
How Feedbacks are processed		Feedback or complaint whenever available will be addressed and facilitated by the Head of Accounting Section		
How complaint is addressed		Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Head of Accounting Section		
Complaint/s through 8888 Desk/ Hotline		Head of Accounting Section will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit		
How complaints are processed		Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff		
Contact information of DSWD FO-CAR		Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: focar@dswd.gov.ph		

	or through Facebook account: www.facebook.com/dswdfocar
--	---

168. Acceptance of supplies and equipment

Office or Division:	Property and Asset Management Section (PAMS)			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may avail:	Staff (internal public)			
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:			
Signed and accomplish forms with inventory of supplies and or equipment	To be secured by the client from the Property and Asset Management Section			
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
2. Request Report on Supplies and Materials Issued through issuance of memorandum	1.11 Receives request and ensures all signatories are completed, and checks specification of supplies and equipment	None	1 day	Administrative Staff
	1.12 Inspects supplies and equipment	None	5 hours	Administrative Staff
	1.13 Receives supplies and equipment and signs on the Inspection and Acceptance Report	None	5 hours	Administrative Staff
	1.14 Logs and records report's information in the DTS	None	1 day	Administrative Staff
Feedback and complaint mechanism				
How to send feedback	Accomplish feedback/ Complaint form of the Section			
How Feedbacks are processed	Feedback or complaint whenever available will be addressed and facilitated by the Head of Accounting Section			

How complaint is addressed	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by 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

169. Reconciliation of PPEs

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 Actions	Fees to be paid	Processing time	Persons Responsible
2. Request copy of Reconciliation Report through issuance of memorandum	1.6 Secures all requirements to be used as reference and convenes concerned committee	None	7 days	Technical Staff
	1.7 Prepares draft of report	None	7 days	Technical Staff
	1.8 Reviews draft of report and thereafter counter signs on the signatory	None	3 days	Technical Staff

	1.9 Conduct 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

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

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	Section's Actions	Fees to be paid	Processing time	Persons Responsible
2. Request copy of Disposal Report through issuance of memorandum	1.6 Secures all requirements to be used as reference and convenes concerned committee	None	7 days	Technical Staff
	1.7 Prepares draft of report	None	7 days	Technical Staff
	1.8 Reviews draft of report and thereafter counter signs on the signatory	None	3 days	Technical Staff
	1.9 Conduct 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
Feedback and complaints mechanism				
How to send feedback	Accomplish feedback/ Complaint form of the Section			
How Feedbacks are processed	Feedback or complaint whenever available will be addressed and facilitated by the Head of Accounting Section			
How complaint is addressed	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Head of PAM Section			
Complaint/s through 8888 Desk/ Hotline	Head of Accounting Section will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit			
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for 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			

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

Office or Division:	Property and Asset Management Section (PAMS)			
Classification:	Complex			
Type of Transaction:	G2G- Government to Government			
Who may avail:	Staff (internal public)			
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:			
Signed and accomplish forms with inventory of supplies and or equipment	To be secured by the client from the Property and Asset Management Section or from its network shared folder.			
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
2. Request Report on Supplies and Materials Issued through issuance of memorandum	1.7 Receives request and ensures all signatories are completed, and checks specification of supplies and equipment	None	1 day	Administrative Staff
	1.8 Inspects supplies and equipment	None	2 days	Administrative Staff
	1.9 Encodes in the system and accomplish forms	None	2 days	Administrative Staff
	1.10 Logs and records report's information in the database	None	1 day	Administrative Staff
	1.11 Facilitate the physical transfer of the property to the client	None	1 day	Administrative Staff
Feedback and complaint mechanism				
How to send feedback	Accomplish feedback/ Complaint form of the Section			
How Feedbacks are processed	Feedback or complaint whenever available will be addressed and facilitated by the Head of Accounting Section			
How complaint is addressed	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Head of PAM Section			
Complaint/s through 8888 Desk/ Hotline	Head of Accounting Section will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit			

How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for 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

172. Processing of Waste Material Report:

Office or Division:	Property and Asset Management Section (PAMS)			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may avail:	External or Internal Auditors / FMS			
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:			
Entire records of waste materials, and other 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 Accounting Section			
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
2. Request copy of BFAR 4 through issuance of memorandum	1.10 Receives request and secures all requirements to be used as reference	None	5 hours	Technical Staff
	1.11 Prepares draft of report 1.12 Reviews draft of report and thereafter counter signs on the signatory	None	5 hours	Technical Staff
	1.13 Conducts final review and signs the report	None	5 hours	Head of Accounting Section
	1.14 Signs the report	None	5 hours	Regional Director

	1.15 Logs and records report's information in the DTS and transmits to the client	None	5 hours	Administrative Staff
Feedback and complaint mechanism				
How to send feedback	Accomplish feedback/ Complaint form of the Section			
How Feedbacks are processed	Feedback or complaint whenever available will be addressed and facilitated by the Head of PAM Section			
How complaint is addressed	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Head of Accounting Section			
Complaint/s through 8888 Desk/ Hotline	Head of Accounting Section will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit			
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff			
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: focar@dswd.gov.ph or through Facebook account: www.facebook.com/dswdfocar			

173. Processing of gate pass or property acknowledgment receipt:

Office or Division:		Property and Asset Management Section			
Classification:		Simple			
Type of Transaction:		G2G- Government to Government			
Who may avail:		Staff (internal public)			
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:			
Entire records of properties, and other data and information from the DTS, active records, logbooks and other electronic and written reports		To be secured by the staff from the network shared folder of PAMS			
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible	
2. Request copy approval of gate pass or property acknowledgement	1.16 Receives request and secures all requirements to be used as reference	None	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 acknowledgment receipt to requestor-staff	None	3 hours	Administrative Staff

Feedback and complaint mechanism

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

174. Processing of Request 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

Who may avail: CHECKLIST OF REQUIREMENTS:		Internal Public (Staff) WHERE TO SECURE:		
Personnel Development Committee (PDC) Nomination Form		May be downloaded from the network shared folder. This can also be filled out directly through the online google form. The link is usually provided in the Call for Nomination.		
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
1. Submits IDCBA invitation	1.1 Receives and logs the IDCBA invitation duly endorsed/approved by the Regional Director.	None	1-5 minutes	Administrative staff
	1.2 Prepares the call for nomination.	None	15-30 minutes	Administrative or technical staff
	1.3 Reviews the call for nomination.	None	5-10 minutes	LDS Head
	1.4 Routes the call for nomination for signing.	None	1-5 minutes	Administrative staff
	1.5 Receives and routes/sends thru email the hard copy of the call for nomination.	None	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.	None	1-4 days (depending on the given deadline of submission of nomination)	Administrative staff
	2.2 Coordinates with PDC Chairperson for the schedule of meeting/deliberation.	None	1-5 minutes	Administrative staff
	2.3 Prepares the notice of meeting.	None	5-10 minutes	Administrative staff
	2.4 Routes the notice of meeting for signing.	None	1-5 minutes	Administrative staff
	2.5 Receives and routes/sends thru email the hard copy of the notice of meeting.	None	1-5 minutes	Administrative staff

	2.6 Conducts the deliberation.	None	1-2 hours	Administrative or technical staff
	2.7 Prepares the resolutions.	None	30 minutes-1 hour	Technical staff
	2.8 Reviews the resolution.	None	5-10 minutes	LDS Head
	2.9 Routes the resolution for signing of the committee members.	None	1 day	Administrative staff
	2.10 Receives and logs the signed/approved resolution.	None	1-5 minutes	Administrative staff
	2.11 Prepares the congratulatory letter, RSO/Authority, and the L&D Undertaking Form.	None	15-30 minutes	Technical staff
	2.12 Reviews the congratulatory letter, RSO/Authority, and the L&D Undertaking Form.	None	5-10 minutes	LDS Head
	2.13 Routes the letter and RSO/Authority for signing.	None	1-5 minutes	Administrative staff
	2.14 Receives and routes/sends the documents thru email to the concerned staff.	None	1-5 minutes	Administrative staff
3. Fills out the L&D Undertaking form and submits back to LDS.	3.1 Receives, logs, and files the accomplished L&D undertaking to the individual folder of staff.	None	1 day	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 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

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

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:		
1. Approved PDC Resolution to Attend External IDCBA 2. Signed RSO or Authority to Attend		-May be downloaded from the network shared folder. - May be downloaded from the network shared folder.		
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
	1. Prepares ORS/DV for payment.	None	10-15 minutes	Administrative or technical staff
	2. Photocopies and attaches required documents.	None	10-15 minutes	Administrative staff
	3. Certifies photocopy of the attachments and signs DV.	None	5-10 minutes	LDS Head
	4. Routes the ORS/DV and its attachments for signing and processing at the FMD.	None	1-5 days	Administrative staff
	5. Follows up with the Cash Section the availability of the cheque/ADA for payment.	None	1-5 minutes	Administrative staff

	<p>6.1.1 In case the payment is made thru cheque, informs the organizer to pick up the cheque (if they are within Baguio and La Trinidad area) or instructs the concerned staff to deposit the cheque (if the organizer is outside Baguio or La Trinidad area).</p> <p>6.1.2 If the payment is made thru ADA, informs the concerned staff that the payment was already deposited, sends copy of the validated ADA to the organizer, and requests for an official receipt to be mailed to the Field Office.</p>	None	10-15 minutes	Administrative staff
7. Deposits cheque to the bank account of the organizer and submits deposit slip to the Cash Section and LDS.	7.1 Sends thru email the copy of the deposit slip and requests the organizer for an official receipt to be mailed to the Field Office.	None	1-2 hours	Administrative staff
Feedback and 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 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

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

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:				
1. Accomplished Application Form		May be downloaded from the network shared folder.		
2. Endorsement of Head of Office/ Director/ Immediate Supervisor stating/certifying alternative courses of action of a work arrangement so that office' functions, responsibilities, and deliverables will not be hampered		Request thru LDS		
3. Service Record		Request thru PAS		
4. Very Satisfactory (VS) ratings for the last two (2) consecutive rating periods		Request thru HRPMS		
5. Certification of No Pending Administrative/Criminal (CNPAC) Charge filed against the applicant		Request thru PAS		
6. Certification of No Current Service Obligation and No Pending Nomination related to other Local/Foreign Scholarship or Training Program		Request thru LDS		
7. Updated Personal Data Sheet (PDS)		May be downloaded from the network shared folder.		
8. Regional Personnel Development Committee Resolution		LDS		
9. Medical Certificate (for Foreign Scholarships)		Issued by any authorized government physician		
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
1. Submits invitation to apply for scholarship	1.1 Receives and logs the invitation to apply for scholarship.	None	1-5 minutes	Administrative staff
	1.2 Prepares the call for application.	None	15-30 minutes	Administrative or technical staff

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

	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 2 weeks-1 month for externally sponsored scholarship	Technical staff
	6.19.1 If the applicant was not considered, a regret letter will be prepared and reviewed, routes for signing, and sends to the concerned staff.	None	1-2 hours	Technical staff, LDS Head, administrative staff
	6.16.2 If the applicant was considered for the scholarship, a congratulatory letter will be prepared and reviewed, routes for signing, and sends to the concerned staff together with the contract to be signed.		1-2 hours	Technical staff, LDS Head, administrative staff
		None		

3. Receives the congratulatory letter and contract, signs the contract, routes the contract for signing of the 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.	3.1 Receives the contract and notarization fee.	50.00	1-3 days	Administrative staff
	3.2 Prepares the transmittal to the PDC Secretariat of the Central Office.	None	10-20 minutes	Technical or administrative staff
	3.3 Reviews the transmittal.	None	1-5 minutes	LDS Head
	3.4 Routes transmittal for signing.	None	1-5 minutes	Administrative staff
	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 mechanism

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

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

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 2018:	-From the requesting staff.
1. Letter of Intent/Written request for non-scholarship grant duly endorsed by his/her immediate supervisor and the Regional Director	-May be downloaded from the network shared folder.
2. Accomplished Application Form	-Request thru PAS
3. Service Record	-Request thru HRPPMS
4. Very Satisfactory (VS) ratings for the last two (2) consecutive rating periods	-Request thru PAS
5. Certification of No Pending Administrative/Criminal (CNPAC) Charge filed against the applicant	-Request thru LDS
6. Certification of No Current Service 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 shared folder.
8. Accomplished Application for Leave Form	-May be downloaded from the network shared folder.
9. Permit to take Board/ Licensure Examination or Schedule of Examination (in preparation for professional licensure or comprehensive examinations)	-From the Professional Regulation Commission or school/university where the requesting staff is enrolled.
10. School Registration/ Enrollment Form/ Schedule of Classes (for completion of academic requirements such as thesis or practicum)	-From the school/university where the 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 documentary requirements to LDS.	1.1 Receives and logs the request.	None	1-5 minutes	Administrative staff
	1.2 Screens the completeness of the documentary requirements.	None	5-10 minutes	Technical staff
	1.3 Assesses if the applicant meets the minimum qualification criteria. 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 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 resolution.	None	5-10 minutes	LDS Head
	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
	1.16 Routes the contract for content review/approval and the letter for signing. 1.16.1 Revises the contract based on the inputs.	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 the contract for signing of the guarantor.	2.1 Receives the contract and routes for signing of the Regional Director.	None	1-2 days	Administrative staff
	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 submits back to LDS.	3.1 Receives and logs the notarized copy of the contract.	50.00	1-2 days	Administrative staff
	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 mechanism				
How to send feedback		Accomplish feedback/ Complaint form of the Section		
How Feedbacks are processed		Feedback or complaint whenever available will be addressed and facilitated by the LDS Head.		

How complaint is addressed	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the LDS Head.
Complaint through 8888 Desk/ Hotline	LDS Head will facilitate the response within the reglementary period and send response to 8888 hotline and 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 SECURE:
Based on Annex C.2 of AO No. 16, series of 2018:	
1. Letter of Intent/Written request for non-scholarship grant duly endorsed by his/her immediate supervisor and the Regional Director	From the requesting staff.
2. Accomplished Application Form	May be downloaded from the network shared folder.
3. Endorsement of Head of Office/ Director/ Immediate Supervisor stating/certifying alternative courses of action of a work arrangement so that office' functions, responsibilities, and deliverables will not be hampered	Request thru LDS
4. Service Record	Request thru PAS
5. Very Satisfactory (VS) ratings for the last two (2) consecutive rating periods	Request thru HRPPMS
	Request thru PAS
	Request thru LDS

6. Certification of No Pending Administrative/Criminal (CNPAC) Charge filed against the applicant 7. Certification of No Current Service Obligation and No Pending Nomination related to other Local/Foreign Scholarship or Training Program 8. Updated Personal Data Sheet (PDS) 9. Regional Personnel Development Committee Resolution 10. Medical Certificate 11. Acceptance Letter or Invitation from the Sponsoring Agency/ Organization		May be downloaded from the network shared folder. LDS Issued by any authorized government physician Issued by the Sponsoring Agency/ Organization		
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
1. Submits the duly endorsed request with complete documentary requirements to LDS.	1.1 Receives and logs the request.	None	1-5 minutes	Administrative staff
	1.2 Screens the completeness of the documentary requirements.	None	5-10 minutes	Technical staff
	1.3 Assesses if the applicant meets the minimum qualification criteria. 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 schedule of meeting/deliberation.	None	1-5 minutes	Administrative staff

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

	letter will be prepared and reviewed, routes for signing, and sends to the concerned staff together with the contract to be signed.	None	1-2 hours	Technical staff, LDS Head, administrative staff
2. Receives the congratulatory letter and contract, signs the contract, routes the contract for signing of the 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.	2.1 Receives the contract and notarization fee.	50.00	1-3 days	Administrative staff
	2.2 Prepares the transmittal to the PDC Secretariat of the Central Office.	None	10-20 minutes	Technical or administrative staff
	2.3 Reviews the transmittal.	None	1-5 minutes	LDS Head
	2.4 Routes transmittal for signing.	None	1-5 minutes	Administrative staff
	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
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 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

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.
1. Letter of Intent/Written request for non-scholarship grant duly endorsed by his/her immediate supervisor and the Regional Director	May be downloaded from the network shared folder.
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	Request thru HRPMS
5. Very Satisfactory (VS) ratings for the last two (2) consecutive rating periods	Request thru PAS

6. Certification of No Pending Administrative/Criminal (CNPAC) Charge filed against the applicant	Request thru LDS May be downloaded from the network shared folder. LDS From the school/university where the requesting staff is enrolled. From the requesting staff			
7. Certification of No Current Service Obligation and No Pending Nomination related to other Local/Foreign Scholarship or Training Program				
8. Updated Personal Data Sheet (PDS)				
9. Regional Personnel Development Committee Resolution				
10. School Registration/ Enrollment Form/ Schedule of Classes				
11. Thesis/ Dissertation Proposal Aligned to the Research Agenda or Priority/ Performance Areas of DSWD				
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
1. Submits the duly endorsed request with complete documentary requirements to LDS.	1.1 Receives and logs the request.	None	1-5 minutes	Administrative staff
	1.2 Screens the completeness of the documentary requirements.	None	5-10 minutes	Technical staff
	1.3 Assesses if the applicant meets the minimum qualification criteria. 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

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

	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.	None	urgency of the request) 1-2 hours 1-2 hours	Technical staff, LDS Head, administrative staff Technical staff, LDS Head, administrative staff
2. Receives the congratulatory letter and contract, signs the contract, routes the contract for signing of the 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.	2.1 Receives the contract and notarization fee.	50.00	1-3 days	Administrative staff
	2.2 Prepares the transmittal to the PDC Secretariat of the Central Office.	None	10-20 minutes	Technical or administrative staff
	2.3 Reviews the transmittal.	None	1-5 minutes	LDS Head
	2.4 Routes transmittal for signing.	None	1-5 minutes	Administrative staff
	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 concerned staff and PAS.			
	2.8 Files a copy of the contract to the individual folder of the staff.	None	1-5 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 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			

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 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		-From the requesting staff		
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible

1. Submits the written request to LDS.	1.1 Receives and logs the request.	None	1-5 minutes	Administrative staff
	1.2 Prepares the certification.	None	10-20 minutes	Technical or administrative staff
	1.3 Reviews the certification.	None	1-5 minutes	LDS Head
	1.4 Routes the certification for signing.	None	1-5 minutes	Administrative staff
	1.5 Receives and routes/releases the certification to the concerned staff.	None	1-5 minutes	
	1.6 Files a copy of the certification to the individual folder of the staff.	None	1-5 minutes	Administrative staff
Feedback and 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 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		

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: CHECKLIST OF REQUIREMENTS:		Internal Public (Staff) WHERE TO SECURE:		
1. Enrollment Form 2. Official Receipt of payment 3. Monitoring reports 4. Grades from the Previous Semester		-From the scholar/grantee -From the scholar/grantee -May be downloaded from the network shared folder. -From the scholar/grantee		
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
1. Submits the requirements as reflected in the checklist to LDS.	1.1 Receives and logs the documents.	None	1-5 minutes	Administrative staff
	1.2 Screens and assesses of the documents. 1.2.1 If the scholar/grantee did not meet the terms and conditions, proceed to step 1.3 under I. Monitoring of Scholars/Grantees under the Educational Program. 1.2.2 If the scholar/grantee meets the terms and conditions, proceed to the next step.	None	5-10 minutes	Technical staff
	1.3 Prepares the ORS/DV and attachments.	None	10-15 minutes	Technical staff
	1.4 Reviews and signs the ORS/DV and attachments.	None	1-5 minutes	LDS Head
	1.5 Routes the ORS/DV for signing and processing of the FMD.	None	1-5 minutes	Administrative staff
	1.6 Follows up with the Cash Section the status of the reimbursement. 1.6.1 If the reimbursement was already deposited to the bank account of the scholar, he/she will be informed.	None	1-5 days	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 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

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

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:		
1. Enrollment Form for the current semester/trimester		From the scholar/grantee		
2. Official receipt of payments made		From the scholar/grantee		
3. Monitoring reports for scholars		May be downloaded from the network-shared folder.		
4. Grades from the Previous Semester		From the scholar/grantee		
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
	1. Reminds grantee on the submission of his/her scholarship requirements at the end of every semester/trimester.	None	10-15 minutes	Technical or administrative staff

2. Submits the requirements as reflected in the checklist to LDS.	2.1 Receives and logs the documents.	None	1-5 minutes	Administrative staff
	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

	<p>PDC-Central Office regarding the scholarship/grant of the staff.</p> <p>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</p> <p>2.8.2 If the decision is for the scholar to continue his/her grant, proceed to the next step.</p>			
	2.9 The staff is reminded on his responsibilities as a scholar/grantee as stipulated in his/her contract.	None	10-15 minutes	Technical staff
	2.10 Prepares the database and semestral report for submission to HRMDS.	None	1-2 days	Technical staff
	2.11 Reviews the database and report.	None	30 minutes-1 hour	LDS Head
	2.12 Routes the documents for signing.	None	1-5 minutes	Administrative staff
	2.13 Receives and routes the signed documents to RAMS for sending to Central Office.	None	1-5 minutes	Administrative staff
	2.14 Scans and emails an advance copy of the report.	None	10-15 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 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 reglmentary 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

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

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:			
Completion requirements of the scholar/grantee (diploma, TOR, thesis, travel/training feedback report, or Re-Entry Action Plan)	-From the scholar/grantee			
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
	1. Reminds the scholar/grantee on the submission of their completion requirements at the end of their scholarship/travel/ training.			
2. Submits the completion	2.1 Receives and logs the documents.	None	1-5 minutes	Administrative staff

requirements to LDS.	2.2 Screens and assesses the documents.	None	5-10 minutes	Technical staff
	2.3 Prepares memorandum to remind the staff on his/her service obligation or implementation of their Re-Entry Action Plan.	None	30 minutes-1 hour	Technical staff
	2.4 Reviews the memorandum.	None	1-5 minutes	LDS Head
	2.5 Routes the memorandum for signing.	None	1-5 minutes	Administrative staff
	2.6 Receives and routes the memorandum to the concerned staff.	None	1-5 minutes	Administrative staff
3. Receives the memorandum and starts with his/her service obligation or implementation of his/her REAP.	3.1 Prepares memorandum to ask for feedback from the supervisor of the scholar/grantee on the implementation of the REAP.	None	6 months-2 years	Technical staff
	3.2 Receives and consolidates report.	None	1-5 minutes	Administrative staff
	3.3 Integrates updates in the semestral report for submission to HRMDS.	None	1 day	Technical staff
	3.4 Reviews the report.	None	30 minutes-1 hour	LDS Head
	3.5 Routes the documents for signing.	None	1-5 minutes	Administrative staff
	3.6 Receives and routes the signed documents to RAMS for sending to Central Office.	None	1-5 minutes	Administrative staff
	3.7 Scans and emails an advance copy of the report.	None	10-15 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 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

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

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:		
1. Written request/letter of intent 2. Enrollment Form for the current semester/trimester 3. Monitoring reports for scholars 4. Grades from the previous semester/trimester		-From the scholar/grantee -From the scholar/grantee -May be downloaded from the network shared folder. -From the scholar/grantee		
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
1. Submits the request with complete attachments to LDS.	1.1 Receives and logs the documents.	None	1-5 minutes	Administrative staff
	1.2 Screens and assesses the documents.	None	5-10 minutes	Technical staff
	1.2.1 If the scholar did not meet the terms and conditions, proceed to step			

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

	1.16 Files a copy of the RSO to the individual folder of the scholar.	None	1-5 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 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			

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
1. Enrollment form for the current semester	-From the scholar/grantee
2. Grades from the previous semester	-May be downloaded from the network shared folder.

3. Monitoring report for non-scholars				
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
1. Submits the request with complete attachments to LDS.	1.1 Receives and logs the request.	None	1-5 minutes	Administrative staff
	1.2 Prepares the authority to enroll or practice profession.	None	10-20 minutes	Administrative staff
	1.3 Reviews the document.	None	1-5 minutes	LDS Head
	1.4 Routes the document for signing.	None	1-5 minutes	Administrative staff
	1.5 Receives and routes/sends thru email the documents to the concerned staff. 1.5.1 Reminds the enrolled staff to submit his/her enrollment form, grades, and monitoring reports at the of the current semester.	None	10-20 minutes	Administrative and 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 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	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
--	--

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

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:		
1. Enrollment form		From the enrolled staff		
2. Grades from the previous semester		From the enrolled staff		
3. Monitoring report for non-scholars		May be downloaded from the network-shared folder.		
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
	1. Reminds the enrolled staff on the submission of their monitoring reports, grades, and enrollment form at the end of each semester/trimester.	None	5-10 minutes	Administrative or technical staff
2. Submits the complete documents to LDS.	1.1 Receives and logs the documents.	None	1-5 days	Administrative staff
	1.2 Screens and files the documents in the individual folder of the staff.	None	5-10 minutes	Technical staff
	1.2 Prepares the acknowledgement.	None	10-15 minutes	Technical staff
	1.3 Reviews the acknowledgement.	None	1-5 minutes	LDS Head
	1.4 Routes the document for signing.	None	1-5 minutes	Administrative staff
	1.5 Receives and routes/sends thru email the documents to the concerned staff.	None	5-10 minutes	Administrative staff
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 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

186. Processing of Notice to Refund

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:		
Clearance Form		-From the retiring/resigning staff		
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
1. Clearance form is routed to LDS for the signature of the Head under the scholarship services.	1.1 Receives the clearance.	None	1-5 minutes	Administrative staff
	1.2 Checks the database of staff provided with IDCA/LDI if the staff applying for clearance has complied with the terms and conditions indicated in the L&D Undertaking.	None	5-10 minutes	Administrative or technical staff, LDS Head
	1.2.1 If the staff has complied, the clearance will be signed by the LDS Head.			

	1.2.2 If the staff has not complied, proceed to the next step.			
	1.3 Informs/Explains to the staff that he/she need to refund the amount invested for her attendance to IDCBA/LDI on which terms and conditions were not complied.	None	1-5 minutes	Administrative or technical staff
	1.4 Prepares the notice to refund as reference for the Cash Section to collect due and demandable amount.	None	5-10 minutes	Administrative or technical staff
	1.5 Reviews the notice to refund.	None	1-5 minutes	LDS Head
	1.6 Routes the document for signing.	None	1-5 minutes	Administrative staff
	1.7 Receives and routes/sends thru email the documents to the concerned staff.	None	5-10 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 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			

187. Learning and Development - Review of IDCBA Proposal

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:		
1. IDCBA Proposal		-From the requesting ODSUs/proponent		
2. WFP/PPMP		-From the requesting ODSUs/proponent		
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
1. Submits to LDS the IDCBA proposal and attachments for review.	1.1 Receives, logs, and endorses the documents to the LDS Head for action.	None	1-5 minutes	Administrative staff
	1.2 Checks the completeness of the attachments and reviews the proposal. 1.2.1 If without inputs, proceed to step 2.3. 1.2.2 If with inputs, proceed to the next steps.	None	1-2 hours	Technical staff or LDS Head
	1.3 Returns/Routes the proposal to the proponent.	None	1-5 minutes	Administrative staff
2. Receives the proposal, integrates the inputs, and returns/routes the proposal to LDS.	2.1 Receives, logs, and endorses the documents to the LDS Head/technical for action.	None	1-2 days	Administrative staff
	2.2 Checks if the inputs were integrated.	None	5-10 minutes	LDS Head or technical staff
	2.3 Signs the proposal.	None	1 minute	LDS Head
	2.4 Indicates control number in the proposal.	None	1-5 minutes	Administrative staff
	2.5 Routes the proposal to the Procurement Section.	None	1-5 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 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

188. Review of Request for Quotations (RFQs)

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:		
1. Request for Quotation 2. IDCBA Proposal 3. WFP/PPMP 4. Technical specifications (for Lease of Venue only) 5. Suggested menu (for catering services only) 6. Terms of Reference (for hiring of LSP)		From the Procurement Section From the requesting ODSUs/proponent From the requesting ODSUs/proponent May be downloaded from the network shared folder/CBS Portal. From the requesting ODSUs/proponent May be downloaded from the network shared folder/CBS Portal.		
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
1. Submits to LDS the RFQ and attachments for review.	1.1 Receives, logs, and endorses the documents to the LDS Head for action.	None	1-5 minutes	Administrative staff
	1.2 Checks the completeness of the attachments and reviews the RFQ. 1.2.1 If without inputs, proceed to step 2.3.	None	10-15 minutes	Technical staff or LDS Head

	1.2.2 If with inputs, proceed to the next steps.			
	1.3 Returns/Routes the RFQ to the Procurement Section.	None	1-5 minutes	Administrative staff
2. Receives the RFQ, integrates the inputs, and returns/routes the RFQ to LDS.	2.1 Receives, logs, and endorses the documents to the LDS Head/technical for action.	None	1 day	Administrative staff
	2.2 Checks if the inputs were integrated.	None	1-5 minutes	LDS Head or technical staff
	2.3 Indicates initials in the RFQ.	None	1 minute	LDS Head
	2.5 Routes the proposal to the Procurement Section.	None	1-5 minutes	Administrative staff

Feedback and 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 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

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:

<div>1. Endorsement Letter from the School duly approved by the Regional Director</div> <div>2. Resume</div> <div>3. Medical Certificate</div> <div>4. One 2x2 ID picture with white background</div> <div>5. Memorandum of Agreement executed between DSWD and the school</div> <div>Additional requirement for foreign students:</div> <div>1. Student Visa</div> <div>2. Other proof of legality of stay in the Philippines</div>		<div>From the applicant</div> <div>From the applicant</div> <div>From the school physician or any authorized government physician</div> <div>From the applicant</div> <div>If not existing, template will be provided by LDS.</div> <div>From the applicant</div> <div>From the applicant</div>		
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
	1. 2. Screens the documents and checks availability of slots. 1.3 If the documents are complete and there are available slots, proceed to step 4.2. 1.4 If some documents are lacking or there are no available slots, proceed to the next step.	None	1-5 minutes	SIP Focal Person and LDS Head
	1.5 Informs the applicant thru email, SMS, or phone call. 1.6 If the applicant only need to submit lacking documents, proceed to the next step.	None	1-5 minutes	SIP Focal Person/Technical staff

	1.7 If there are no available slots for the applicant, end of process.			
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	SIP Focal Person/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 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		

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 Actions	Fees to be paid	Processing time	Persons Responsible

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		

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 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	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

191. Monitoring of Interns 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 REQUIREMENTS:		WHERE TO SECURE:		
Internship Action Plan		-Template will be provided by LDS during the pre-deployment orientation		
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
1. Submit the approved Internship Action Plan to the SIP Focal Person/LDS.	1.1 Encodes the details of the interns in the Database.	None	15-30 minutes	SIP Focal Person/Technical Staff
	1.2 Prepares monitoring plan for the students.	None	2-4 hours	SIP Focal Person/Technical Staff
	1.3 Reviews and approves the plan.	None	10-15 minutes	LDS Head
	1.4 Implements/ Executes the activities indicated in the plan (conducts of random spot-checks and/or mid-internship monitoring conferences, attends to the inquiries/needs/ concerns of the interns, reviews the DTR and accomplishment, etc.)	None	2 weeks-6 months (depending on the term of the internship program)	SIP Focal Person/Technical Staff
	1.5 Prepares the monitoring report.	None	4 hours-1 days	SIP Focal Person/Technical Staff

	1.6 Reviews and approves the report.	None	15-30 minutes	LDS Head
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 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	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			

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

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

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 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	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 REQUIREMENTS:	WHERE TO SECURE:
1. Accomplished registration form	Form to be provided by LDS
2. Barangay Clearance	Issued by the barangay where the applicant resides
3. Medical Certificate	
4. Photocopy of one valid ID	Issued by any authorized government physician
5. Letter of Intent duly approved by the Regional Director	From the applicant
6. One 2x2 ID picture	From the applicant
	From the applicant
Additional requirements for foreign nationals:	Issued by PNVSCA
1. Clearance from the Philippine National Volunteer Service Coordinating Agency (PNVSCA)	From the applicant

2. Proof of legality of stay in the Philippines				
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
	2. Screens the documents and checks availability of slots. 2.1 If the documents are complete and there are available slots, proceed to step 4.2. 2.2 If some documents are lacking or there are no available slots, proceed to the next step.	None	1-5 minutes	BBP Focal Person and LDS Head
	3. Informs the applicant thru email, SMS, or phone call. 3.1 If the applicant only need to submit lacking documents, proceed to the next step. 3.2 If there are no available slots for the requesting party, they will be considered as pool of volunteers.	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.			
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 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	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff			
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: focar@dswd.gov.ph or through Facebook account: www.facebook.com/dswdfocar			

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

Office or Division:	Learning and Development Section
Classification:	Simple
Type of Transaction:	Government to Clients
Who may avail:	External Public
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:
1. Accomplished registration form	Form to be provided by LDS
2. Barangay Clearance of each of the members to be involved	Issued by the barangay where each member of the organization resides
3. Medical Certificate of each of the members to be involved	Issued by any authorized government physician
	From the applicant
4. Photocopy of one valid ID for each of the members to be involved	From the organization

5. Letter of Intent duly approved by the Regional Director 6. One 2x2 ID picture of each of the members to be involved 7. List of members to be involved 8. Memorandum of Agreement executed between the DSWD and the Organization 9. Parent consent of all members who are below 18 years' old Additional requirements for foreign nationals: 10. Clearance from the Philippine National Volunteer Service Coordinating Agency (PNVSCA) 11. Proof of legality of stay in the Philippines 12. A bilateral agreement or memorandum of agreement between the head of the organization volunteering and the Philippine government represented by the DSWD Secretary.		From the applicant From the organization Template to be issued by LDS From the applicant Issued by PNVSCA From the applicant Template to be issued by LDS		
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
1. Submit documents	1. Receives, logs, and endorses the documents to the LDS Head for appropriate action.	None	1-5 minutes	Administrative staff
	2. Screens the documents and checks availability of slots. 2.1 If the documents are complete and there are available slots, proceed to step 4.2.	None	1-5 minutes	BBP Focal Person and LDS Head

	2.2 If some documents are lacking or there are no available slots, proceed to the next step.			
	3. Informs the applicant thru email, SMS, or phone call. 3.1 If the applicant only need to submit lacking documents, proceed to the next step. 3.2 If there are no available slots for the requesting party, they will be considered as pool of volunteers.	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
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 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		Concerned Division Chief may issue Show Cause Order for violations		

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

195. Deployment of Volunteers

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 Actions	Fees to be paid	Processing time	Persons Responsible
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 Training Center).	None	2 hours	BBP Focal Person/Technical Staff
	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 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 volunteer work.		None		

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

196. 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 REQUIREMENTS:	WHERE TO SECURE:

Volunteer Work Plan		Template will be provided by LDS during the pre-deployment orientation		
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
1. Submits the approved Work Plan to the BBP Focal Person/LDS.	1.1 Encodes the details of the volunteers in the Database.	None	15-30 minutes	BBP Focal Person/Technical Staff
	1.2 Prepares monitoring plan for the volunteers.	None	2-4 hours	BBP Focal Person/Technical Staff
	1.3 Reviews and approves the 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 Prepares the monitoring report.	None	4 hours-1 days	BBP Focal Person/Technical Staff
	1.6 Reviews and approves the report.	None	15-30 minutes	LDS Head
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 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		Concerned Division Chief may issue Show Cause Order for violations committed by permanent or		

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

197. Issuance of Certificate of Appreciation

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. Attendance sheet 2. Accomplishment Report 3. Feedback Report		Template will be provided by LDS during 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 requirements that they need to submit during the exit conference.	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 on the turnaround time in processing the Certificate of Appreciation once they have submitted all their	None	1-5 minutes	BBP Focal Person/Technical Staff

	post-deployment requirements.			
3. Submits the post-deployment requirements.	3.1 Prepares the Certificate of Appreciation.	None	10 minutes	BBP Focal Person/Technical Staff
	3.2 Reviews the certificate and indicates initials.	None	1-5 minutes	LDS Head
	3.3 Routes the certificate for signing.	None	1-5 minutes	Administrative staff
	3.4 Receives, logs, and endorses the signed certificate to the BBP Focal Person.	None	1-5 minutes	Administrative staff
	3.5 Informs the volunteers on the availability of the certificate.	None	1-5 minutes	BBP Focal Person/Technical Staff
4. Claims the certificate in the Field Office.	4.1 Releases the certificate to the volunteers.	None	1-2 days	Administrative staff or BBP Focal Person

Feedback and 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 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

198. Processing of Modified Work Schedule

Office or Division:	Learning and Development Section				
Classification:	Simple				
Type of Transaction:	G2G- Government to Government				
Who may avail:	Staff (internal public)				
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:				
Records of work schedules and request or memorandum requesting for work schedule	Not applicable (Generic request may be used by the requesting staff)				
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible	
1. Submit request to the Regional Director for approval	1.1 Receives request from the Office of the Regional Director and checks eligibility of the requesting staff.	None	5 hours	Technical Staff	
	1.2 If eligible, prepares, countersigns, and sends response to the Regional Director for signature	None	1 day	Technical Staff	
	1.3 If not eligible, prepares, countersigns, and sends response to the Regional Director for signature				
	1.4 Signs the report	None	5 hours	Regional Director	
	1.5 Releases correspondence to Records Section	None	1 day	Administrative Staff	
Feedback and complaint mechanism					
How to send feedback	Accomplish feedback/ Complaint form of the Section				
How Feedbacks are processed	Feedback or complaint whenever available will be addressed and facilitated by the Head of LDI				
How complaint is addressed	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Head of Accounting Section				
Complaint/s through 8888 Desk/ Hotline	Head of Accounting Section will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit				

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

199. Processing of Authority to Enroll

Office or Division:		Learning and Development Section			
Classification:		Simple			
Type of Transaction:		G2G- Government to Government			
Who may avail:		Staff (internal public)			
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:			
Records of work schedules and request or memorandum requesting authority to enroll		Not applicable (Generic request may be used by the requesting staff)			
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible	
1. Submit request to the Regional Director for approval	1.1 Receives request from the Office of the Regional Director and checks eligibility of the requesting staff.	None	5 hours	Technical Staff	
	1.2 If eligible, prepares, countersigns, and sends response to the Regional Director for signature	None	1 day	Technical Staff	
	1.3 If not eligible, prepares, countersigns, and sends response to the Regional Director for signature				
	1.4 Signs the report	None	5 hours	Regional Director	

	1.5 Releases correspondence to Records Section	None	1 day	Administrative Staff
Feedback and complaint mechanism				
How to send feedback	Accomplish feedback/ Complaint form of the Section			
How Feedbacks are processed	Feedback or complaint whenever available will be addressed and facilitated by the Head of LDI			
How complaint is addressed	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Head of Accounting Section			
Complaint/s through 8888 Desk/ Hotline	Head of Accounting Section will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit			
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff			
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: focar@dswd.gov.ph or through Facebook account: www.facebook.com/dswdfocar			

200. Facilitation of technical assistance

Office or Division:		Sectors		
Classification:		Complex		
Type of Transaction:		G2G- Government to Government		
Who may avail:		Sectors' Bureau		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Request form/Memorandum		Not applicable		
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
1. Submits request for technical assistance	1.1 Receives request and logs in the Data Tracking	None	1 day	Administrative Staff

	System or logbook			
	1.2 Checks, reviews, and verify request	None	1 day	Technical Staff
	1.3 Travel to the place of activity	None	1 day	Technical Staff
	1.4 Delivers required technical assistance	None	1 day	Technical Staff
	1.5 Travel back to station	None	1 day	Head of Sectors
	1.6 Prepares and submit After Activity Report	None	1 day	Head of Sectors

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

through Facebook account: www.facebook.com/dswdfocar

201. Preparation of Sectoral Plans or Sectoral Accomplishment Reports:

Office or Division:		Sectors		
Classification:		Complex		
Type of Transaction:		G2G- Government to Government		
Who may avail:		Sectors' Bureau		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Request form/Memorandum		Not applicable		
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
1. Submits request for Sectoral Plan or Sectoral Accomplishment Report (SAR)	1.1 Receives request and logs in the Data Tracking System or logbook	None	5 hours day	Administrative Staff
	1.2 Checks, reviews, and verify request	None	5 hours day	Technical Staff
	1.3 Prepares Sectoral Plan or SAR	None	1 day	Technical Staff
	1.4 Proof reads Sectoral Plan or SAR	None	1 day	Technical Staff
	1.5 Signs Sectoral Plan or SAR	None	1 day	Head of Sectors
	1.6 Prepares and submits Sectoral Plan and SAR	None	1 day	Administrative staff
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 respective sectors head		
How complaint is addressed		Any complaint written, through private message, text or complaint through quad-media will be		

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

202. Preparation of Sectoral Financial Plan:

Office or Division:		Sectors			
Classification:		Complex			
Type of Transaction:		G2G- Government to Government			
Who may avail:		Sectors' Bureau/ Budget Section			
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:			
Request form/Memorandum		Not applicable			
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible	
1. Submits request for Sectoral Financial Plan	1.1 Receives request and logs in the Data Tracking System or logbook	None	5 hours day	Administrative Staff	
	1.2 Checks, reviews, and verify request	None	5 hours day	Technical Staff	
	1.3 Prepares Sectoral Financial Plan	None	1 day	Technical Staff	
	1.4 Proof reads Sectoral Financial Plan	None	1 day	Technical Staff	

	1.5 Reviews and signs Sectoral Financial Plan	None	1 day	Head of Sectors
	1.6 Prepares and submits Sectoral Financial Plan	None	1 day	Administrative staff
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 concerned sector			
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 information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: focar@dswd.gov.ph or through Facebook account: www.facebook.com/dswdfocar			

203. Provision of Drinking Water:

Office or Division:	General Services Section			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may avail:	Staff (Internal Public)			
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 Sectoral Financial Plan	1.1 Receives request and review logs	None	1 hour	Administrative Staff
	1.2 Verifies and inspects number of gallon requested.	None	1 hour	Administrative staff
	1.3 Signs on the logbook after drinking water gallon has been fetched.	None	1 day	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 Accounting Section
How complaint is addressed	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Head of GSS
Complaint/s through 8888 Desk/ Hotline	Head of GSS will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: focar@dswd.gov.ph or through Facebook account: www.facebook.com/dswdfocar

204. Facilitation of use of Training Center or Dormitory:

Office or Division:	General Services Section (GSS)			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may avail:	Staff (Internal Public)			
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:			
Signed Request Form	Network shared folder			
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible

1. Submits request signed request form to the GSS	1.1 Receives request and review logs	None	1 hour	Administrative Staff
	1.2 Verifies and inspects calendar of use of Training Center or Dormitory	None	1 hour	Administrative staff
	1.3 Calls and informs the requesting staff of confirmation or conflict of schedule	None	1 hour	Administrative staff
	1.4 Adjusts, updates, and confirms schedule with the requesting staff	None	1 hour	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 Accounting Section
How complaint is addressed	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Head of GSS
Complaint/s through 8888 Desk/ Hotline	Head of GSS will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: focar@dswd.gov.ph or through Facebook account: www.facebook.com/dswdfocar

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 OF REQUIREMENTS:		WHERE TO SECURE:		
Signed Request Form		Network shared folder or Through the Chauffeuring System		
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
1. Submits request signed request form to the GSS	1.1 Receives request and review logs	None	1 hour	Administrative Staff
	1.2 Verifies and inspects availability of vehicle	None	1 hour	Administrative staff
	1.3 Calls and informs the requesting staff of confirmation or conflict of schedule	None	1 hour	Administrative staff
	1.4 Adjusts, updates, and confirms schedule with the requesting staff	None	1 hour	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 GS Section			
How complaint is addressed	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Head of GSS			
Complaint/s through 8888 Desk/ Hotline	Head of GSS will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit			
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff			
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: focar@dswd.gov.ph or through Facebook account: www.facebook.com/dswdfocar			

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

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

Classification:		Simple		
Type of Transaction:		G2G- Government to Government		
Who may avail:		Staff (Internal Public)		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Signed Request Form		HRPPMS		
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
1. Submits request signed request form to the GSS	1.1 Receives request and review logs	None	1 hour	Administrative Staff
	1.2 Verifies and inspects request	None	1 hour	Administrative staff
	1.3 Prepares and counter signs on the certification	None	1 hour	Technical staff
	1.4 Reviews and signs the certification	None	1 hour	Head of HRPPMS
	1.5 Logs and routes the certification to the Office of the Regional Director for signature	None	1 hour	Administrative Staff
2. Present Claim Stub	2.1 Logs and Issues the requested Certification	None	1 Day	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 Accounting Section		
How complaint is addressed		Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Head of HRPPMS		
Complaint/s through 8888 Desk/ Hotline		Head of HRPPMS will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit		
How complaints are processed		Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff		

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

207. Filling up of Vacant Plantilla Positions:

Office or Division:	Human Resource Planning and Performance Management Section (HRPPMS)				
Classification:	Highly Technical				
Type of Transaction:	G2G- Government to Government				
Who may avail:	Interested Applicants				
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:				
1. Letter of Intent / Application Letter	Applicant				
2. Personal Data Sheet (PDS) and Work Experience Sheet	www.csc.gov.ph				
3. Performance rating in the last rating period <i>* if previously with government service</i>	Government employer				
4. Certificate of Eligibility / Professional License	Civil Service Commission (CSC) / Professional Regulation Commission (PRC)				
5. Transcript of Records (TOR)	College / University graduated				
6. Certificate of Trainings	Organizer of trainings attended				
7. Certificate of Employment and Clearance	Previous / Current Employer				
8. NBI Clearance	National Bureau of Investigation				
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible	
1. Check Agency's bulletin board, Facebook page, website or CSC website for list of vacancies	1.1 Publicize Notice of Vacancy in 3 conspicuous places: CSC website, office' bulletin board, website and/or	None	10 Days	HR Staff	

	<p>official Facebook page</p> <p><i>*posting period is at least 10 calendar days</i></p>			
2. Submit application with complete requirements	2.1 Paper screen applications received	None	2 Days	HR Focal
	2.2 Prepare Long list of applicants	None	3 Days	HR Focal
	<p>2.3 Evaluate Education, Trainings and Experience of applicants based on the Preferred Qualification Standard (PQS)</p> <p><i>*Only applicants with complete requirements, submitted within the application period and met the PQS will be contacted for further screening process</i></p>	None	5 Days	Hiring Office Head
3. Confirm attendance to and attend the technical examination	3.1 Schedule applicants for technical exam	None	4 Days	HR Focal
	3.2 Administer technical exam	None	5 Days	HR Focal
	<p>3.3 Evaluate the technical exam outputs of applicants</p> <p><i>*Only applicants who passed the exam will be contacted for further screening process</i></p>	None	6 Days	Hiring Office Head

4. Confirm attendance to and attend the interview	4.1 Schedule applicants for interview with the HRMPSB	None	4 Days	HR Focal
	4.2 Conduct panel interview	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			
	<i>*The Appointing Authority may interview shortlisted applicants if he/she deems necessary</i>			
5. Submit all pre-employment requirements and assume office	5.1 Check requirements submitted by the appointee	None	20 Days	HR Focal
	5.2 Orient and facilitate Oath of Office of the appointee	None	5 Days	HR Focal
	5.3 Deploy appointed applicant to his/ her area of assignment <i>*Appointee should assume office within 30 days upon receipt of the congratulatory letter</i>	None	5 Days	HR Focal
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 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 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
------------------------------------	---

208. Processing IPCR output, and IPC Checkpoint:

Office or Division:		Human Resource Planning and Performance Management Section (HRPPMS)		
Classification:		Simple		
Type of Transaction:		G2G- Government to Government		
Who may avail:		Staff (Internal Public)		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
IPC, IPCR output, IPC checkpoint form		Network shared folder		
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
1. Submits IPCR output/Checkpoint form to HRPPMS	1.1 Receives forms	None	1 hour	Administrative Staff
	1.2 Verifies and inspects form	None	1 hour	Administrative staff
	1.3 Prepares and countersigns forms	None	5 hours	Technical staff
	1.4 Encodes the result of forms to the database	None	5 hours	Head of HRPPMS
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 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
------------------------------------	---

209. Facilitates IPC rating:

Office or Division:		Human Resource Planning and Performance Management Section (HRPPMS)		
Classification:		Simple		
Type of Transaction:		G2G- Government to Government		
Who may avail:		Staff (Internal Public)		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
IPC request for secretariat		Network shared folder		
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
1. Submits IPCR output/Checkpoint form to HRPPMS	1.1 Receives forms	None	1 hour	Administrative Staff
	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
	1.6 Conducts 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 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 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 or Division:		RIACAT VAWC		
Classification:		Simple		
Type of Transaction:		G2G- Government to Government		
Who may avail:		RIACAT-VAWC Bureau		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Request form		Not Applicable		
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
1. Submits request form to HRWS	1.1 Receives request	None	1 hour	Technical staff

	1.2 Logs and records request	None	1 hour	Technical staff
	1.3 Prepares situationer	None	5 days	Technical staff
	1.4 Proofreads and signs the situationer	None	1 day	Technical staff
	1.5 Routes situationer to RAMS	None	1 day	Technical staff

Feedback and 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 RIACAT-VAWC
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 RIACAT-VAC 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
--	---

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

Office or Division:		RICTMS		
Classification:		Complex		
Type of Transaction:		G2G- Government to Government		
Who may avail:		RIACAT-VAWC Bureau		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Request written form and through the ticketing system		Not Applicable		
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
1. Submits request form to HRWS	1.1 Receives request	None	1 hour	Technical staff
	1.2 Logs and records request	None	1 hour	Technical staff
	1.3 Conducts 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 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 RICTMS		
How complaint is addressed		Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by		

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

212. Gathering of information for policy development:

Office or Division:		RJJWC		
Classification:		Highly Technical		
Type of Transaction:		G2G- Government to Government		
Who may avail:		RJJWC Bureau		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Written request		Not Applicable		
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
1. Submits request form to RJJWC	1.1 Receives request	None	1 hour	Technical staff
	1.2 Logs and records request	None	1 hour	Technical staff

	1.3 Gather 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 amendment	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 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 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 RJJWC will facilitate the response within the reglementary period and send response to 8888

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

213. Processing of Resource Request

Office or Division:		Resource Operations Section (ROS)		
Classification:		Simple		
Type of Transaction:		G2G- Government to Government		
Who may avail:		RJJWC Bureau		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Written request		Not Applicable		
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
1. Submits request form to ROS	1.1 Receives request	None	1 hour	Technical staff
	1.2 Logs and records request	None	1 hour	Technical staff
	1.3 Gather data and information	None	5 hours	Technical staff
	1.4 Conducts inventory	None	5 hours	Technical staff
	1.5 Prepares draft inventory	None	5 hours	Technical staff
	1.6 Proof reads and signs inventory and routes to RAMS	None	5 hours	Technical/ Administrative staff
Feedback and 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 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)
---------------------	--------------------------------------

Classification:		Highly Technical		
Type of Transaction:		G2G- Government to Government		
Who may avail:		RSCWC Bureau		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Complaints form written and non-written form		Not Applicable		
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
6. Submits complaints to RSCWC	1.4 Receives request	None	1 hour	Administrative staff
	1.5 Logs 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	2.1 Receives 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 Regional Director	Receives approval	None	1 hour	Administrative staff
	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 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 SLP
How complaint is addressed	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Head of SLP

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

215. Conduct of Regional Monitoring Team Meeting:

Office or Division:		TARA Focal			
Classification:		Simple			
Type of Transaction:		G2G- Government to Government			
Who may avail:		TARA			
CHECKLIST OF REQUIREMENTS:			WHERE TO SECURE:		
Request form			Not Applicable		
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible	
1. Submits request for conduct of Regional Monitoring Meeting (RMM)	1.1 Drafts and signs Project Proposal (PP)	None	1 day	Administrative staff	
	1.2 Submits project proposal with PPMP and WFP to	None	1 hour	Administrative staff	

	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 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 TARA Unit
How complaint is addressed	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Head of TARA Unit
Complaint/s through 8888 Desk/ Hotline	Head of SMU will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or

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

216. Generation of Dromic Report:

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

	1.3 Prepares 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
	1.6 Logs and records form and routes to client	None	1 day	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 DREMD
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/s through 8888 Desk/ Hotline	Head of DRIMS 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

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:		Regional Rehabilitation Center for Youth			
Classification:		Highly Technical			
Type of Transaction:		G2G – Government to Government			
Who May Avail:		Social workers/case managers, center psychologist, center nurse, manpower development officer, house parent supervisors, house parents and house parent relievers, security personnel			
Checklist of Requirements:		Where to Secure:			
Attendance Sheet		Social worker in-charge/ admitting Officer			
Admission Contract					
Intake Sheet		Social worker in-charge/ admitting Officer			
Turn- over documents:					
a. Social Case Study Report					
b. Court Order/ Commitment Order		Social worker in-charge/ admitting Officer			
c. Execution of Judgement					
d. Sworn Statement					
e. Form 138 (if available)		LGU/ LSWDO partner/ Referring agency			
f. Certificate of trainings (if available)					
g. Birth Certificate					
h. Medical Certificate		Rehabilitation Team			
i. Discharge Slip					
j. Receipt of Ward					
Orientation Materials					
Rehabilitation Plan		Rehabilitation Team			
Client Steps	Section Actions	Fees to be paid	Processing Time	Person/s Responsible	
1. Receipt of Court Order/ Commitment Order forwarded by the Court to RRCY	1.1. Center head/ staff receives the order of commitment to RRCY and supervisors/ center head identify to confirm commitment order to partner LGU	None	2 hours	Social Worker	

	and confirm the transfer of the client to RRCY.			
2. Admission Conference	2.1. Intake and Assessment	None	30 minutes	Social Worker
	2.2. Checking of Admission Documents i.e. <ul style="list-style-type: none"> - Social Case Study Report - Court Order/ Commitment Order - Execution of Judgement - Sworn Statement - Form 138 (if available) - Certificate of trainings (if available) - Birth Certificate - Medical Certificate - Discharge Slip - Receipt of Ward 	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
4. Formulation of Rehabilitation Program	4.1. Identification of activities and commitment based on the identified concerns/ issues.	None	30 minutes	Social Worker

5. Approval of rehabilitation program	<p>5.1 Identified plan forwarded to the center head for comments and or approval.</p> <p>5.1 a. if approved, proceed to Step #6.</p> <p>5.1 b. if not approve, worker to finalized additional input/ revisions then proceed to Step #6.</p>	<p>0</p> <p>none</p>	1day	Supervisor and/or Center Head
6. Copy of Rehabilitation Plan Approved	6.1 Approved Rehabilitation plan forwarded to stakeholders	None	1 day	Center Head and the administrate staff in-charge
	6.1a Draft letter of endorsement.	None	30 hour	Case Manager
	6.1b Approved letter and copy of Rehabilitation Plan forwarded to stakeholders (committing court, LGU Social Welfare Office, Parents, BCPC, and file copy) as reference of monitoring and reporting.	None	1 Day	Case Manager and the administrate staff in-charge

Feedback and complaints mechanism

How to send feedback	Accomplish feedback/ Complaint form of the Section
How Feedbacks are processed	Feedback or complaint whenever available will be addressed and facilitated by the Head of IAU
How complaint is addressed	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by 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	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:	Regional Rehabilitation Center for Youth			
Classification:	Technical			
Type of Transaction:	G2C – for government services whose client is the transacting public			
Who May Avail:	Resident/ clients, parents			
Checklist of Requirements:	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	House Parents			
Client Steps	Section Actions	Fees to be paid	Processing Time	Person/s Responsible

1. Skill for Life	<p>1.1 Residents/ client participates in the life skills session on a specific topic. here is no definitive list of life skills. Certain skills may be more or less relevant to the behavioral concern of the residents focused on the six key areas of life skills:</p> <p>Communication and interpersonal skills. 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.</p> <p>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.</p> <p>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.</p> <p>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</p>	None	2 hours	Rehabilitation Team / Person in Charge
-------------------	---	------	---------	--

	<p>experiences were happening to you.</p> <p>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.</p> <p>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.</p>			
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. Psychological	3.1 Initial behavioral assessment	0	2 Hours	Psychologist
	3.2 Client/ residents report forwarded to the supervisor for review and or additional input.	0	2 hours	
	3.3 Client 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. Education	4.1 Profiling 4.1.1 Educational Assessment and enlistment - Enrollment for ALS - Enrollment for Open High School - Enrollment for Formal Education and non- formal Education	0	1Day	
	4.2 Tutorial Session - ALS Tutorial - Modular Tutorials - Assistance to Assignments and projects		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 Health and wellness lectures	0	2 Hours	Nurse
	5.5 Enrollment to PhilHealth	0	1 Day	Nurse
	5.5 Monthly Feedback Reporting	0	2 Hours	Nurse
6. Spiritual	6.1 Participation to Daily Devotions	None	1 Hour	Staff-in-Charge
7. Economic and Productivity	7.1 Skills Profiling	0	30 Minutes	
	7.2 Enrolment to Vocational Training and endorsement to the Educational Component if Eligible			

Feedback and complaints mechanism

How to send feedback	Accomplish feedback/ Complaint form of the Section
How Feedbacks are processed	Feedback or complaint whenever available will be addressed and facilitated by the Head of IAU
How complaint is addressed	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by 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	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

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:		Regional Rehabilitation Center for Youth		
Classification:		Technical		
Type of Transaction:		G2C – for government services whose client is the transacting public		
Who May Avail:		Resident/ clients, parents, LGU partners		
Checklist of Requirements:		Where to Secure:		
Feedback Report Form		Social worker in-charge/ admitting Officer/ component Staff		
Individual Personal Sharing Template		Social worker in-charge/ admitting Officer		
HP Anecdotal Report		House Parents		
Attendance Sheet		Social worker in-charge/ admitting Officer		
Rehabilitation Program				
Client Steps	Section Actions	Fees to be paid	Processing Time	Person/s Responsible
1. Stakeholders are informed on a set Case Conference	1.1 Draft letter for approval of the Regional Director	None	10 Minutes	End- User/ Case Manager

	<p>1.1a If approved, proceed to number 2</p> <p>1.1b If not, end user provide necessary correction based on the input provided by the supervisor. Then follow step 1.1a.</p>	None		
2. Forward letter to stakeholders	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. Documentation	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	

	4.2.1 If approved proceed to Step Number 5 4.2.2 If not approved, end-user to finalize documentation with the input of the supervisor. Then follow step 4.2a.			
5. Follow up on Action areas	5.1 filling of documentation of meeting	None	10 mins	
Feedback and complaints mechanism				
How to send feedback	Accomplish feedback/ Complaint form of the Section			
How Feedbacks are processed	Feedback or complaint whenever available will be addressed and facilitated by the Head of IAU			
How complaint is addressed	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by 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	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			

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.

Office:		Regional Rehabilitation Center for Youth		
Classification:		Technical		
Type of Transaction:		G2G – Government to Government		
Who May Avail:		Resident/ clients, parents, LGU partners		
Checklist of Requirements:		Where to Secure:		
Progress Report		Social worker in-charge/ admitting Officer/ component Staff		

Steps	Section Actions	Fees to be paid	Processing Time	Person/s Responsible
1. Case Manager Prepare the Progress Report	1.1 Draft report based on the pertinent data or updates forwarded by the component staff, LGU- LSWDO partners, BCPC Concern, and parents.	None	1 day	End- User/ Case Manager
	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.	<p>2.1 Approved document to be forwarded to the Division Chief for review, input, and or approval.</p> <p>2.1.1 If approved, proceed to step number 2.2.</p> <p>2.1.2 If not approved, concern staff to provide revision of documents based on the input of the Division Chief.</p>	None	1 day	<p>End- User/ Case Manager</p> <p>PSD Division Chief</p>
	<p>2.2 Approved document to be forwarded to the ARD for Operation for review, input, and or approval.</p> <p>2.2a If approved, proceed to step number 2.3.</p> <p>2.2b. If not approved, concern staff to provide revision of documents based on the input of the ARD for Operation.</p>	None	1 day	<p>End- User/ Case Manager</p> <p>Office of the ARDO</p>
	<p>2.2 Approved document to be forwarded to the Office of the Regional Director for final review, input, and or approval.</p>	None	1 day	<p>End- User/ Case Manager</p> <p>Office of the Regional Director</p>

	<p>2.2a If approved, proceed to step number 3.</p> <p>2.2b. If not approved, concern staff to provide revision of documents based on the input of the Regional Director.</p>			
3. Furnish Copy of Report to the Committing Court, LGU Partners, BCPC Concern, and parent/ guardian of the client.	3.1 Copy of report forwarded to partners via e- mail and or delivery mail.	None	1 day	End- User/ Case Manager
4. File Copy of the Report	3.4 Copy of report attached in the case folders and is readily available for future reference.	None	2 minutes	End- User/ Case Manager
5. Follow up on Action areas	5.1 filling of documentation of meeting	None	10 Minutes	

Feedback and complaints mechanism

How to send feedback	Accomplish feedback/ Complaint form of the Section
How Feedbacks are processed	Feedback or complaint whenever available will be addressed and facilitated by the Head of IAU
How complaint is addressed	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by 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

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

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:		Regional Rehabilitation Center for Youth		
Classification:		Technical		
Type of Transaction:		G2G – Government to Government		
Who May Avail:		Staff		
Checklist of Requirements:		Where to Secure:		
Accomplishment Reports <ul style="list-style-type: none"> Monthly Quarterly Report/ Semetral/ Annual Accomplishment Report HPEMS 		Center Head/ Social worker in-charge/ RRCY Staff		
Steps	Section Actions	Fees to be paid	Processing Time	Person/s Responsible
1. The multi-disciplinary inter-center staff provides updates in their	1.1 Staff review previews reports and elicits suggestions/ recommendations to be included in	None	1 Day	Center heads, social workers, psychologists, nurses, manpower development officer, house

respective components	the report due for submission.			parents/ Admin Officer
2. Submission of draft report	<p>2.1 Draft report forwarded to the center head for review, additional input, and or approval</p> <p>2.1a If approved, proceed to step # 3.</p> <p>2.1b If not approved, concern staff to provide revision of documents based on the input of the Center Head.</p>	None	1 day	
3. Forward report for endorsement and approval.	<p>3.1 Approved document to be forwarded to the Division Chief for review, input, and or approval.</p> <p>3.1a If approved, proceed to step number 3.2.</p> <p>3.1b. If not approved, concern staff to provide revision of documents</p>	0	1 day	<p>End- User/ Admin Officer</p> <p>PSD Division Chief</p>

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

	of documents based on the input of the Regional Director.			
3. Furnish Copy of Report to the Central office or bureau counterpart	3.1 Copy of report forwarded to partners via e-mail and or delivery mail.	0	1 day	End- User/ Admin Officer
4. File Copy of the Report	4.1 Copy of report is readily available for future reference.	0	2 minutes	End- User/ Admin Officer

Feedback and complaints mechanism	
How to send feedback	Accomplish feedback/ Complaint form of the Section
How Feedbacks are processed	Feedback or complaint whenever available will be addressed and facilitated by the Head of IAU
How complaint is addressed	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by 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	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

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.

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 Requirements:		Where to Secure:		
LDI Session Documentation		Center Head/ Social worker in-charge/ RRCY Staff		
Steps	Section Actions	Fees to be paid	Processing Time	Person/s Responsible
1. The multi-disciplinary rehabilitation team members provide recommendations/ suggestions to arrive to a common consensus on which	1.1 The center head or his/her duly-designated representative assigns the staff in-charge for implementation, timeline for accomplishment of the task, resources needed, and the desired output and outcome resulting	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. 2.2a If approved, proceed to step number 2.3. 2.2b. If not approved, concern staff to provide revision of documents based on the input of the center head.	0	1 day	End- User/ Case Manager Center Head

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

	input, and or approval. 2.5 a If approved, proceed to step number 3. 2.5 b If not approved, concern staff to provide revision of documents based on the input of the Regional Director.			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 complaints mechanism

How to send feedback	Accomplish feedback/ Complaint form of the Section
How Feedbacks are processed	Feedback or complaint whenever available will be addressed and facilitated by the Head of IAU
How complaint is addressed	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by 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

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

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 Requirements:		Where to Secure:			
a. Updated Social Case Study Report b. Progress Report c. Form 138 (if applicable) d. Certificate of trainings e. Birth Certificate f. Medical Certificate g. Court Order h. Discharge Slip i. Receipt of Ward j. Reintegration Plan		Center Head/ Social worker in-charge/ RRCY Staff			
Steps	Section Actions	Fees to be paid	Processing Time	Person /s Responsible	
1. The multi-disciplinary rehabilitation team members provide recommendations/suggestions to arrive to a common consensus on who is eligible for the trial-reintegration.	1.1 The Rehabilitation Team, in consultation with the CICL, the parents/guardians, and the LSWDO, shall identify responsible individuals who are capable to take full responsibility over the child during the trial-reintegration period.	None	1 Day	Case Manager/ Rehab team	
	1.2. The center shall coordinate with the Local Social Welfare and Development Office (LSWDO) where the proposed guardians/relatives/parents reside to conduct assessment as to their	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		
	2.3. The case manager shall facilitate turn-over of the CICL to the LSWDO and the parents/guardians with the needed documents: 2.4. The case manager shall inform the court on the release of the CICL within five-day from the time of released.	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 Phase/ Termination Phase:	4.1. The case manager shall conduct monitoring within the period of six (6) month from the time the case is terminated/closed/dismissed.	None		
	4.2 Draft report forwarded to the center head for review, additional input, and or approval 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.	None		
	4.3 Approved document to be forwarded to the Division Chief for review, input, and or approval. 4.3 a. If approved, proceed to step number 3.2. 4.3b. If not approved, concern staff to provide revision of documents based on the input of the Division Chief.	0	1 day	End-User/ Admin Officer PSD Division Chief
	4.4 Approved document to be forwarded to the ARD for Operation for review, input, and or approval. 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.	0	1 day	End-User/ Case Manager Office of the ARDO

	<p>4.5 Approved document to be forwarded to the Office of the Regional Director for final review, input, and or approval.</p> <p>4.5a If approved, proceed to step number 3.</p> <p>4.5b If not approved, concern staff to provide revision of documents based on the input of the Regional Director.</p>	0	1 day	<p>End-User/ Admin Officer</p> <p>Office of the Regional Director</p>
5. Furnish Copy of Report to partners/ stakeholders	5.1 Copy of report forwarded to partners via e- mail and or delivery mail.	0	1 day	End-User/ Admin Officer
6. File Copy of the Report	6.1 Copy of report is readily available for future reference.	0	2 minutes	End-User/ Admin Officer

Feedback and complaints mechanism

How to send feedback	Accomplish feedback/ Complaint form of the Section
How Feedbacks are processed	Feedback or complaint whenever available will be addressed and facilitated by the Head of IAU
How complaint is addressed	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by 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	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email

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

224. 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:
<i>For supervisor-supervisee consultation/coaching</i>	
Social worker reports/documents (1 original copy or photocopy)	Social worker in-charge of the case
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)	Center nurse for medical/psychiatric concerns specifically on intake of medications
Anecdotal reports/incident reports (1 original or photocopy)	Social worker in-charge of the case
Center activity reports (1 original or photocopy)	Manpower development officer
Other documents related to staff concern/issue (1 original or photocopy)	Social worker in-charge of the case
<i>For rehabilitation team meetings</i>	

[illegible]

	<ul style="list-style-type: none"> For one-on-one supervision/consultation proceed to client step no. 2 For rehabilitation team meetings, proceed to client step nos. 3-6. For case load inventory, proceed to client step nos. 7-11. For in-house LDI activities/sessions, proceed to client step nos. 12-15. 	None	2 hours	Center Head
		None	1 day	
		None	4 days	Center Head & the Regional Center Coordinator (RCC)
		None	3 days	Center Head & the RCC
	Provision of technical assistance in case management to the center RRCY rehabilitation team/staff qualified for multi-stage processing.			
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.			
	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/ barrier requires technical assistance from either the Division Chief, ARDO, RD, or any member of the Regional Management Team (whichever	None	1 hour	Center Head

	supervisory level may apply), <i>proceed to section action no. 3.1.</i>			
	1.3 The center head prepares an inter-office memorandum addressed to the RMT official concerned.	None	1 hour	Center Head
3. Center Rehabilitation Team members of the center raises all issues/concerns/gaps/barriers encountered during the given time period (usually on a monthly basis)	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
	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	None	1 hour	Center Head or his/her duly-designated representative

	documenter for the meeting.				
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 representative, 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 recommendations/suggestions to address	5.1 The center head or his/her duly-designated representative elicits the consensus regarding which recommendation/suggestio	None	2 hours	Center Head or his/her duly-designated representative, social workers, psychologist, nurse, manpower development

	the matter at-hand	n is most prudent and provides further supervisory inputs/management 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 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	7.1 The center heads with the regional center coordinator lay out the CRI program flow giving emphasis on discussion of issues/concerns/gaps/	None	1 day	Center Heads and the RCC

	barriers encountered by the centers in case management.				
8	The social workers in-charge of the cases discuss the case summary reports of the residents served. The reports include specific information on issues/concerns/gaps/barriers encountered in case management	8.1 Each center head reports how the issues/concerns/gaps/barriers encountered were addressed in his/her respective center.	None	6 hours	Center Heads and social workers in-charge of cases
		8.2 The RCC analyzes the center reports and summarizes the presentations as to: <ul style="list-style-type: none">▪ 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	9.1 The RCC elicits suggestions/	None	4 hours	RCC, center heads, social workers,

staff provides suggestions/recommendations on how to address prevailing issues in case management	recommendations of the multi-disciplinary inter-center staff in addressing prevailing issues/concerns/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/management direction to address prevailing issues/concerns/gaps in case management	None	2 hours	RCC
11 The multi-disciplinary inter-center staff plans on how to carry out the agreed-	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

	used during the LDI sessions.				
14	The LDI center staff participants have accomplished all expected workshop outputs especially their re-entry action plans	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
		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 complaints mechanism					
How to send feedback		Accomplish feedback/ Complaint form of the Section			

How Feedbacks are processed	Feedback or complaint whenever available will be addressed and facilitated by the Head of IAU
How complaint is addressed	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by 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	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: focar@dswd.gov.ph or through Facebook account: www.facebook.com/dswdfocar

225. 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. Endorsement 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 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 staff prepares feedback report to his/ her immediate supervisor	None	1 Day	Center Head, supervisor, and the staff in-charge
Feedback and complaints mechanism				
How to send feedback	Accomplish feedback/ Complaint form of the Section			
How Feedbacks are processed	Feedback or complaint whenever available will be addressed and facilitated by the Head of IAU			
How complaint is addressed	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by 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	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			

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
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. 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.
	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.	2.1 Approved document to be forwarded to the Division Chief for review, input, and or approval. 2.1a If approved, proceed to step number 2.2. 2.1b. If not approved, concern staff to provide revision of documents based on the input of the Division Chief.	none	1 day	End- User/ Case Manager PSD Division Chief

	<p>2.2 Approved document to be forwarded to the ARD for Operation for review, input, and or approval.</p> <p>2.2a If approved, proceed to step number 2.3.</p> <p>2.2b. If not approved, concern staff to provide revision of documents based on the input of the ARD for Operation.</p>	none	1 day	<p>End- User/ Case Manager</p> <p>Office of the ARDO</p>
	<p>2.3 Approved document to be forwarded to the Office of the Regional Director for final review, input, and or approval.</p> <p>2.3a If approved, proceed to step number 3.</p> <p>2.3b. If not approved, concern staff to provide revision of documents based on the input of the Regional Director.</p>	none	1 day	<p>End- User/ Case Manager</p> <p>Office of the Regional Director</p>
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:		Simple		
Type of Transaction:		G2G- Government to Government		
Who may avail:		TARA		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Request form		Not Applicable		
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
1. Submits copy of grievance through email	1.1 Receives and logs copy of grievance	None	5 minutes	Administrative staff
	1.2 Transmit to concerned proper owner the copy of the grievance	None	1 hour	Administrative staff
2. Returns response to grievance	2.1 Ensures that response is sent to the 8888 focal person at the Central Office	None	1 hour	Technical staff
	2.2 Documents response to the database	None	1 hour	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 IAU		
How complaint is addressed		Any complaint written, through private message, text or complaint through quad-media will be immediately addressed		

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

228. Conduct of pre-audit

Office or Division:		Internal Audit Unit		
Classification:		Simple		
Type of Transaction:		G2G- Government to Government		
Who may avail:		TARA		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Disbursement Vouchers (DV) with complete attachments		Not Applicable		
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
2. Submits DV with complete attachments	1.3 Receives and logs copy of grievance	None	5 minutes	Management Audit Analyst
	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 complaints mechanism				
How to send feedback			Accomplish feedback/ Complaint form of the Section	
How Feedbacks are processed			Feedback or complaint whenever available will be addressed and facilitated by the Head of IAU	
How complaint is addressed			Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by 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-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	

229. Conduct of management or operations audit:

Office or Division:		Internal Audit Unit		
Classification:		Highly Technical		
Type of Transaction:		G2G- Government to Government		
Who may avail:		RMANCOM or the IAS-CO		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
National Audit Agenda		Not Applicable		
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
3. Submits copy of the National Audit Agenda	1.5 Receives and logs copy of the NAA	None	5 minutes	Management Audit Analyst
	1.6 Reviews the NAA and attachments	None	1 hour	Management Audit Analyst
	2.1 Prepares Audit Engagement Plan (AEP)	None	5 minutes	Management Audit Analyst
	1.4 Submits AEP	None	1 minute	Management Audit Analyst
Approves and returns AEP to IAU	2.1 Receives and process travel orders for the team members	None	1 day	Management Audit Analyst
	2. 3. Conducts opening conference with the auditee	None	2 days	Management Audit Analyst
	2.2 Executes the AEP	None	7 days	Management Audit Analyst
	2.3 Generate reports	None	3 days	Management Audit Analyst
	2.4 Conduct Exit conference	None	2 days	Management Audit Analyst
	2.5 Monitors audit recommendations	None	6 months	Management Audit Analyst
	2.6 Prepares Terminal Reports	None	2 days	Management Audit Analyst

Feedback and complaints mechanism	
How to send feedback	Accomplish feedback/ Complaint form of the Section
How Feedbacks are processed	Feedback or complaint whenever available will be addressed and facilitated by the Head of IAU
How complaint is addressed	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by 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:		Office of the Assistant Regional Director		
Classification:		Simple		
Type of Transaction:		G2G- Government to Government		
Who may avail:		Administrative Cluster Division Chiefs/ Heads		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
None		Not Applicable		
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

	1.5 Submit the quotations to the Procurement Section for processing.	None	3 days	Administrative Staff/ Technical Expert
	1.6 Coordinate with the winning bidder	None	1 day	Administrative Staff
2. Pre-meeting Preparations	2.1 Craft a notice of meeting	None	10 minutes	Administrative staff
	2.2 Disseminate the signed notice to the Administrative Cluster (AdD, FMD, HRMDD, and ICTS)	None	15 minutes	Administrative staff
	2.3 Inform the caterer of the schedule and venue of the meeting	None	5 minutes	Administrative staff
	2.4 Remind the DCs one hour prior to the set time of the meeting	None	5 minutes	Administrative staff
	2.5 Print an attendance sheet	None	2 minutes	Administrative staff
3. Meeting Proper	3.1 Sign the attendance sheet	None	10 minutes	DCs, OIC ARDA
	3.2 Call the meeting to order and present the agenda of the meeting	None	15 minutes	OIC ARDA
	3.3 Present and discuss issues and concerns of	None	6 hours	DCs, OIC ARDA

	different divisions			
	3.4 Adjourn the meeting	None	5 minutes	OIC ARDA
4. Documentation of the Meeting	4.1 Record the meeting and take down notes	None	6 hours	Administrative Staff
	4.2. Craft and sign the minutes of the meeting	None	3 days	Administrative Staff
	4.3 Submit draft of minutes to the Immediate Supervisor/ OIC ARDA for review and approval	None	2 days	Administrative Staff
	4.4 Prepare the IDCBA Accomplishment Report for approval of Immediate Supervisor/ OIC ARDA	None	1 day	Administrative Staff

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 OARD

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 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				
Classification:	Complex				
Type of Transaction:	G2G- Government to Government				
Who may avail:	All				
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:				
Documents relevant to the Issues and Concerns	Concerned ODSUs				
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible	
1. Setting the Schedule	1.1 Check the Availability of the OIC ARDA	None	1 minute	Administrative staff	
	1.2 Calendar the schedule of the meeting if the OIC ARDA is not available during the time of request for TA	None	2 minutes	Administrative staff	

2. Meeting Proper	2.1 Discuss the issues/ concerns	None	1 hour	Technical staff
	2.2 Give recommendations/suggestions/appropriate 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 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 OARDA	
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 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
--	--

232. Management of Documents

Office or Division:		Office of the Regional Director			
Classification:		Simple			
Type of Transaction:		G2G- Government to Government			
Who may avail:		End-users/ Process Owners			
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:			
Financial, Personnel, and Administrative related Documents or Communications		To be submitted by the end-users/ process owners (templates are available in the File-Shared Folder)			
Client steps		Section's Actions	Fees to be paid	Processing time	Persons Responsible
1. Review and of receipt documents		1.1 Review the documents as to correctness/ compliance to the standard templates.	None	5 minutes	Administrative Assistant (Office Secretary)

	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 Annotation of Documents	2.1 Review of documents	None	30 minutes	Regional Director
	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 documents	3.1 Check if all the documents are signed/ annotated.	None	5 minutes	Administrative Assistant
	3.2 Sort the documents according to type of documents	None	5 minutes	Administrative Assistant
	3.3 Log the documents in the monitoring sheet with time of release. If documents are annotated, notations are encoded in the Document Tracking System (DTS).	None	5 minutes	Administrative Assistant
	3.4 Route the documents to the concerned ODSUs	None	10 minutes	Administrative Assistant
	3.5 Ask the receiver of the documents to sign and indicate date and time in the logsheet as proof of receipt	None	1 minute	Administrative Assistant of End-user/ Process Owner

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

**Contact 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

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 office.	<p>Birth Certificate of minor- PSA</p> <p>Marriage Contract of Parents- PSA</p> <p>Certificate of No Marriage if necessary- PSA</p> <p>Death Certificate if necessary – PSA/LCR</p> <p>Affidavit of Consent of Parents from any notary public.</p> <p>Affidavit of consent of parents from Philippine Consulate Abroad if parents are abroad</p> <p>Photocopy of Passport of travelling companion</p> <p>2 copies passport size photo of the minor.</p> <p>If travelling alone: Affidavit of consent and support of parent/s local or abroad/Invitation letter from relatives</p>

		<p>abroad and waiver from the Airline to accept responsibility.</p> <p>If attending sport: Additional Requirements-Invitation from the sponsoring organization abroad, Local endorsement of the minor from his/her school or association</p> <p>If Medical Reasons: Additional Requirements-Certification from Hospital Abroad and Recommendation of local attending physician/hospital.</p> <p>Other documents needed from the applicants</p>		
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
1. Applicant inquires requirements for minors traveling abroad	<p>1.1 Log in names of the applicant at the logbook</p> <p>1.2 Initial interview conducted to the applicant.</p> <p>1.3 Explained the requirements to favorable applicants</p>	None	20 mins	<p>PACD</p> <p>Social Worker</p>
2. Applicant submit requirements	2.1 Review of requirements and final interview to applicants	None	20 mins	Social Worker
	2.2 Prepares assessment report recommendation,	None	30 mins	Social Worker
	2.3 the absence of pre signed Record name of minor and other details at the logbook. The applicants	None	15 mins	Social Worker

	received the approved application & assessment report with complete attached. Endorsed application to the nearest DSWD for final assessment and issuance of Permit.			
--	---	--	--	--

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 SWAD STL or concerned Social Worker at SWAD office.
How complaint is addressed	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Team Leader.
Complaint through 8888 Desk/ Hotline Desk / Hotline	The Team Leader 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

234. Provision of Financial Assistance to individuals and families in Crisis Situation:

Office or Division: Classification: Type of Transaction: Who may avail:	SWAD- Protective Services Division
	Simple
	Referral and Walk-in Clients
	End User/Beneficiaries
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:
Complete requirements submitted by the applicants for financial assistance	<p>To be secured by the applicants :</p> <p>For Medical assistance:</p> <ul style="list-style-type: none"> 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 <p>For Burial assistance</p> <ul style="list-style-type: none"> 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 <p>For Educational assistance:</p> <ul style="list-style-type: none"> a. School registration/Enrollment form of student from his/her school b. Statement of Account (Balance) c. Copy of School ID of student

		d. Copy of valid ID of client e. Barangay certificate of client For Transportation assistance a. Copy of valid ID of client b. Police Blotter Food assistance for hos. Watcher a. Medical Certificate b. Copy of valid ID of client			
Client steps	Section's Actions	Fees to be paid	Processing time	Person's Responsible	
1. Inquires desired assistance	1.1 Client secures all requirements depends on type of assistance.	None	5 mins	Social Worker	
2. Client submit complete requirements	2.1 Review requirement	None	10 mins	Social Worker	
3. Intensive Interview/Psycho social Intervention	3.1 Prepared assessment report/Filled out Petty Cash Voucher and eligibility and approved by SDO 3.2 Provided outright cash	None	30 mins	Social Worker/ STL	
4. Provision of Guarantee Letter	4.1 Prepared supplemental assessment report for referrals for Guarantee Letter		20 mins	Social Worker	
	4.2 Let applicant, Social Worker & SDO sign at Certificate of Illegibility for Guarantee Letter	None	5 mins	Applicant, SW and SDO	

5.1. Submits Guarantee Letter to Service Provider	5.1 Submitted doc for guarantee letter to DSWD Field Office for action	None	1 day	Regional Director
	5.2 Receives Promissory Note from DSWD Field Office and submit to service provider	None	1 hour	Social Worker
	5.3 Receives and delivers checks for service provider		1 day	Social Worker

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 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 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-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:		End-Users/ Process owners WHERE TO SECURE:			
Disbursement of Social Pension fund in Kalinga to illegible senior citizen.		Requirements: valid ID(Senior Citizen ID) of beneficiary, Authorization letter prescribed and issued by the DSWD duly signed by the beneficiaries , barangay captain and neighbor with attached copy of valid ID of authorized representative.			
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible	
CIS forwards the validated masterlist of eligible senior citizen to City/Municipalities for dissemination	1.1 Receives master list/ payroll ready for payout	None	10 days	Administrative Staff/Focal Person/STL	
	1.2 Coordinates with LGU's as to the logistics during payout as well as manpower to augment in the payout.				
	1.3 Coordinates with PNP for security/escort to bring money to the hazardous areas of Kalinga.				
	1.4 Review payroll and liquidation papers. Let paymaster, C/MSWDO sign the payroll after the payout	None	1 day	Focal Person/Paymasters, C/MSWDO	
	1.5 Submit payroll and remit unclaimed fund to the SDO for submission to cash section				
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 Focal Person/STL			
How complaint is addressed		Any complaint written, through private message, text or complaint through quad			

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

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				
Classification:	Simple				
Type of Transaction:	G2G- Government to Government				
Who may avail:					
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:				
Submit Project proposals and other requirements for the Cash for Work/ESCAP or FNFI	To be secured by the MLGU's from BLGU's and the laborer concern.				
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible	
1. LGU informed of the Program of DRemD	1.1 implementation Orients of program	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 Food	2.1 Receives, review and validate Report/data from the source	None	2 hours	PDOs & STL
	2.2 Submit report including request of augmentation to DSWD Regional Office	None	2 hours	PDOs & STL
	2.3 Conduct Proper distribution and monitoring of goods to LGU	None	2 hours	PDOs & STL
	2.4 Ensure proper documentation and liquidation report	None	2 hours	PDOs & STL

Feedback and complaint mechanism	
How to send feedback	Accomplish feedback/ Complaint form of the Section
How Feedbacks are processed	Feedback or complaint whenever available will be addressed and facilitated by the Focal Person/STL
How complaint is addressed	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Focal Person/RPMO
Complaint through 8888 Desk/ Hotline	RPMO/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

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 referral with attached documents as evidence.		To be secured by the FR/Endorsement from DILG and PLGU		
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
1. Endorsement of Former Rebels/Conflict Vulnerable Areas	1.1 Reviewed Documents	None	20 Mins	Focal Person
	1.2 Confirmation of the project identified by the FR/CVA	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 approved project proposal by 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 Consistent monitoring of project		2 months	Focal Person/C/MLGU
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 Focal Person & SLP-PC		
How complaint is addressed		Any complaint written, through private message, text or complaint through quad-		

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

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

Office or Division:		Promotive Division		
Classification:		Simple		
Type of Transaction:		Referral		
Who may avail:		Community		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
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 full support and success of the program.	None	1 day	Focal Person/M/BLGU

2. Social Preparation stage	The participants would be able to understand their own circumstances by looking at their current situation and able to visualize their desired future condition for themselves/families.	None	1 day	Focal Person
3. Capacity Building				
4. Resource Mobilization	Training activities and other related sessions on skill development for entrepreneurship. Presentation of agreed proposed project to SLPA members.	None	2 day	Focal Person/SLPA Members
5. Monitoring and Sustainability	Provision and access to financial and or non-financial resources to operationalize the SLPA 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.	None	15 days	Focal Person/SLPA
	Provision of technical assistance through mentoring with coaching and monitoring.	None	5 Years and 3 mos.	SLPA members/ BLGU/ MLGU RPMO, DSWD-CAR and Focal Person
Feedback and complaint mechanism				
How to send feedback		Accomplish feedback/ Complaint form of the Section		
How Feedbacks are processed		Feedback or complaint whenever available will be addressed and facilitated by the Focal Person/SLP-PC		
How complaint is addressed		Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the Focal Person/SLP-PC		

Complaint through 8888 Desk/ Hotline	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:	SWAD - Protective Services Division			
Classification:	Complex			
Type of Transaction:	Referral/Walk-in			
Who may avail:	End-user			
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
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 Actions	Fees to be paid	Processing time	Persons Responsible
1. Inquires requirements from SWAD Office	1.1. Explain the requirements and process of Adoption case and Foster Care service	None	20 mins	Social Worker
	1.2. Receives and review requested requirements	None	30 mins	Social Worker
	1.3. Conduct interview with the couple	None	40 mins	Social Worker
	1.4 Conducts collateral interviews,	None	45 mins	Social Worker
	1.5 Conducts home visitations	None	1 hour	Social Worker

	1.6 Prepares Home Study Report	None	2 days	Social Worker
	1.7 Transmit Home Study Report with complete attached requirements to ARRS, DSWD-CAR	None	20 mins.	Administrative Assistant
	1.5. Attendance to Matching Conference for adoption or Foster Care	None	1 hour	Social Worker
	1.6.Receives Foster Child Placement Authority and Foster Parent License. Turn-over documents to PAPs for Court filing and Foster Parents for reference and action on the provisions	None	1 hour	Social Worker
	1.7 Attends and testify on adoption cases	None	4 hrs.	Social Worker
	1.5 Submit HPMS Report every 5 th of the month thru email	None	5 mins	Social Worker
Feedback and complaint mechanism				
How to send feedback	Accomplish feedback/ Complaint form of the Section			
How Feedbacks are processed	Feedback or complaint whenever available will be addressed and facilitated by the Head of ARRS, DSWD-CAR.			
How complaint is addressed	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the ARRS and SWAD Focal			
Complaint through 8888 Desk/ Hotline Desk / Hotline	ARRS and SWAD Focal will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit			
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: focar@dswd.gov.ph or through Facebook account: www.facebook.com/dswdfocar			

240. Provision of Programs and services to OFWs

Office or Division:	SWAD- Protective Service Division			
Classification:	Simple			
Type of Transaction:	Assessment and Referral			
Who may avail:	Individual			
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:			
Referral Letter and other documents for immediate reference in availing assistance.	The client may secure from OWWA/ DOLE/ DSWD-CAR			
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
1.Client sought assistance with documents	1.1Receives and review documents	None	5 mins.	Social Worker
	1.2.Interview using Intake Sheet	None	10 mins	Social Worker
	1.3.Provide counseling	None	30 mins	Social Worker
	1.4. Coordinate with SLP, C/MLGU and other agency for the other need of the client	None	2 days	Social Worker
	1.5. Prepare documentation/ referral	None	1 day	Social Worker
Feedback and complaint mechanism				
How to send feedback	Accomplish feedback/ Complaint form of the Section			
How Feedbacks are processed	Feedback or complaint whenever available will be addressed and facilitated by the Head of ARRS, DSWD-CAR.			
How complaint is addressed	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the ARRS and SWAD Focal			
Complaint through 8888 Desk/ Hotline Desk / Hotline	ARRS and SWAD Focal will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit			
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: focar@dswd.gov.ph or through Facebook account: www.facebook.com/dswdfocar			

VI. List of Offices

Office	Name, Contact Number and Address
Office of the Regional Director	LEO L. QUINTILLA OIC- Regional Director 09959649609 DSWD-Field Office CAR No. 40 North Drive, Baguio City
Social Marketing Unit	NERIZZA FAYE G. VILLANUEVA Information Officer II 09162865737 DSWD-Field Office CAR No. 40 North Drive, Baguio City
Internal Audit Unit	JESSE REY F. RIOS Management and Audit Analyst II 09164920003 DSWD-Field Office CAR No. 40 North Drive, Baguio City
Policy and Plans Division	MARIFIL C. JUGAL Planning Officer IV 09168248261 DSWD-Field Office CAR No. 40 North Drive, Baguio City
Policy and Plans Development Section	MS. LIEZYL T. ASTODILLO Planning Officer III 09982553511 DSWD-Field Office CAR No. 40 North Drive, Baguio City
Standards Section	CLARISSA O. PADIO Project Development Officer III 09279725415 DSWD-Field Office CAR No. 40 North Drive, Baguio City
National Household Targeting Unit	DEXTER B. SAMIDAN Regional Field Coordinator 09982557869 DSWD-Field Office CAR No. 40 North Drive, Baguio City
Unconditional Cash Transfer	BRENDEN KIM J. QUINTOS Project Development Officer IV 09212813155 DSWD-Field Office CAR No. 40 North Drive, Baguio City
Office of the Assistant Regional Director for Operations	AMELYN P. CABRERA Social Welfare Officer V and OIC ARDO 09176780799

	DSWD-Field Office CAR No. 40 North Drive, Baguio City
Convergence Secretariat	JOANNE F. GANGGANGAN Social Welfare Officer IV 09291270577 DSWD-Field Office CAR No. 40 North Drive, Baguio City
Social Welfare and Development Provincial Offices	JOHNNY L. BUMAKIL – SWAD-ABRA Social Welfare Officer II 09201084503 JACKIELYN O. GUITANGAN- SWAD- APAYAO Social Welfare Officer II 09266742058 MANUELA S. ORTIZ- BENGUET SWAD- BENGUET Social Welfare Officer II 09981986226 ERLINDA M. TAQUIQUI- SWAD- KALINGA Social Welfare Officer II 09204384526 JOY G. ADACLOG- MT. PROVINCE Social Welfare Officer II 09189657165 IMELDA TUGUINAY IFUGAO-SWAD Social Welfare Officer II 09276160086
Regional Rehabilitation Center for the Youth	EDNA S. BENITEZ Social Welfare Office IV 09158006449 DSWD-Field Office CAR No. 40 North Drive, Baguio City
Community Based Services	EDELINE D. GENOVE Social Welfare Officer III 09179780078 DSWD-Field Office CAR No. 40 North Drive, Baguio City
Reception and Study Center for Children	NELLY L. MASON Social Welfare Officer III 09164291581 DSWD-Field Office CAR No. 40 North Drive, Baguio City
Sectors	LIBERTINE A. BALICDANG Social Welfare Officer IV 09981966877

	DSWD-Field Office CAR No. 40 North Drive, Baguio City
Crisis Intervention Section	JUDITH L. DE GUZMAN Social Welfare Officer IV 09393743541 DSWD-Field Office CAR No. 40 North Drive, Baguio City
Capacity Building Section	JERRY D. JULIAN Training Specialist III 09205118518 DSWD-Field Office CAR No. 40 North Drive, Baguio City
Disaster Response Management Division	MARY ANN G. BUCLAO 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 Program	FATIMA D. FLORENDO Project Development Officer V 091833917282 DSWD-Field Office CAR No. 40 North Drive, Baguio City
Sustainable Livelihood Program	NOVELIA B. POCDING Social Welfare Officer III 09205650451 DSWD-Field Office CAR No. 40 North Drive, Baguio City
Office of the Assistant Regional Director for Administration	ENRIQUE H. GASCON JR Chief Administrative Officer & ARDA 09397514186 DSWD-Field Office CAR No. 40 North Drive, Baguio City
Administrative Division	RINA CLAIRE L. REYES Supervising Administrative Officer 09209084230

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

	DSWD-Field Office CAR No. 40 North Drive, Baguio City
Learning and Development Section	BONAFE B. RAMOS Training Specialist I 09126739037 DSWD-Field Office CAR No. 40 North Drive, Baguio City
Financial Management Division	ROSE C. MOLDERO Administrative Officer V 09185831172 DSWD-Field Office CAR No. 40 North Drive, Baguio City
Budget Section	NORIE C. CASTANEDA Administrative Officer V 09291358173 DSWD-Field Office CAR No. 40 North Drive, Baguio City
Accounting Section	WILBOURN B. BACOLONG Accountant III 09267053713 DSWD-Field Office CAR No. 40 North Drive, Baguio City
Cash Section	OLIVE B. LABUTEN Administrative Officer III 09305979511 DSWD-Field Office CAR No. 40 North Drive, Baguio City
<p>Contact information:</p> <p>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</p>	

Prepared by:

Approved by:

Sgd. JESSE REY F. RIOS
MAA, Internal Audit Unit

LEO L. QUINTILLA
OIC-Regional Director