



# **DEPARTMENT OF SOCIAL WELFARE AND DEVELOPMENT CORDILLERA ADMINISTRATIVE REGION**

**KAGAWARAN NG KAGALINGAN AT  
PAGPAPAUNLAD PANLIPUNAN  
(REHIYON NG KORDILYERA)**

**First Taglish Edition as of October 2021**  
**(Ingles at Tagalog/Filipinong Bersyon nagmula noong Oktubre taong 2021)**

## **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.

(Ang Kagawaran ng Kagalingan at Pagpapaunlad Panlipunan ay nangungunang ahensiya na may alituntuning bumuo, magpatuloy, at makipag ugnayan ng Panlipunang Proteksiyon at solusyon sa pag babawas ng kahirapan para sa mga mahihirap, mahihina, at mga mamayan na may kawalan sa buhay.)

## **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.

(Ang Kagawaran ng Kagalingan at Pagpapaunlad Panlipunan ay nangangarap ng ang lahat ng Filipino ay maibsan ang kagutuman at kahirapan, at magkaroon ng pantay na pag-access sa mga pagkakataon, at matulungan ang mamamayn upang magkaroon ng pantay na pagtrato, at pag talima sa loob ng mapayapang lipunan)

## **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.

(Manguna sa pagsasagawa, pagpagulong, at pakiipag ugnayan ng panlipunang at pagpapaunlad ng mga polisiya at programa para sa mga mahihirap, mahihina, at mga mamayan na may kawalan sa buhay.)

## **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.

(Ang aming ahensiya ay sinisigurado na magbigay ng kaaya aya, handa, at magalang na serbisyo simula Lunes hanggang Biyernes ng 8:00 AM to 5:00 PM na tuloy tuloy kahit sa ganap na katanghalian at sisiguraduhin na lahat ng kliyente ay maaaring magbigyan

ng sapat na pangangailangan at serbisyo sa loob ng aming tanggapan bago matapos ang naturang oras at kahit sa oras ng aming pahinga sa umaga, tanghali man, o hapon. Dahil dito, sisiguraduhin ng aming Tanggapan na maibigay ng aming mga opisyales at kawani ang serbisyong pampubliko at agarang konsultasyon kasunod nito ang mga payong makakatulong sa publiko sa lahat ng oras.)

Furthermore, we shall endeavor to complete transactions for the day as required by the law 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.

(Siguradong kami ay tutugon sa mga hamon ng pagbibigay ng serbisyong kumpleto sa loob ng araw na nakalaan na naayon at nakasaad sa batas at sa pagkakataong na hindi naming ito magampanan, ipapaalam po naming sa publiko ang progreso at kung ano man ang aming natapos sa mga aksyon na nagawa ng aming mga kawani at opisyales. Amin din pong ipapaalam ang mga rason kung mayrcong mga paghihintay na kinakailangan. Sisiguraduhin naming tugunan ang inyong nakakaaya or negatibong puna patungo sa aming serbisyo, pasilidad, at mga tauhan na naghahatid ng serbisyo.)

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**Field Office Cordillera Administrative Region**  
External Services  
(Kagawaran ng Kagalingan at Pagpapaunlad Panlipunan  
Serbisyo Para sa Publiko)

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

(Pagpoproseso at pagpapadali ng aplikasyon para sa Student Internship Program)

<b>Office or Division (Opisina o Dibisyon):</b>  <b>Classification (Uri) :</b>  <b>Type of Transaction (Uri ng Transaksiyon):</b>  <b>Who may avail (Sino ang maaring tumanggap):</b>  <b>CHECKLIST OF REQUIREMENTS (Listahan ng mga kinakailangan):</b>	<b>Learning and Development Section o LDS</b>  <b>Simple (Sa loob ng 3 araw)</b>  <b>Government to Clients (Gobyerno para sa kliyente)</b>  <b>External Public (Panlabas na Publiko)</b>  <b>WHERE TO SECURE (Saan maaring makakakuha):</b>
1. Endorsement Letter from the School duly approved by the Regional Director (Sulat ng Pag-endorso mula sa paaralan na aprubado ng Regional Director)  2. Resume  3. Medical Certificate (Sertipiko pang-Medikal)  4. One 2x2 ID picture with white background  5. Memorandum of Agreement (MOA) executed between DSWD and the school (Memorandum of Agreement o MOA sa pagitan ng DSWD at ng paaralan)	From the applicant (Manggagaling sa aplikante)  From the applicant (Manggagaling sa aplikante)  From the school physician or any authorized government physician (Manggagaling sa doktor ng eskwelahan o sa pampubliking manggagamot)  From the applicant (Manggagaling sa aplikante)  If not existing, template will be provided by Learning and Development Section (LDS). (Kung walang MOA ang aplikante magbibigay ang LDS)

Additional requirement for foreign students (Karagdagang mga kinakailangan): 1. Student Visa  2. Other proof of legality of stay in the Philippines (Mga iba pang patunay na legal na nanirahan sa Pilipinas)	From the applicant (Manggagaling sa aplikante)  From the applicant (Manggagaling sa aplikante)
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Client steps (Proseso ng kliyente)	Section's Actions (Aksiyon ng Section)	Fees to be paid (Babayarin)	Processing time (Oras na magugugol)	Persons Responsible (Opisyales na tutugon)
1. Submits documents (Isumite ang mga dokumento)	1. Receives, logs, and endorses the documents to the LDS Head for appropriate action (Tanggapin, i-log, at iendorso ang dokumento sa LDS Head para sa aksiyon)	None (wala)	1-5 minutes (1-5 minuto)	Administrative staff
	1.2 Screens the documents and checks availability of slots. (I Screenshot and dokumento at suriing kung mayroon pang bakante)  1.3 If the documents are complete and there are available slots, proceed to step 2.2.	None (wala)	1-5 minutes (1-5 minuto)	SIP Focal Person and LDS Head

	<p>(Kung ang dokumento ay kumpleto at may bakante magtungo sa 2.2)</p> <p>1.4 If some documents are lacking or there are no available slots, proceed to the next step. (Kung may dokumento na nawawala o walang bakante, magtungo sa susunod na proseso.)</p>			
	<p>1.5 Informs the applicant thru email, SMS, or phone call. (Sabihin ang aplikante sa email, SMS, o tumawag.)</p> <p>1.6 If the applicant only needs to submit lacking documents, proceed to the next step. (Kung may kailangan pang isumiteng mga kinakailangang dokumento, magtungo sa susunod na proseso.)</p>	<p>None (wala)</p>	<p>1-5 minutes (1-5 minuto)</p>	<p>SIP Focal Person/Technical staff</p>

	1.7 If there are no available slots for the applicant, end of process. (Kung wala ng iba pang bakante para sa aplikante, huminto sa prosesong ito.)			
2. Submits the lacking documents (walk-in or thru email) (Isumite ang mga kinakailangn pang mga dokumento sa opisina or sa pamamagitan ng email)	2.1 Receives, logs, and endorses the documents to the SIP Focal Person. (Tanggapin, i-log, o iendorso ang document sa SIP Focal Person)	None (wala)	1-2 days (1-2 araw)	Administrative staff
	2.2 Coordinates with the applicant on the schedule of the pre-deployment orientation. (Iugnay sa aplikante ang iskedyul ng oryentasyon bago ang deployment.)	None (wala)	5-10 minutes (5-10 minuto)	SIP Focal Person/Technical staff

#### Feedback and complaints mechanism

(Mga Proseso sa Pagtugon sa mga Puna at Reklamo)

How to send feedback (Papaano mag sumite ng puna)	Accomplish feedback/ Complaint form of the Section (Isagawa at isumite ang puna o reklamo sa Section)
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How Feedbacks are processed (Papaano ipinoproseso ang mga reklamo at puna)	Feedback or complaint whenever available will be addressed and facilitated by the LDS Head. (Ang mga puna o reklamo ay sasagutin ng LDS Head)
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<b>How complaint is addressed (Papaano tugunan ang mga reklamo o puna)</b>	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the LDS Head. (Anumang reklamo, maging pribado or sa mensaheng tekstwal na idinaan sa quad-media ay tutugan ng LDS Head)
<b>Complaint through 8888 Desk/ Hotline (Reklamo na nanggaling sa 8888 Desk or Hotline)</b>	LDS Head will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit. (Ang LDS Head and siyang magsasagawa ng tugen sa reklamo na isinumite gamit ang 8888 hotline at ang Internal Audit Unit.)
<b>How complaints are processed (Papaano iproseso ang mga reklamo)</b>	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff. (Ang ukol na Division Chief ang maghahayag ng Show Cause Order o Letter of Explanation sa anumang paglabag na nagawa ng permanente o kontraktual na opisyal)
<b>Contact information of DSWD FO-CAR (Opisyal ng pwedeng tawagan kung may mga puna o reklamo)</b>	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: <a href="mailto:focar@dswd.gov.ph">focar@dswd.gov.ph</a> or through Facebook account: <a href="http://www.facebook.com/dswdfocar">www.facebook.com/dswdfocar</a>  (Anumang iregularidad patungkol sa pag-gamit ng pangalan ng DSWD-CAR na dumadawit sa sinomang opisyal nito ay maaring ireklamo sa aming Kagawaran na matatagpuan sa No. 40 North Drive, Baguio City o sa pamamagitan ng pagtawag sa mga cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 o sa pamamagitan ng email address na <a href="mailto:focar@dswd.gov.ph">focar@dswd.gov.ph</a> o sa Facebook account ng tanggapan: <a href="http://www.facebook.com/dswdfocar">www.facebook.com/dswdfocar</a> )

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

(Pagpoproseo ng Aplikasyon ng Bayanihan Bayan Program para sa mga Individual sa mga Panahong Walang Sakuna)

<b>Office or Division (Opisina o Dibisyon):</b> <b>Classification (Uri) :</b>	Learning and Development Section o LDS
<b>Type of Transaction (Uri ng Transaksiyon):</b>	Simple (Sa loob ng 3 araw)
<b>Who may avail (Sino ang maaring tumanggap):</b>	Government to Clients (Gobyerno para sa kliyente)
<b>CHECKLIST OF REQUIREMENTS (Listahan ng mga kinakailangan):</b>	External Public (Panlabas na Publiko)
<b>WHERE TO SECURE (Saan maaring makakakuha):</b>	
1. Accomplished registration form (Naihandang registration form)  2. Barangay Clearance  3. Medical Certificate (Sertiipiko pang-Medikal)  4. Photocopy of one valid ID (Kopya ng Wastong ID)  5. Letter of Intent duly approved by the Regional Director (Liham ng Layunin mula sa Regional Director)	Form to be provided by LDS (Ibibigay ang aplikasyon na dokumento ng LDS)  Issued by the barangay where the applicant resides (Igagawad ng barangay kung saan nakatira ang aplikante)  Issued by any authorized government physician (Manggagaling sa doctor ng eskwelahan o sa pampubliking manggagamot)  From the applicant (Manggagaling sa aplikante)  From the applicant (Manggagaling sa aplikante)

<p>6. One 2x2 ID picture (isang 2x2 ID picture)</p> <p>Additional requirements for foreign nationals (Karagdagang kinakailangan para sa mga banyaga):</p> <ol style="list-style-type: none"> <li>1. Clearance from the Philippine National Volunteer Service Coordinating Agency (PNVSCA) (Clearance mula sa PNVSCA)</li> <li>2. Proof of legality of stay in the Philippines (Patunay ng legalidad ng pananatili sa Pilipinas)</li> </ol>	<p>From the applicant (Manggagaling sa aplikante)</p> <p>Issued by PNVSCA (Igagawad ng PNVSCA)</p> <p>From the applicant (Manggagaling sa aplikante)</p>
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Client steps (Proseso ng kliyente)	Section's Actions (Aksiyon ng Section)	Fees to be paid (Babayarin)	Processing time (Oras na magugugol)	Persons Responsible (Opisyales na tutugon)
1. Submits documents (Isumite ang dokumento)	1. Receives, logs, and endorses the documents to the LDS Head for appropriate action. (Tanggapin, ilog, at iendorso ang dokumento sa LDS Head para sa aksiyon)	None (wala)	1-5 minutes (1-5 minuto)	Administrative staff

	<p>2. Screens the documents and checks availability of slots. (I-screen ang dokumento at suriing kung mayroon pang bakante)</p> <p>2.1 If the documents are complete and there are available slots, proceed to step 4.2. (Kung ang dokumento ay kumpleto at may bakante magtungo sa 2.2)</p> <p>2.2 If some documents are lacking or there are no available slots, proceed to the next step. (Kung may dokumento na kulang o walang bakante, magtungo sa susunod na proseso.)</p>	None (wala)	1-5 minutes (1-5 minuto)	BBP Focal Person and LDS Head
	3. Informs the applicant thru email, SMS, or phone call.	None (wala)	1-5 minutes (1-5 minuto)	BBP Focal Person/Technical staff

	<p>(Sabihin/balitaan ang aplikante sa pamamagitan ng email, SMS, o tumawag.)</p> <p>3.1 If the applicant only needs to submit lacking documents, proceed to the next step. (Kung may kailangan pang isumiteng mga kulang na dokumento, magtungo sa susunod na proseso.)</p> <p>3.2 If there are no available slots for the requesting party, they will be considered as pool of volunteers. (Kung wala ng iba pang bakante para sa aplikante, huminto sa prosesong ito at sila ay isasama sa listahan ng mga ibag pang palikante)</p>			
4. Submits the lacking documents	4.1 Receives, logs, and endorses the	None (wala)	1-2 days (1-2 araw)	Administrative staff

(walk-in or thru email). (Pagsumite ng mga kulang na dokumento: walk-in o sa pamamagitan ng email)	documents to the SIP Focal Person. (Tanggapin, i-log, at i-endorso ang dokumento sa SIP Focal Person)			
	2.2 Coordinates with the applicant on the schedule of the pre-deployment orientation. (Iugnay sa aplikante ang iskedyul ng oryentasyon bago ang deployment.)	None (wala)	5-10 minutes (1-5 minuto)	BBP Focal Person/Technical staff

**Feedback and complaints mechanism  
(Mga Proseso sa Pagtugon sa mga Puna at Reklamo)**

<b>How to send feedback (Papaano mag sumite ng puna)</b>	Accomplish feedback/ Complaint form of the Section (Isagawa at isumite ang puna o reklamo sa Section)
<b>How Feedbacks are processed (Papaano ipinoproseso ang mga reklamo at puna)</b>	Feedback or complaint whenever available will be addressed and facilitated by the LDS Head. (Ang mga puna o reklamo ay sasaguting ng LDS Head)
<b>How complaint is addressed (Papaano tugunan ang mga reklamo o puna)</b>	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the LDS Head (Anumang reklamo, maging pribado or sa mensaheng tekstwal na idinaan sa quad-media ay agarang tutugunan ng LDS Head)

<p><b>Complaint through 8888 Desk/ Hotline</b>  <b>(Reklamo na nanggaling sa 8888 Desk or Hotline)</b></p>	<p>LDS Head will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit          (Ang LDS Head and siyang magsasagawa ng tugon sa reklamo na isinumite gamit ang 8888 hotline at ang Internal Audit Unit.)</p>
<p><b>How complaints are processed</b>  <b>(Papaano iproseso ang mga reklamo)</b></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          (Ang ukol na Division Chief ang maghahayag ng Show Cause Order o Letter of Explanation sa anumang paglabag na nagawa ng permanente o kontraktwal na opisyal)</p>
<p><b>Contact information of DSWD FO-CAR</b>  <b>(Opisyal ng pwedeng tawagan kung may mga puna o reklamo)</b></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: <a href="mailto:focar@dswd.gov.ph">focar@dswd.gov.ph</a> or through Facebook account: <a href="http://www.facebook.com/dswdfocar">www.facebook.com/dswdfocar</a>            (Anumang iregularidad patungkol sa paggamit ng pangalan ng DSWD-CAR na dumadawit sa sinomang opisyal nito ay maaring ireklamo sa aming Kagawaran na matatagpuan sa No. 40 North Drive, Baguio City o sa pamamagitan ng pagtawag sa mga cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 o sa pamamagitan ng email address na <a href="mailto:focar@dswd.gov.ph">focar@dswd.gov.ph</a> o sa Facebook account ng ahensiya: <a href="http://www.facebook.com/dswdfocar">www.facebook.com/dswdfocar</a>)</p>

**3. Processing of Application for the Bayanihan Bayan Program (except during disaster Operations) for organizations**

(Pagpoproseso ng Aplikasyon para sa Bayanihan Bayan Program para sa mga Organisasyon sa mga Panahong Walang Sakuna)

<b>Office or Division (Opisina o Dibisyon):</b>	Learning and Development Section o LDS
<b>Classification (Uri) :</b>	Simple (Sa loob ng 3 araw)
<b>Type of Transaction (Uri ng Transaksiyon):</b>	Government to Clients (Gobyerno para sa kliyente)
<b>Who may avail (Sino ang maaring tumanggap):</b>	External Public (Panlabas na Publiko)
<b>CHECKLIST OF REQUIREMENTS (Listahan ng mga kinakailangan):</b>	<b>WHERE TO SECURE (Saan maaring makakakuha):</b>
1. Accomplished registration form (Natapos na papel pangrehistro)	Form to be provided by LDS (Ibibigay ang dokumento ng LDS)
2. Barangay Clearance of each of the members to be involved (Sertipiko mula sa Barangay ng bawat miyembro na kasama)	Issued by the barangay where each member of the organization resides (Igagawad ng barangay kung saan nakatira ang aplikante)
3. Medical Certificate of each of the members to be involved (Sertipikong Medikal ng bawat miyembro na kasama)	Issued by any authorized government physician (Manggagaling sa doctor ng eskwelahan o sa pampubliking manggagamot)
4. Photocopy of one valid ID for each of the members to be involved (Kopya ng isang valid ID ng bawat miyembro)	From the applicant (Manggagaling sa aplikante)

<p>5. Letter of Intent duly approved by the Regional Director (Sulat ng Layunin na aprubado ng Regional Director)</p> <p>6. One 2x2 ID picture of each of the members to be involved (Tig-isang 2x2 na litrato ng mga miyembro)</p> <p>7. List of members to be involved (Listahan ng mga miyembro)</p> <p>8. Memorandum of Agreement executed between the DSWD and the Organization (Memorandum of Agreement sa pagitan ng DSWD at ng Organisasyon)</p> <p>9. Parent consent of all members who are below 18 years' old (Pahintulot ng magulang sa mga miyembro na ang edad ay 17 taon pababa)</p> <p>Additional requirements for foreign nationals (Karagdagang Pangangailangan):</p> <p>10. Clearance from the Philippine National Volunteer Service Coordinating Agency (PNVSCA) (Clearance mula sa PNVSCA)</p>	<p>From the organization (Manggagaling sa Kagawaran)</p> <p>From the applicant (Manggagaling sa aplikante)</p> <p>From the organization (Manggagaling sa Kagawaran)</p> <p>Template to be issued by LDS (Ibibigay ang dokumento ng LDS)</p> <p>From the applicant (Manggagaling sa aplikante)</p> <p>Issued by PNVSCA (Igagawad ng PNVSCA)</p>
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11. Proof of legality of stay in the Philippines (Patinay ng Legalidad ng pananatili sa Pilipinas)	From the applicant (Manggagaling sa aplikante)
12. A bilateral agreement or memorandum of agreement between the head of the organization volunteering and the Philippine government represented by the DSWD Secretary. (Bilateral Agreement o Memorandum of Agreement sa pagitan ng namumuno o bilang kumakatawan sa organization at ng DSWD bilang kinatawan ng gobyerno ng Pilipinas)	Template to be issued by LDS (Ibibigay ang dokumento ng LDS)

Client steps (Proseso ng kliyente)	Section's Actions (Aksiyon ng Section)	Fees to be paid (Babayarin)	Processing time (Oras na magugugol)	Persons Responsible (Opisyales na tutugon)
1. Submit documents (Isukses ang mga dokumento)	1. Receives, logs, and endorses the documents to the LDS Head for appropriate action. (Tanggapin, ilog, at iendorso ang dokumento sa LDS Head para sa naaayon na aksiyon)	None (wala)	1-5 minutes (1-5 minuto)	Administrative staff
	2. Screens the documents and checks	None (wala)	1-5 minutes (1-5 minuto)	BBP Focal Person and LDS Head

	<p>availability of slots. (I-screen and dokumento at suriiin kung mayroon pang bakante)</p> <p>2.1 If the documents are complete and there are available slots, proceed to step 4.2. (Kung and dokumento ay kumpleto at may bakante, magtungo sa 2.2)</p> <p>2.2 If some documents are lacking or there are no available slots, proceed to the next step. (Kung may dokumento na kulang o walang bakante, magtungo sa susunod na proseso.)</p>			
	<p>3. Informs the applicant thru email, SMS, or phone call. (Sabihin ang aplikante sa papamagitan ng email,</p>	None (wala)	1-5 minutes (1-5 minuto)	BBP Focal Person/Technical staff

	<p>SMS, o tumawag.)</p> <p>3.1 If the applicant only needs to submit lacking documents, proceed to the next step. (Kung may kailangan pang isumiteng mga kinakailangang dokumento, magtungo sa susunod na proseso.)</p> <p>3.2 If there are no available slots for the requesting party, they will be considered as pool of volunteers. (Kung wala ng iba pang bakante para sa aplikante, huminto sa prosesong ito at sila ay isasama sa listahan ng mga ibag pang aplikante)</p>			
2. Submits the lacking documents through walk-in or email (Isumite ang iba pang dokumento sa	2.1 Receives, logs, and endorses the documents to the SIP Focal Person.	None (wala)	1-2 days (1-2 araw)	Administrative staff

Kagawaran o sa pamamagitan ng email)	(Tanggapin, i-log, o iendorso ang dokumento sa SIP Focal Person)			
	2.2 Coordinates with the applicant on the schedule of the pre-deployment orientation. (Makipag-ugnayan sa aplikante para sa iiskedyul ng oryentasyon bago ang deployment.)	None (wala)	5-10 minutes (5-10 minuto)	BBP Focal Person/Technical staff

**Feedback and complaints mechanism  
(Mga Proseso sa Pagtugon sa mga Puna at Reklamo)**

How to send feedback (Papaano magsumite ng puna)	Accomplish feedback/ Complaint form of the Section (Isagawa at isumite ang puna o reklamo sa Section)
How Feedbacks are processed (Papaano ipinoproseso ang mga reklamo at puna)	Feedback or complaint whenever available will be addressed and facilitated by the LDS Head. (Ang mga puna o reklamo ay sasagutin ng LDS Head)
How complaint is addressed (Papaano tugunan ang mga reklamo o puna)	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the LDS Head (Anumang reklamo, maging pribado or sa mensaheng tekstwal na idinaan sa quad-media ay tutugan ng 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

(Reklamo na nanggaling sa 8888 Desk or Hotline)	(Ang LDS Head and siyang magsasagawa ng tugon sa reklamo na isinumite gamit ang 8888 hotline at ang Internal Audit Unit.)
How complaints are processed (Papaano iproseso ang mga reklamo)	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff (Ang ukol na Division Chief ang maghahayag ng Show Cause Order o Letter of Explanation sa anumang paglabag na nagawa ng permanente o kontraktual na opisyal)
Contact information of DSWD FO-CAR (Opisyal ng pwedeng tawagan kung may mga puna o reklamo)	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: <a href="mailto:focar@dswd.gov.ph">focar@dswd.gov.ph</a> or through Facebook account: <a href="http://www.facebook.com/dswdfocar">www.facebook.com/dswdfocar</a>  (Anumang iregularidad patungkol sa pag-gamit ng pangalan ng DSWD-CAR na dumadawit sa sinomang opisyal nito ay maaring ireklamo sa aming Kagawaran na matatagpuan sa No. 40 North Drive, Baguio City o sa pamamagitan ng pagtawag sa mga cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 o sa pamamagitan ng email address na <a href="mailto:focar@dswd.gov.ph">focar@dswd.gov.ph</a> o sa Facebook account ng ahensiya: <a href="http://www.facebook.com/dswdfocar">www.facebook.com/dswdfocar</a> )

**4. Facilitation of use of Training Center or Dormitory:**

(Pagpapadali ng Pag-gamit ng Training Center or Dormitory Para sa Publiko)

Office or Division (Opisina o Dibisyon):	General Services Section (GSS)			
Classification (Uri) :	Simple (Sa loob ng 3 araw)			
Type of Transaction (Uri ng Transaksiyon):	G2G- Government to Clients (Gobyerno para sa Kliyente)			
Who may avail (Sino ang maaring tumanggap):	External Clients (Publiko)			
CHECKLIST OF REQUIREMENTS (Listahan ng mga kinakailangan):	WHERE TO SECURE (Saan maaring makakakuha):			
Signed Request Form	Network shared folder			
Client steps (Proseso ng kliyente)	Section's Actions (Aksiyon ng Section)	Fees to be paid (Babayarin)	Processing time (Oras na magugugol)	Persons Responsible (Opisyales na tutugon)
Submits signed request form to the GSS (Isumite ang request na may pirma o tugon sa GSS)	<p>1.1 Receives request and review logs (Tanggapin ang request at review logs)</p> <p>1.2 Verifies and inspects calendar of use of Training Center or Dormitory (Beripikahin at inspikahin ang kalendaryo ng pag-gamit ng Training Center at Dormitoryo)</p>	<p>None (wala)</p> <p>None (wala)</p>	<p>1 hour (1 oras)</p> <p>1 hour (1 oras)</p>	<p>Administrative Staff</p> <p>Administrative staff</p>

	1.3 Calls and informs the requesting client of confirmation or conflict schedule (Tawagan at sabihan ang kliyente at kumpirmahin o sabihan ng iiskedyul kung mayroong nauna)	None (wala)	1 hour (1 oras)	Administrative staff
	1.4 Adjusts, updates, and confirms schedule with the client (I-adjust, baguhin, o kumpirmahin ang iskedyul sa kliyente)	None (wala)	1 hour (1 oras)	Administrative staff

**Feedback and complaints mechanism  
(Mga Proseso sa Pagtugon sa mga Puna at Reklamo)**

How to send feedback (Papaano mag sumite ng puna)	Accomplish feedback/ Complaint form of the Section (Isagawa at isumite ang puna o reklamo sa Section)
How Feedbacks are processed (Papaano ipinoproseso ang mga reklamo at puna)	Feedback or complaint whenever available will be addressed and facilitated by the GSS Head. (Ang mga puna o reklamo ay sasagutin ng GSS Head)
How complaint is addressed (Papaano tugunan ang mga reklamo o puna)	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the GSS Head (Anumang reklamo, maging pribado or sa mensaheng tekstwal na idinaan sa quad-media ay tutugan ng GSS 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

(Reklamo na nanggaling sa 8888 Desk or Hotline)	(Ang GSS Head and siyang magsasagawa ng tugon sa reklamo na isinumite gamit ang 8888 hotline at ang Internal Audit Unit.)
How complaints are processed (Papaano iproseso ang mga reklamo)	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff (Ang ukol na Division Chief ang maghahayag ng Show Cause Order o Letter of Explanation sa anumang paglabag na nagawa ng permanente o kontraktual na opisyal)
Contact information of DSWD FO-CAR (Opisyal ng pwedeng tawagan kung may mga puna o reklamo)	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: <a href="mailto:focar@dswd.gov.ph">focar@dswd.gov.ph</a> or through Facebook account: <a href="http://www.facebook.com/dswdfocar">www.facebook.com/dswdfocar</a>  (Anumang iregularidad patungkol sa pag-gamit ng pangalan ng DSWD-CAR na dumadawit sa sinomang opisyal nito ay maaring ireklamo sa aming Kagawaran na matatagpuan sa No. 40 North Drive, Baguio City o sa pamamagitan ng pagtawag sa mga cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 o sa pamamagitan ng email address na <a href="mailto:focar@dswd.gov.ph">focar@dswd.gov.ph</a> o sa Facebook account ng ahensiya: <a href="http://www.facebook.com/dswdfocar">www.facebook.com/dswdfocar</a> )

**5. Facilitation of grievances through 8888 hotlines:**

(Pagpapadali ng mga Reklamo na galling sa 8888 Hotline Galing sa Publiko)

Office or Division (Opisina o Dibisyon):	8888 Focal Person			
Classification (Uri) :	Simple (sa loob ng 3 araw)			
Type of Transaction (Uri ng Transaksiyon):	G2G- Government to Government			
Who may avail (Sino ang maaring tumanggap):	External Public (Publiko)			
CHECKLIST OF REQUIREMENTS (Listahan ng mga kinakailangan):	WHERE TO SECURE (Saan maaring makakakuha):			
Request form	Not Applicable			
Client steps (Proseso ng kliyente)	Section's Actions (Aksiyon ng Section)	Fees to be paid (Babayarin)	Processing time (Oras na magugugol)	Persons Responsible (Opisyales na tutugon)
1. Submits copy of grievance through email (Isumite ang reklamo sa email)	1.1 Receives and logs copy of grievance (Tanggapin at i-log ang kopya ng reklamo)  1.2 Transmit to concerned proper owner the copy of the grievance (Ibigay sa opisyales o empleyado na makakasagot sa reklamo)	None (wala)	5 minutes (5 minuto)	Administrative staff
2.Returns response to grievance (Ibalik ang sagot sa reklamo)	2.1 Ensures that response is sent to the 8888 focal persons at the Central Office (Siguraduhing ang reklamo ay maibibigay sa 8888 focal persons)	None (wala)	1 hour (1 horas)	Technical staff

	at sa DSWD Central Office)			
	2.2 Encodes documents response to the database (Isulat ang mga pangyayari dokumento)	None (wala)	1 hour (1 oras)	Technical staff
<b>Feedback and complaints mechanism</b> <b>(Mga Proseso sa Pagtugon sa mga Puna at Reklamo)</b>				
<b>How to send feedback</b> (Papaano magsumite ng puna)				
Accomplish feedback/ Complaint form of the Section (Isagawa at isumite ang puna o reklamo sa Section)				
<b>How Feedbacks are processed</b> (Papaano ipinoproseso ang mga reklamo at puna)		Feedback or complaint whenever available will be addressed and facilitated by the 8888 Focal Person. (Ang mga puna o reklamo ay sasaguting ng 8888 Focal Person)		
<b>How complaint is addressed</b> (Papaano tugunan ang mga reklamo o puna)		Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the 8888 Focal Person (Anumang reklamo, maging pribado or sa mensaheng tekstwal na idinaan sa quad-media ay tutugan ng 8888 Focal Person)		
<b>Complaint through 8888 Desk/ Hotline</b> (Reklamo na nanggaling sa 8888 Desk or Hotline)		8888 Focal Person will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit (Ang 8888 Focal Person and siyang magsasagawa ng tugon sa reklamo na isinumite gamit ang 8888 hotline at ang Internal Audit Unit.)		
<b>How complaints are processed</b> (Papaano iproceso ang mga reklamo)		Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff (Ang Division Chief na tagapamahala ang maghahayag ng Show Cause Order o Letter of Explanation sa anumang paglabag na nagawa ng permanente o kontraktual na opisyal)		
<b>Contact information of DSWD FO-CAR</b>		Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the		

(Opisyal ng pwedeng tawagan kung may mga puna o reklamo)

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

(Anumang iregularidad patungkol sa pag-gamit ng pangalan ng DSWD-CAR na dumadawit sa sinomang opisyal nito ay maaring ireklamo sa aming Kagawaran na matatagpuan sa No. 40 North Drive, Baguio City o sa pamamagitan ng pagtawag sa mga cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 o sa pamamagitan ng email address na [focar@dswd.gov.ph](mailto:focar@dswd.gov.ph) o sa Facebook account ng ahensiya: [www.facebook.com/dswdfocar](https://www.facebook.com/dswdfocar))

**6. Assessment of Applicants for Minors Travelling Abroad:**  
 (Probisyon ng Tulong-Pinansyal para sa mga Indibidwal or Pamilyang nasa Krisis)

<b>Office or Division (Opisina o Dibisyon):</b>	SWAD - Community-Based Section o (SWAD)
<b>Classification (Uri) :</b>	Simple (Sa loob ng 3 araw)
<b>Type of Transaction (Uri ng Transaksiyon):</b>	(Government to Clients) Gobyerno para sa Kliyente
<b>Who may avail (Sino ang maaring tumanggap):</b>	External Public (Publiko)
<b>CHECKLIST OF REQUIREMENTS (Listahan ng mga kinakailangan):</b>	<b>WHERE TO SECURE (Saan maaring makakakuha):</b>
Application with complete requirements submitted to SWAD office (Mga aplikasyon na kumpleto ang mga kinakailangan na naisumite sa opisina ng SWAD)	Birth Certificate of minor- PSA (Sertipiko ng Kapanganakan ng bata – PSA)  Marriage Contract of Parents- PSA (Sertipiko ng Kasal ng Magulang – PSA)  Certificate of No Marriage if necessary-PSA (Sertipiko na hindi Ikinasal, kung kinakailangan – PSA)  Death Certificate if necessary – PSA/LCR (Sertipiko ng Pagkamatay, kung kinakailangan – PSA/ LCR)  Affidavit of Consent of Parents from any notary public. (Affidavit ng Pahintulot ng Magulang mula sa kahit anong pampublikong notary)  Affidavit of consent of parents from Philippine Consulate Abroad if parents are abroad (Affidavit ng Pahintulot ng Magulang mula sa Konsulado ng Pilipinas sa Abroad kung ang magulang ang nasa ibang bansa)  Photocopy of Passport of travelling companion

	(Kopya ng Pasaporte/ Passport ng kasama sa pagbiyahe)  2 copies passport size photo of the minor. (Dalawang kopya ng passport size na larawan ng bata)			
	If travelling alone: Affidavit of consent and support of parent/s local or abroad/Invitation letter from relatives abroad and waiver from the Airline to accept responsibility. (Kung mag-isang maglalakbay: Affidavit ng Pahintulot at Suporta ng Magulang na nasa Pilipinas/ ibang Bansang Sulat ng imbitasyon ng mga kamag-anak sa ibang bansa at sulat ng pagpaubaya mula sa Airline na kanilang tinatanggap ang responsibilidad)			
	If attending sport: Additional Requirements- Invitation from the sponsoring organization abroad, Local endorsement of the minor from his/her school or association (Kung lalahok sa palakasan: Karagdagang Requirements – Imbitasyon mula sa organisasyon na sponsor sa abroad, Lokal na pag-endorso sa bata mula sa kanyang paaralan o asosasyon na kinabibilangan)			
	If Medical Reasons: Additional Requirements- Certification from Hospital Abroad and Recommendation of local attending physician/hospital. (Kung ay dahilan ay may kinalaman sa Medikal na aspeto: Karagdagang Requirements – Sertipiko ng Ospital sa ibang bansa at Rekomendasyon ng Lokal na manggagamot/ ospital)			
	Other documents needed from the applicants (Mga iba pa/ karagdagang dokumento na kinakailangan mula sa aplikante)			
Client steps (Proseso ng kliyente)	Section's Actions (Aksiyon ng Section)	Fees to be paid (Babayarin)	Processing time (Oras na magugugol)	Persons Responsible (Opisyales na tutugon)

<p>1. Applicant inquires requirements for Minors Traveling Abroad-MTA (Ang aplikante ay magtatanong ng requirements sa MTA)</p>	<p>1.1 Log in names of the applicant at the logbook (I-log ang mga pangalan ng mga aplikante)</p> <p>1.2 Initial interview conducted to the applicant (Gawin ang paunang interview sa aplikante)</p> <p>1.3 Explained the requirements to favorable applicants (Ipaliwanag ang mga dokumento kinakailangan ng mga aplikante)</p>	<p>None (wala)</p>	<p>20 mins (20 minutos)</p>	<p>PACD</p>
<p>2. Applicant submit requirements (Isumite ng aplikante ang mga kinakailangan dokumento)</p>	<p>2.1 Review of requirements and final interview to applicants (Suriin ang mga kailangan dokumento tuwing mag iiinterview ng aplikante)</p>	<p>None (wala)</p>	<p>20 mins (20 minutos)</p>	<p>Social Worker</p>
	<p>2.2 Prepares assessment report recommendation</p>	<p>None (wala)</p>	<p>30 mins (30 minutos)</p>	<p>Social Worker</p>

	(Ayusin at ihanda ang Assessment Report na may rekomendasyon)			
2.3 applicants received the approved application & assessment report with complete attached. Endorsed application to the nearest DSWD for final assessment and issuance of Permit (Ibigay sa aplikante ang aplikasyon at assessment report na may rekomendasyon at iendorso sa DSWD para sa final assessment at pagbibigay ng permit)	The None (wala)	15 mins (15 minutos)	Social Worker	

**Feedback and complaints mechanism  
(Mga Proseso sa Pagtugon sa mga Puna at Reklamo)**

<b>How to send feedback (Papaano mag sumite ng puna)</b>	Accomplish feedback/ Complaint form of the Section (Isagawa at isumite ang puna o reklamo sa Section)
<b>How Feedbacks are processed (Papaano ipinoproseso ang mga reklamo at puna)</b>	Feedback or complaint whenever available will be addressed and facilitated by the PAT Leader (Ang mga puna o reklamo ay sasagutin ng PAT Leader)

<b>How complaint is addressed (Papaano tugunan ang mga reklamo o puna)</b>	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the PAT Leader (Anumang reklamo, maging pribado or sa mensaheng tekstwal na idinaan sa quad-media ay tutugan ng PAT Leader)
<b>Complaint through 8888 Desk/ Hotline (Reklamo na nanggaling sa 8888 Desk or Hotline)</b>	PAT Leader will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit (Ang PAT Leader and siyang magsasagawa ng tugon sa reklamo na isinumite gamit ang 8888 hotline.)
<b>How complaints are processed (Papaano iproseso ang mga reklamo)</b>	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff (Ang Division Chief na tagapamahala ang maghahayag ng Show Cause Order o Letter of Explanaion sa anumang paglabag na nagawa ng permanente o kontraktual na opisyal)
<b>Contact information of DSWD FO-CAR (Opisyal ng pwedeng tawagan kung may mga puna o reklamo)</b>	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: <a href="mailto:focar@dswd.gov.ph">focar@dswd.gov.ph</a> or through Facebook account: <a href="http://www.facebook.com/dswdfocar">www.facebook.com/dswdfocar</a>  (Anumang iregularidad patungkol sa pag-gamit ng pangalan ng DSWD-CAR na dumadawit sa sinomang opisyal nito ay maaring ireklamo sa aming Kagawaran na matatagpuan sa No. 40 North Drive, Baguio City o sa pamamagitan ng pagtawag sa mga cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 o sa pamamagitan ng email address na <a href="mailto:focar@dswd.gov.ph">focar@dswd.gov.ph</a> o sa Facebook account ng ahensiya: <a href="http://www.facebook.com/dswdfocar">www.facebook.com/dswdfocar</a> )

## 7. Provision of Financial Assistance to individuals and families in Crisis

### Situation:

(Probisyon ng Tulong-Pinansyal para sa mga Indibidwal or Pamilyang nasa Krisis)

<b>Office or Division (Opisina o Dibisyon):</b>	SWAD- Protective Services Division (SWAD)
<b>Classification (Uri) :</b>	Simple (Sa loob ng 3 araw)
<b>Type of Transaction (Uri ng Transaksiyon):</b>	G2C (Gobyerno para sa Kliyente)
<b>Who may avail (Sino ang maaring tumanggap):</b>	External clients (Publiko)
<b>CHECKLIST OF REQUIREMENTS (Listahan ng mga kinakailangan):</b>	<b>WHERE TO SECURE (Saan maaring makakakuha):</b>
Complete requirements submitted by the applicants for financial assistance  (Kumpletong dokumento na kinakailangan ay isumite ng aplikante para sa tulong pang-pinansyal)	<p>To be secured by the applicants (Mga isusumite ng aplikante):</p> <p><b>For Medical assistance (Para sa Medical Assistance):</b></p> <ul style="list-style-type: none"> <li>a. Medical Certificate and Hospital Bill (If necessary) from the Hospital/Clinic (Sertipikong Medikal at Resibo ng bayarin mula sa Ospital o Klinika, kung kinakailangan)</li> <li>b. Prescribed medicines by attending doctor (Mga nairesetang gamot ng kumonsultang doctor)</li> <li>c. Photocopy of valid ID of the client (Kopya ng ID ng kliyente)</li> <li>d. Barangay Certificate of client (Sertipiko mula sa Barangay ng kliyente)</li> </ul> <p><b>For Burial assistance (Para sa Burial Assistance)</b></p> <ul style="list-style-type: none"> <li>a. Death Certificate – LCR or Certification from the Chieftain (Sertipiko ng Pagkamatay – LCR o Sertifikasyon mula sa Chieftain)</li> </ul>

- b. Funeral Contract and Bill – Funeral Homes (If applicable)  
(Kontrata o Resibo ng bayarin sa Punerarya – Funeral Homes, kung naaangkop)
- c. Photocopy of valid ID of client  
(Kopya ng ID ng kliyente)
- d. Barangay Certificate of client  
(Sertipiko ng Barangay ng Kliyente)

**For Educational assistance  
(Para sa Educational Assistance):**

- a. School registration/Enrollment form of student from his/her school  
(Rehistro sa Paaralan/ Dokumento ng Enrollment ng mag-aaral mula sa kanyang paaralan)
- b. Statement of Account (Balance)  
(Balanse ng Statement of Account)
- c. Copy of School ID of student  
(Kopya ng School ID ng mag-aaral)
- d. Copy of valid ID of client  
(Kopya ng valid ID ng kliyente)
- e. Barangay certificate of client  
(Sertipiko ng Barangay ng kliyente)

**For Transportation assistance  
(Para sa Transportation assistance)**

- a. Copy of valid ID of client  
(Kopya ng valid ID ng kliyente)
- b. Police Blotter  
(Blotter mula sa Pulisya)

**Food assistance for hospital watcher  
(Pagkain para sa hospital watcher)**

- a. Medical Certificate  
(Sertipiko Medikal)
- b. Copy of valid ID of client  
(Kopya ng valid ID ng kliyente)

Client steps (Proseso ng kliyente)	Section's Actions (Aksiyon ng Section)	Fees to be paid (Babayarin)	Processing time (Oras na magugugol)	Persons Responsible (Opisyales na tutugon)
1. Inquires desired assistance (Magtanong kung ano ang pangangailangan ang tulong)	1.1 Secures all requirements depends on type of assistance are present (Suriin na kumpleto ang mga requirements depende sa uring pangangailangan ng tulong)	None (wala)	5 mins (5 minuto)	Social Worker
2. Client submit complete requirements (Ang kliyente ay magsumite ng mga kaukulang dokument)	2.1 Review requirement (Suriin ang lahat ng requirements)	None (wala)	10 mins (10 minuto)	Social Worker
3. Intensive Interview/Psychosocial Intervention (Sumailali m sa interview)	3.1 Prepares assessment report/Filled out Petty Cash Voucher and eligibility and approved by Special Disbursing Officer (Ihanda ang assessment report at Petty Cash Voucher, eligibility documents na aprobado ng Special Disbursing Officer)	None (wala)	30 mins (30 minuto)	Social Worker/STL

	3.2 Provides outright cash (Ibigay ang pera)			
4. Provides of Guarantee Letter (Ibigay ang Guarantee Letter)	4.1 Prepares supplemental assessment report for referrals for Guarantee Letter (Ihanda ang supplemental assessment report para sa referrals ng Guarantee Letter)	None (wala)	20 mins (20 minuto)	Social Worker
	4.2 Applicant, Social Worker & SDO sign on Certificate of Illegibility for Guarantee Letter (Ipapirma sa aplikante, Social Worker at SDO ang Illegibility Guarantee Letter)	None (wala)	5 mins (5 minuto)	Applicant, Social Worker and SDO
5.1. Submits Guarantee Letter to Service Provider (Isumite ang Guarantee Letter sa Service Provider)	5.1 Submitted documents for guarantee letter to DSWD Field Office for action (Isumite ang dokumento para sa Guarantee Letter sa DSWD Field Office)	None (wala)	1 day (1 araw)	Regional Director
	5.2 Receives Promissory Note from DSWD Field Office and submit to service provider (Tanggapin ang Promissory Note)	None(wala)	1 hour (1 oras)	Social Worker

	<p>mula sa DSWD Field Office at ibigay sa service provider)</p> <p>5.3 Receives and delivers checks for service provider (Tanggapin at ibigay o ipadala ang tsek sa service provider)</p>		1 day (1 araw)	Social Worker
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**Feedback and complaints mechanism**  
**(Mga Proseso sa Pagtugon sa mga Puna at Reklamo)**

<b>How to send feedback</b> <b>(Papaano mag sumite ng puna)</b>	Accomplish feedback/ Complaint form of the Section (Isagawa at isumite ang puna o reklamo sa Section)
<b>How Feedbacks are processed</b> <b>(Papaano ipinoproseso ang mga reklamo at puna)</b>	Feedback or complaint whenever available will be addressed and facilitated by the 8888 Focal Person . (Ang mga puna o reklamo ay sasagutin ng PAT Leader)
<b>How complaint is addressed</b> <b>(Papaano tugunan ang mga reklamo o puna)</b>	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the PAT Leader (Anumang reklamo, maging pribado or sa mensaheng tekstwal na idinaan sa quad-media ay tutugan ng PAT Leader)
<b>Complaint through 8888 Desk/ Hotline</b> <b>(Reklamo na nanggaling sa 8888 Desk or Hotline)</b>	PAT Leader will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit (Ang PAT Leader and siyang magsasagawa ng tugon sa reklamo na isinumite gamit ang 8888 hotline.)
<b>How complaints are processed</b> <b>(Papaano iproseso ang mga reklamo)</b>	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff (Ang Division Chief na tagapamahala ang maghahayag ng Show Cause Order o Letter of Explanation sa anumang paglabag na nagawa ng permanente o kontraktual na opisyal)

**Contact information of  
DSWD FO-CAR  
(Opisyal ng pwedeng  
tawagan kung may mga  
puna o reklamo)**

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

(Anumang iregularidad patungkol sa pag-gamit ng pangalan ng DSWD-CAR na dumadawit sa sinomang opisyal nito ay maaring ireklamo sa aming Kagawaran na matatagpuan sa No. 40 North Drive, Baguio City o sa pamamagitan ng pagtawag sa mga cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 o sa pamamagitan ng email address na [focar@dswd.gov.ph](mailto:focar@dswd.gov.ph) o sa Facebook account ng ahensiya: [www.facebook.com/dswdfocar](http://www.facebook.com/dswdfocar))

**Field Office Cordillera Administrative Region**  
Internal Services

Kagawaran ng Kagalingan at Pagpapaunlad Panlipunan  
Serbisyo Para sa Panloob na Publiko

## 1. Provision of Technical Assistance for internal clients

(Probisyon ng Technical na Tugon para sa Panloob na Publiko)

Office or Division (Opisina o Dibisyon):	Office of the Assistant Regional Director for Administration or OARDA			
Classification (Uri) :	Complex (sa loob ng 7 araw)			
Type of Transaction (Uri ng Transaksyon):	Government to Client (Gobyerno para sa gobyerno)			
Who may avail (Sino ang maaring tumanggap):	Internal Public (Panloob na Publiko)			
CHECKLIST OF REQUIREMENTS (Listahan ng mga kinakailangan):	WHERE TO SECURE (Saan maaring makakakuha):			
Documents relevant to the Issues and Concerns (Mga dokumento na may kaugnayan sa mga isyu o mungkahi)	Concerned ODSUs			
Client steps (Proseso ng kliyente)	Section's Actions (Aksiyon ng Section)	Fees to be paid (Babayarin)	Processing time (Oras na magugugol)	Persons Responsible (Opisyales na tutugon)
1. Sets the Schedule (Ihanda ang iiskedyul)	1.1 Check the Availability of the OIC ARDA (Suriin ang iskedyul ng ARDA)	None (wala)	1 minute (1 minuto)	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 (wala)	2 minutes (2 minuto)	Administrative staff

	(Ilagay sa kalendaryo ang iskedyul ng pagpupulong kung ang ARDA ay hindi makapagsadya sa oras ng paghingi ng TA)			
2. Meet Internal Client (Tugunan ang Internal Client)	2.1 Discuss the issues/ concerns (Pag-usapan ang mga mungkahi)	None (wala)	1 hour (1 oras)	Technical staff
	2.2 Give recommendations/s uggestions/appropriate interventions on how to resolve the issues/concerns (Magbigay ng mga rekomendasyon, suhestiyon, at intervention kung papaano masolusyonan ang mga mungkahi at problema)	None (wala)	2-3 hours (2-3 oras)	OIC ARDA
	2.3 Log the technical assistance provided (Ilagay sa dokumento ang ibingay na TA)	None (wala)	1 hour (1 oras)	OIC ARDA

**Feedback and complaints mechanism**  
**(Mga Proseso sa Pagtugon sa mga Puna at Reklamo)**

How to send feedback (Papaano mag sumite ng puna)	Accomplish feedback/ Complaint form of the Section (Isagawa at isumite ang puna o reklamo sa Section)
How Feedbacks are processed (Papaano ipinoproseso ang mga reklamo at puna)	Feedback or complaint whenever available will be addressed and facilitated by the 8888 Focal Person.

	(Ang mga puna o reklamo ay sasaguting ng OARDA)
How complaint is addressed (Papaano tugunan ang mga reklamo o puna)	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the OARDA (Anumang reklamo, maging pribado or sa mensaheng tekstwal na idinaan sa quad-media ay tutugan ng OARDA)
Complaint through 8888 Desk/ Hotline (Reklamo na nanggaling sa 8888 Desk or Hotline)	OARDA will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit (Ang OARDA and siyang magsasagawa ng tugon sa reklamo na isinumite gamit ang 8888 hotline.)
How complaints are processed (Papaano iproseso ang mga reklamo)	The Asst. Regional Director for Administration may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff (Ang Asst. Regional Director na tagapamahala ang maghahayag ng Show Cause Order o Letter of Explanacion sa anumang paglabag na nagawa ng permanente o kontraktual na opisyal)
Contact information of DSWD FO-CAR (Opisyal ng pwedeng tawagan kung may mga puna o reklamo)	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: <a href="mailto:focar@dswd.gov.ph">focar@dswd.gov.ph</a> or through Facebook account: <a href="http://www.facebook.com/dswdfocar">www.facebook.com/dswdfocar</a>  (Anumang iregularidad patungkol sa pag-gamit ng pangalan ng DSWD-CAR na dumadawit sa sinomang opisyal nito ay maaring ireklamo sa aming Kagawaran na matatagpuan sa No. 40 North Drive, Baguio City o sa pamamagitan ng pagtawag sa mga cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 o sa pamamagitan ng email address na <a href="mailto:focar@dswd.gov.ph">focar@dswd.gov.ph</a> o sa Facebook account ng ahensiya: <a href="http://www.facebook.com/dswdfocar">www.facebook.com/dswdfocar</a> )

**2. Processing of Applications for Scholarship (Local and Foreign)**

(Pagpoproseso ng mga Aplikante para sa Iskolar patungo sa Labas or sa Loob ng Bansa)

<b>Office or Division (Opisina o Dibisyon):</b>	Learning and Development Section
<b>Classification (Uri) :</b>	Complex (sa loob ng 7 araw)
<b>Type of Transaction (Uri ng Transaksiyon):</b>	Government to Government
<b>Who may avail (Sino ang maaring tumanggap):</b>	Internal Public (Panloob na Publiko)
<b>CHECKLIST OF REQUIREMENTS (Listahan ng mga kinakailangan):</b>	<b>WHERE TO SECURE (Saan maaring makakakuha):</b>
Based on Annex C.2 of AO No. 16, series of 2018: (Batay sa Annex C.2 ng AO No. 16, series of 2018): <ul style="list-style-type: none"> <li>1. Accomplished Application Form (Naihandang Application Form)</li> <li>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 (Pag-endorso mula sa Pamunuan ng Opisina/ Direktor/ Immediate Supervisor na naglalathala o nagsertipika ng alternatibong paraan ng work arrangement upang ang mga gawain sa opisina ay hindi maapektuhan o maabala)</li> <li>3. Service Record</li> </ul>	May be downloaded from the network shared folder (Maaaring makuha sa network shared folder)  Request thru LDS (Sumangguni, humingi o humiling mula sa LDS)  Request thru PAS (Sumangguni, humingi o humiling mula sa PAS)

Client steps	Section's Actions (Aksiyon ng Section)	Fees to be paid	Processing time	Persons Responsible
4. Very Satisfactory (VS) ratings for the last two (2) consecutive rating periods  (Very Satisfactory (VS) ratings mula sa huling dalawang (2) magkasunod na rating period)	Request thru HRPPMS (Sumangguni, humingi o humiling mula sa HRPPMS)			
5. Certification of No Pending Administrative/Criminal (CNPAC) Charge filed against the applicant  (Sertipikasyon na Walang Nakabinbin na Kasong Administratibo o Kriminal (CNPAC) laban sa aplikante)	Request thru PAS (Sumangguni, humingi o humiling mula sa PAS)			
6. Certification of No Current Service Obligation and No Pending Nomination related to other Local/Foreign Scholarship or Training Program  (Sertipikasyon ng Walang Kasalukuyang Obligasyong Serbisyo at Walang Nakabinbin na Nominasyon na may kinalaman sa Lokal/ Banyagang Scholarship o Programa ng Pag-ensayo)	Request thru LDS (Sumangguni, humingi o humiling mula sa LDS)			
7. Updated Personal Data Sheet (PDS)	May be downloaded from the network shared folder.  (Maaaring i-download mula sa shared folder)			
8. Regional Personnel Development Committee Resolution	LDS (Ihahanda ng LDS)			
9. Medical Certificate (for Foreign Scholarships)  (Sertipikong Medikal para sa Banyagang Scholarship)	Issued by any authorized government physician  (Igagawad ng sinumang naatasang pampublikong manggagamot)			

(Proseso ng kliyente)	(Babayarin)	(Oras na magugugol)	(Opisyales na tutugon)
1. Submit invitation to apply for scholarship (Isumite ang Invitation to Apply para sa Scholarship)	1.1 Receives and logs the invitation to apply for scholarship (Tanggapin at i-log ang invitation to apply for scholarship)	None (wala)	1-5 minutes (1-5 minuto) Administrative staff
	1.2 Prepares the call for application (Ihanda ang pagtawag sa mga aplikasyon)	None (wala)	15-30 minutes (15-30 minuto) Administrative or technical staff
	1.3 Reviews the call for application (Suriin ang mga aplikasyon)	None (waia)	5-10 minutes (5-10 minuto) LDS Head
	1.4. Routes the call for application for signing (Ibigay ang mga aplikasyon para sa pagirma)	None (wala)	1-5 minutes (1-5 minuto) Administrative staff
	1.5 Receives and routes/sends thru email the hard copy of the call for application (Tanggapin at ibigay sa pamamagitan ng email ang scanned copy para sa tawag ng aplikasyon)	None (wala)	1-5 minutes (1-5 minuto) Administrative staff
2. Accomplishes the application form and secures and submits to the LDS the necessary requirements (Tapusin ang mga dokumento ng aplikasyon at ibigay sa LDS ang	2.1 Receives and screens the submitted requirements, and assesses if the applicant meets the minimum qualification criteria (Tanggapin at i-screen ang mg naisumite na requirements at suriin kung ang aplikante ay	None(wala)	1-5 days (depending on the given deadline of submission of application) (1-5 araw depende sa naibigay na Technical staff

<p>mga nasabing kinakailangang dokumento)</p>	<p>kabilang sa minimum requirement)</p> <p>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 (Kung ang aplikante ay hindi kabilang ayon sa kwalipikasyon, ihanda ang regret letter, Ibigay para sa pagirma, at ibigay sa aplikante pagkatapos)</p> <p>2.3 If the applicant meets the minimum qualification criteria, proceed to the next step. (Kung ang aplikante ay nakaabot sa minimum na kwalipikasyon, pumunta sa susunod na proseso)</p>		<p>huling araw ng pagsumite ng aplikasyon)</p>	<p>Technical staff, LDS Head, Administrative staff</p>
	<p>2.4 Prepares the matrix of applicant and selection criteria (Ihanda ang matrix ng aplikante at ang pamantayan ng pagpili)</p>	<p>None (wala)</p>	<p>1 hour (1 oras)</p>	<p>Technical staff</p>
	<p>2.5 Coordinates with PDC Chairperson for the schedule of meeting/deliberation (Makipagugnayan sa PDS Chairperson para sa iskedyul ng meeting at deliberasyon)</p>	<p>None (wala)</p>	<p>1-5 minutes (1-5 minuto)</p>	<p>Administrative staff</p>

	2.6 Prepares the notice of meeting (Ihanda ang Notice of Meeting)	None (wala)	5-10 minutes (5-10 minuto)	Administrative staff
	2.7 Routes the notice of meeting for signing (Ibigay ang notice para sa pagirma)	None (wala)	1-5 minutes (1-5 minuto)	Administrative staff
	2.8 Receives and routes/sends thru email the hard copy of the notice of meeting (Tanggapin at ibahagi sa pamamagitan ng email ang notice of meeting)	None (wala)	1-5 minutes (1-5 minuto)	Administrative staff
	2.9 Conducts the deliberation (Isagawa ang pagpupulong o deliberasyon)	None (wala)	1-2 hours (1-2 oras)	Administrative or technical staff
	2.10 Prepares the resolutions (Ihanda ang Resolusyon)	None (wala)	30 minutes-1 hour (30 minutes -1 hour)	Technical staff
	2.11 Reviews the resolution (Suriin ang Resolusyon)	None (wala)	5-10 minutes (5-10 minutes)	LDS Head
	2.12 Routes the resolution for signing of the committee members (Ibigay para sa pirma ng mga miyembro)	None (wala)	1 days (1 araw)	Administrative staff
	2.13 Receives and logs the signed/approved resolution	None (wala)	1-5 minutes (1-5 minuto)	Administrative staff

	(Tanggapin at i-log ang napirmahan at aprubadong resolusyon)			
	2.14 Prepares the transmittal of the applicant's documents to the PDC Secretariat in Central Office (Ihanda ang Transmittal of the applicants, documents para sa PDC Secretariat)	None (wala)	10-15 minutes (1-15 minuto)	Administrative or technical staff
	2.15 Reviews the transmittal (Suriin ang transmittal)	None (wala)	1-5 minutes (1-5 minuto)	LDS Head
	2.16 Routes the transmittal for signing (Ibigay ang transmittal upang mapirmahan)	None (waia)	1-5 minutes (1-5minuto)	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 (Tanggapin at ibigay sa RAMS ang transmittal para sa pagbibigay o pag abot ng naturang dokumento sa Central Office, i-scan para sa advance copy sa email)	None (wala)	10-20 minutes (10-20 minuto)	Administrative staff
	2.18 Receives notification from the PDC Secretariat of the	None (wala)	3-6 months for the DSWD	Technical staff

	<p>Central Office on the results of the application (Tanggapin ang notification galling sa PDC Secretariat ng Central Office)</p> <p>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. (Kung ang aplikante ay hindi nakuha, ihanda ang regret letter at ibigay upang mapirmahan ng mga opisyal)</p> <p>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 (Kung ang aplikante ay nakuha o napili, ihanda</p>		<p>Funded Scholarship; 2 weeks-1 month for externally sponsored scholarship (3-6 buwan para sa DSWD</p> <p>Funded Scholarship; 2 linggo – 1 buwan para sa externally sponsored na scholarship)</p>	
		None (wala)	1-2 hours (1-2 oras)	Technical staff, LDS Head, administrative staff
		None (wala)	1-2 hours (1-2 oras)	Technical staff, LDS Head, administrative staff

	ang congratulatory letter at ibigay upang mapirmahan ng mga opisyal)			
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 (Tanggapin ang Congratulatory letter, pirmahan ang kontrata, ibigay para sa pagpirma ng guarantor at ng Regional Director at isumite ang pirmadong kontrata kasama ang bayad sa notarisasyon nito sa LDS para sa pagbibigay sa PDS Central Office)	<p>3.1 Receives the contract and notarization fee (Tanggapin ang kontrata at notarization fee)</p> <p>3.2 Prepares the transmittal to the PDC Secretariat of the Central Office (Ihanda ang transmittal para sa PDC Secretariat sa Central Office)</p> <p>3.3 Reviews the transmittal (Suriin ang Transmittal)</p> <p>3.4 Routes transmittal for signing (Ibigay para sa pagpirma)</p> <p>3.5 Receives and routes signed transmittal, contract, and notarization fee to RAMS for sending to the Central Office thru a courier (Tanggapin at ibigay ang pirmadong transmittal, kontrata, at bayad sa notarisasyon sa RAMS at ito ay ipapadala sa Central Office sa pamamagitan ng courier o kartero)</p>	<p>PHP 50.00</p> <p>None (wala)</p> <p>None (wala)</p> <p>None (wala)</p> <p>None (wala)</p>	<p>1-3 days (1-3 days)</p> <p>10-20 minutes (10-20 minuto)</p> <p>1-5 minutes</p> <p>1-5 minutes</p> <p>5-10 minutes (5-10 minuto)</p>	<p>Administrative staff</p> <p>Technical or administrative staff</p> <p>LDS Head</p> <p>Administrative staff</p> <p>Administrative staff</p>

	3.6 Scans copy of the contract and transmittal and sends an advance copy thru email (I-scan ang kopya ng kontrata at transmittal at ibigay ang advance copy sa pamamagitan ng email)	None (wala)	5-10 minutes (5-10 minuto)	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 (Tanggapin, i-log, at bigyan ng kopya ng approved at notarisadong kopya ang naturang aplikante at ang PAS)	None (wala)	1-5 minutes (1-5 minuto)	Administrative staff
	3.8 Files a copy of the contract to the individual folder of the staff (Ilagay sa opisyal na imbakan ng mga kopya ang kontrata na may indibidwal na folder)	None (wala)	1-5 minutes (1-5 minuto)	Administrative staff

**Feedback and complaints mechanism  
(Mga Proseso sa Pagtugon sa mga Puna at Reklamo)**

How to send feedback (Papaano mag sumite ng puna)	Accomplish feedback/ Complaint form of the Section (Isagawa at isumite ang puna o reklamo sa Section)
How Feedbacks are processed (Papaano ipinoproseso ang mga reklamo at puna)	Feedback or complaint whenever available will be addressed and facilitated by the 8888 Focal Person. (Ang mga puna o reklamo ay sasaguting ng PAT Leader)

<p><b>How complaint is addressed</b>  <b>(Papaano tugunan ang mga reklamo o puna)</b></p>	<p>Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the PAT Leader          (Anumang reklamo, maging pribado or sa mensaheng tekstwal na idinaan sa quad-media ay tutugan ng PAT Leader)</p>
<p><b>Complaint through 8888 Desk/ Hotline</b>  <b>(Reklamo na nanggaling sa 8888 Desk or Hotline)</b></p>	<p>PAT Leader will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit          (Ang PAT Leader and siyang magsasagawa ng tugon sa reklamo na isinumite gamit ang 8888 hotline.)</p>
<p><b>How complaints are processed</b>  <b>(Papaano iproseso ang mga reklamo)</b></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          (Ang Division Chief na tagapamahala ang maghahayag ng Show Cause Order o Letter of Explanaion sa anumang paglabag na nagawa ng permanente o kontraktual na opisyal)</p>
<p><b>Contact information of DSWD FO-CAR</b>  <b>(Opisyal ng pwedeng tawagan kung may mga puna o reklamo)</b></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: <a href="mailto:focar@dswd.gov.ph">focar@dswd.gov.ph</a> or through Facebook account: <a href="http://www.facebook.com/dswdfocar">www.facebook.com/dswdfocar</a>            (Anumang iregularidad patungkol sa pag-gamit ng pangalan ng DSWD-CAR na dumadawit sa sinomang opisyal nito ay maaring ireklamo sa aming Kagawaran na matatagpuan sa No. 40 North Drive, Baguio City o sa pamamagitan ng pagtawag sa mga cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 o sa pamamagitan ng email address na <a href="mailto:focar@dswd.gov.ph">focar@dswd.gov.ph</a> o sa Facebook account ng ahensiya: <a href="http://www.facebook.com/dswdfocar">www.facebook.com/dswdfocar</a>)</p>

### 3. Processing of Application for Study Leave

(Pagpoproseso ng Aplikasyon Para sa Study Leave)

Office or Division (Opisina o Dibisyon):	Learning and Development Section
Classification (Uri) :	Highly Technical (sa loob ng 20 na araw)
Type of Transaction (Uri ng Transaksyon):	Government to Government (Gobyerno para sa Gobyerno)
Who may avail (Sino ang maaring tumanggap):	Internal Public (Panloob na Publiko)
CHECKLIST OF REQUIREMENTS (Listahan ng mga kinakailangan):	WHERE TO SECURE (Saan maaring makakakuha):
<p>Based on Annex C.2 of AO No. 16, series of 2018:</p> <ol style="list-style-type: none"> <li>1. Letter of Intent/Written request for non-scholarship grant duly endorsed by his/her immediate supervisor and the Regional Director (Sulat ng Layunin/ Sulat ng Hiling para sa non-scholarship na ipagkakaloob na na-endorso ng kayang supervisor at ng Regional Director)</li> <li>2. Accomplished Application Form (Nagawa o naihandang Dokumento ng Aplikasyon)</li> <li>3. Service Record</li> <li>4. Very Satisfactory (VS) ratings for the last two (2) consecutive rating periods (Very Satisfactory (VS) ratings mula sa huling dalawang (2) magkasunod na rating period)</li> </ol>	<p>-From the requesting staff. (Mula sa staff na humiling)</p> <p>-May be downloaded from the network shared folder. (Maaaring makuha sa network share folder)</p> <p>-Request thru PAS (Sumangguni, humingi o humiling mula sa PAS)</p> <p>-Request thru HRPPMS (Sumangguni, humingi o humiling mula sa HRPPMS)</p>

<p>5. Certification of No Pending Administrative/Criminal (CNPAC) Charge filed against the applicant  (Sertipikasyon na Walang Nakabinbin na Kasong Administratibo o Kriminal (CNPAC) laban sa aplikante)</p> <p>6. Certification of No Current Service Obligation and No Pending Nomination related to other Local/Foreign Scholarship or Training Program  (Sertipikasyon ng Walang Kasalukuyang Obligasyong Serbisyo at Walang Nakabinbin na Nominasyon na may kinalaman sa Lokal/ Banyakang Scholarship o Programa ng Pag-ensayo)</p> <p>7. Updated Personal Data Sheet (PDS)</p> <p>8. Accomplished Application for Leave Form  (Naihandang Aplikasyon ng Leave Form)</p> <p>9. Permit to take Board/ Licensure Examination or Schedule of Examination, in preparation for professional licensure or comprehensive examinations  (Pahintulot upang kumuha ng Board/ Licensure Examination o Iskedyul ng Eksaminasyon, para sa paghahanda sa professional licensure o komprehensibong eksaminasyon)</p>	<p>-Request thru PAS  (Sumangguni, humingi o humiling mula sa PAS)</p> <p>-Request thru LDS  (Sumangguni, humingi o humiling mula sa LDS)</p> <p>-May be downloaded from the network shared folder.  (Maaaring i-download mula sa network shared folder)</p> <p>-May be downloaded from the network shared folder.  (Maaaring i-download mula sa network shared folder)</p> <p>-From the Professional Regulation Commission or school/university where the requesting staff is enrolled.  (Magmumula sa Professional Regulation Commission/ PRC o sa paaralan o unibersidad kung saan naka-enroll ang naturang kawani)</p>
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<p>10. School Registration/ Enrollment Form/ Schedule of Classes, for completion of academic requirements such as thesis or practicum            (Rehistro sa Paaralan o Dokumento ng Enrollment o Iskedyul ng Klase, para sa pagkumpleto ng academic requirements tulad ng thesis o practicum)</p>	<p>-From the school/university where the requesting staff is enrolled.            (Magmumula sa paaralan o unibersidad kung saan naka-enroll ang naturang kawani)</p>				
Client steps (Proseso ng kliyente)	Section's Actions (Aksiyon ng Section)	Fees to be paid (Babayarin)	Processing time (Oras na magugugol)	Persons Responsible (Opisyales na tutugon)	
<p>1. Submits the duly endorsed request with complete documentary requirements to LDS.            (Isumite ang na-endorsong hiling kasama ang kumpietong kinakailangang mga dokumento sa LDS)</p>	<p>1.1 Receives and logs the request.            (Tanggapin at i-log ang hiling)</p>	<p>None (wala)</p>	<p>1-5 minutes (1-5 minuto)</p>	<p>Administrative staff</p>	
	<p>1.2 Screens the completeness of the documentary requirements.            (Tignan kung kumpleto ang mga kailangang dokumento)</p>	<p>None (wala)</p>	<p>5-10 minutes (5-10 minuto)</p>	<p>Technical staff</p>	
		<p>1.3 Assesses if the applicant meets the minimum qualification criteria.            (Tasahan kung naabot ng naturang aplikante ang qualification criteria)</p>	<p>None (wala)</p>	<p>5-10 minutes (5-10 minuto)</p>	<p>Technical staff</p>
		<p>1.3.1 If the applicant does not meet the qualification criteria, a regret letter is prepared and reviewed, routes</p>	<p>None (wala)</p>	<p>1-2 hours (1-2 oras)</p>	<p>Technical staff, LDS Head, Administrative staff</p>

	<p>for signing, and is send to the concerned staff. (Kung ang aplikante ay hindi pasok sa naturang qualification criteria, may maihahandang regret letter, ibibigay upang mapirmahan at ipapadala sa naturang kawani)</p> <p>1.3.2 If the applicant meets the minimum qualification criteria, proceed to the next step. (Kung ang aplikante ay pasok sa minimum na qualification criteria, magpatuloy sa susunod na proseso)</p>			
	<p>1.4 Prepares the matrix of applicant. (Ihinahanda ang matrix ng aplikante)</p>	None (wala)	15-30 minutes (15-30 minuto)	Technical staff
	<p>1.5 Coordinates with PDC Chairperson for the schedule of meeting/deliberation. (Makipag-ugnayan sa PDC Chairperson para sa iskedyul ng meeting o deliberasyon)</p>	None (wala)	1-5 minutes (1-5 minuto)	Administrative staff
	<p>1.6 Prepares the notice of meeting. (Ihanda ang notice ng meeting)</p>	None (wala)	5-10 minutes (5-10 minuto)	Administrative staff
	<p>1.7 Routes the notice of meeting for signing.</p>	None (wala)	1-5 minutes (1-5 minuto)	Administrative staff

	(Ibigay ang notice ng meeting upang mapirmahan)			
	1.8 Receives and routes/sends thru email the hard copy of the notice of meeting. (Tanggapin at ipadala sa pamamagitan ng email ang hard copy ng notice ng meeting)	None (wala)	1-5 minutes (1-5 minuto)	Administrative staff
	1.9 Conducts the deliberation. (Gawing ang deliberasyon)	None (wala)	1-2 hours (1-2 oras)	Administrative or technical staff
	1.10 Prepares the resolutions. (Ihanda ang resolusyon)	None (wala)	30 minutes-1 hour (30 minuto – 1 oras)	Technical staff
	1.11 Reviews the resolution. (Basahin ang resolusyon)	None (wala)	5-10 minutes (5-10 minuto)	LDS Head
	1.12 Routes the resolution for signing of the committee members. (Ibigay ang resolusyon upang mapirmahan ng mga miyembro ng komite)	None (wala)	1 day (1 araw)	Administrative staff
	1.13 Receives and logs the signed/approved resolution. (Tanggapin at i-log ang napirmahan o aprubadong resolusyon)	None (wala)	1-5 minutes (1-5 minuto)	Administrative staff

	1.14 Prepares the study leave contract and congratulatory letter. (Ihanda ang study leave contract at congratulatory letter)	None (wala)	30 minutes-1 hour (30 minuto – 1 oras)	Technical staff
	1.15 Reviews the contract and congratulatory letter. (Basahin ang kontrata at congratulatory letter)	None (wala)	5-10 minutes (5-10 minuto)	LDS Head
	1.16 Routes the contract for content review/approval and the letter for signing. (Ibigay ang kontrata para sa pagbasa at pag-aprubahan at ang sulat para sa pagpirma)	None (wala)	1-5 minutes (1-5 minuto)	Administrative staff
	1.16.1 Revises the contract based on the inputs. (Pagrebisa ng kontrata base sa mga karagdagang datos)	None (wala)	15-30 minutes (15-30 minuto)	Technical staff
	1.17 Routes the contract and letter to the concerned staff. (Ibigay ang kontrata at sulat sa naturang kawani)	None (wala)	1-5 minutes (1-5 minuto)	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. (Tanggapin ang kontrata at ibigay sa Regional Director upang mapirmahan)	None (wala)	1-2 days (1-2 araw)	Administrative staff

(Tanggapin ang congratulatory letter at kontrata, pirmahan ang kontrata at ibigay ang kontrata upang mapirmahan ng garantor)	2.2 Receives the signed contract, routes to the concerned, and provide instructions for the notarization. (Tanggapin ang napirmahang kontrata, ibigay sa nakapangalan, at magbigay ng kaukulang mga dapat gawin para sa pagpapanotaryo)	None (wala)	5-10 minutes (5-10 minuto)	Administrative staff
3. Facilitates the notarization of the contract and submits back to LDS. (Ipa-notaryo ang kontrata at ibalik sa LDS pagkatapos)	3.1 Receives and logs the notarized copy of the contract. (Tanggapin at i-log ang na-notaryong kopya ng kontrata)  3.2 Releases a copy to the concerned staff and to PAS. (Bigyan ng kopya ang naturang kawani at ang PAS)  3.3 Files a copy of the contract to the individual folder of the staff. (Mag-file ng kopya ng kontrata sa indibidwal na folder ng staff)	PHP 50.00	1-2 days (1-2 araw)	Administrative staff

**Feedback and complaints mechanism  
(Mga Proseso sa Pagtugon sa mga Puna at Reklamo)**

<b>How to send feedback (Papaano mag sumite ng puna)</b>	Accomplish feedback/ Complaint form of the Section (Isagawa at isumite ang puna o reklamo sa Section)
<b>How Feedbacks are processed</b>	Feedback or complaint whenever available will be addressed and facilitated by the 8888 Focal Person. (Ang mga puna o reklamo ay sasaguting ng PAT Leader)

(Papaano ipinoproseso ang mga reklamo at puna)	
How complaint is addressed (Papaano tugunan ang mga reklamo o puna)	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the PAT Leader (Anumang reklamo, maging pribado or sa mensaheng tekstwal na idinaan sa quad-media ay tutugan ng PAT Leader)
Complaint through 8888 Desk/ Hotline (Reklamo na nanggaling sa 8888 Desk or Hotline)	PAT Leader will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit (Ang PAT Leader and siyang magsasagawa ng tugon sa reklamo na isinumite gamit ang 8888 hotline.)
How complaints are processed (Papaano iproseso ang mga reklamo)	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff (Ang Division Chief na tagapamahala ang maghahayag ng Show Cause Order o Letter of Explanation sa anumang paglabag na nagawa ng permanente o kontraktual na opisyal)
Contact information of DSWD FO-CAR (Opisyal ng pwedeng tawagan kung may mga puna o reklamo)	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: <a href="mailto:focar@dswd.gov.ph">focar@dswd.gov.ph</a> or through Facebook account: <a href="http://www.facebook.com/dswdfocar">www.facebook.com/dswdfocar</a>  (Anumang iregularidad patungkol sa pag-gamit ng pangaihan ng DSWD-CAR na dumadawit sa sinomang opisyal nito ay maaring ireklamo sa aming Kagawaran na matatagpuan sa No. 40 North Drive, Baguio City o sa pamamagitan ng pagtawag sa mga cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 o sa pamamagitan ng email address na <a href="mailto:focar@dswd.gov.ph">focar@dswd.gov.ph</a> o sa Facebook account ng ahensiya: <a href="http://www.facebook.com/dswdfocar">www.facebook.com/dswdfocar</a> )

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

(Pagpoproseso ng Pangangailang ng Certification of No Current Service Obligation at No Pending Nomination para sa Lokal at Panlabas na mga Scholarship or Training Program )

<b>Office or Division (Opisina o Dibisyon):</b>	Learning and Development Section			
<b>Classification (Uri) :</b>	Simple (sa loob ng 3 araw)			
<b>Type of Transaction (Uri ng Transaksiyon):</b>	Government to Government (Gobyerno sa Gobyerno)			
<b>Who may avail (Sino ang maaring tumanggap):</b>	Internal Public (Panloob na Publiko)			
<b>CHECKLIST OF REQUIREMENTS (Listahan ng mga kinakailangan):</b>	<b>WHERE TO SECURE (Saan maaring makakakuha):</b>			
Written request (Naisulat na hiling)	-From the requesting staff (Mula sa humiling na staff)			
<b>Client steps (Proseso ng kliyente)</b>	<b>Section's Actions (Aksiyon ng Section)</b>	<b>Fees to be paid (Babayarin)</b>	<b>Processing time (Oras na magugugol)</b>	<b>Persons Responsible (Opisyales na tutugon)</b>
1. Submits the written request to LDS. (Ibibigay ang isinulat na hiling sa LDS)	1.1 Receives and logs the request. (Tanggapin at i-log ang hiling)	None (wala)	1-5 minutes (1-5 minuto)	Administrative staff
	1.2 Prepares the certification. (Ihanda ang sertipikasyon)	None (wala)	10-20 minutes (10-20 minuto)	Technical or administrative staff
	1.3 Reviews the certification. (Pagbasa sa sertipikasyon)	None (wala)	1-5 minutes (1-5 minuto)	LDS Head
	1.4 Routes the certification for signing.	None (wala)	1-5 minutes (1-5 minuto)	Administrative staff

	(Pagbigay ng naturang sertipikasyon upang mapirmahan)			
	1.5 Receives and routes/releases the certification to the concerned staff. (Pagtanggap at pagbigay ng sertipikasyon sa naturang kawani)	None (wala)	1-5 minutes (1-5 minuto)	
	1.6 Files a copy of the certification to the individual folder of the staff. (Mag-file ng kopya ng nasabing sertipikasyon sa indibidwal na folder ng naturang kawani)	None (wala)	1-5 minutes (1-5 minuto)	Administrative staff

**Feedback and complaints mechanism**  
**(Mga Proseso sa Pagtugon sa mga Puna at Reklamo)**

How to send feedback (Papaano mag sumite ng puna)	Accomplish feedback/ Complaint form of the Section (Isagawa at isumite ang puna o reklamo sa Section)
How Feedbacks are processed (Papaano ipinoproseso ang mga reklamo at puna)	Feedback or complaint whenever available will be addressed and facilitated by the 8888 Focal Person . (Ang mga puna o reklamo ay sasagutin ng PAT Leader)
How complaint is addressed (Papaano tugunan ang mga reklamo o puna)	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the PAT Leader (Anumang reklamo, maging pribado or sa mensaheng tekstwal na idinaan sa quad-media ay tutugan ng PAT Leader)
Complaint through 8888 Desk/ Hotline (Reklamo na nanggaling sa 8888 Desk or Hotline)	PAT Leader will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit

	<p>(Ang PAT Leader and siyang magsasagawa ng tugon sa reklamo na isinumite gamit ang 8888 hotline.)</p>
<p><b>How complaints are processed</b>  <b>(Papaano iproseso ang mga reklamo)</b></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>(Ang Division Chief na tagapamahala ang maghahayag ng Show Cause Order o Letter of Explanation sa anumang paglabag na nagawa ng permanente o kontraktual na opisyal)</p>
<p><b>Contact information of DSWD FO-CAR</b>  <b>(Opisyal ng pwedeng tawagan kung may mga puna o reklamo)</b></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: <a href="mailto:focar@dswd.gov.ph">focar@dswd.gov.ph</a> or through Facebook account: <a href="http://www.facebook.com/dswdfocar">www.facebook.com/dswdfocar</a></p>
	<p>(Anumang iregularidad patungkol sa pag-gamit ng pangalan ng DSWD-CAR na dumadawit sa sinomang opisyal nito ay maaring ireklamo sa aming Kagawaran na matatagpuan sa No. 40 North Drive, Baguio City o sa pamamagitan ng pagtawag sa mga cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 o sa pamamagitan ng email address na <a href="mailto:focar@dswd.gov.ph">focar@dswd.gov.ph</a> o sa Facebook account ng ahensiya: <a href="http://www.facebook.com/dswdfocar">www.facebook.com/dswdfocar</a>)</p>

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

(Pagpoproseso ng Pagsasauli ng Tuition at Miscellaneous Fees ng mga Iskolar o Grantees ng Tanggapan)

<b>Office or Division (Opisina o Dibisyon):</b>	Learning and Development Section			
<b>Classification (Uri) :</b>	Highly Technical (sa loob ng 20 na araw)			
<b>Type of Transaction (Uri ng Transaksiyon):</b>	Government to Government (Gobyerno sa Gobyerno)			
<b>Who may avail (Sino ang maaring tumanggap):</b>	Internal Public (Panloob na Pampubliko)			
<b>CHECKLIST OF REQUIREMENTS (Listahan ng mga kinakailangan):</b>	<b>WHERE TO SECURE (Saan maaring makakakuha):</b>			
1. Enrollment Form  2. Official Receipt of payment (Opisyal na Resibo ng binayaran)  3. Monitoring reports  4. Grades from the Previous Semester (Marka mula sa Nakaraang Semester)	-From the scholar/grantee (Mula sa iskolar/ benepisyaryo)  -From the scholar/grantee (Mula sa iskolar/ benepisyaryo)  -May be downloaded from the network shared folder. (Maaaring makuha sa network shared folder)  -From the scholar/grantee			
Client steps (Proseso ng kliyente)	Section's Actions (Aksiyon ng Section)	Fees to be paid (Babayarin)	Processing time (Oras na magugugol)	Persons Responsible (Opisyales na tutugon)
1. Submits the requirements as reflected in the checklist to LDS.  (Isumite and mga kinakailangan)	1.1 Receives and logs the documents. (Tanggapin at i-log ang dokumento)  1.2 Screens and assesses of the documents.	None (wala)	1-5 minutes (1-5 minuto)	Administrative staff  Technical staff

ayon sa nakalagay sa checklist ng LDS)	<p>(I-screen at tasahin ang mga dokumento)</p> <p>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.  (Kung ang iskolar/benepisyaryo ay hindi nakatagpo sa mga naturang kondisyon, magpatuloy sa hakbang 1.3 saklaw ng I. Pag-monitor sa iskolar/benepisyaryo ng Programang Pang-edukasyon)</p> <p>1.2.2 If the scholar/grantee meets the terms and conditions, proceed to the next step.  (Kung ang iskolar/grantee ay nakatagpo sa mga kondisyon nailathala, magpatuloy sa susunod na proseso)</p>		(5-10 minuto)	
	<p>1.3 Prepares the ORS/DV and attachments.  (Paghahanda ng ORS/DV at mga attachment)</p>	None (wala)	10-15 minutes (10-15 minuto)	Technical staff
	<p>1.4 Reviews and signs the ORS/DV and attachments.</p>	None (wala)	1-5 minutes (1-5 minuto)	LDS Head

(Pagbasa at pagpirma sa ORS/DV at mga attachment)			
1.5 Routes the ORS/DV for signing and processing of the FMD. (Ibigay ang ORS/DV upang mapirmahan at maproseso sa FMD)	None (wala)	1-5 minutes (1-5 minuto)	Administrative staff
1.6 Follows up with the Cash Section the status of the reimbursement. (Pag-follow up sa Cash Section ng estado ng reimbursement)  1.6.1 If the reimbursement was already deposited to the bank account of the scholar, he/she will be informed. (Kung ang reimbursement ay naideposito na sa bank account ng iskolar, siya ay agarang mabalitaan o masasabihan)	None (wala)	1-5 days (1-5 araw)	Administrative staff

**Feedback and complaints mechanism**  
**(Mga Proseso sa Pagtugon sa mga Puna at Reklamo)**

<b>How to send feedback</b> (Papaano mag sumite ng puna)	Accomplish feedback/ Complaint form of the Section (Isagawa at isumite ang puna o reklamo sa Section)
<b>How Feedbacks are processed</b>	Feedback or complaint whenever available will be addressed and facilitated by the 8888 Focal Person. (Ang mga puna o reklamo ay sasagutin ng PAT Leader)

(Papaano ipinoproseso ang mga reklamo at puna)	
How complaint is addressed (Papaano tugunan ang mga reklamo o puna)	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the PAT Leader (Anumang reklamo, maging pribado or sa mensaheng tekstwal na idinaan sa quad-media ay tutugan ng PAT Leader)
Complaint through 8888 Desk/ Hotline (Reklamo na nanggaling sa 8888 Desk or Hotline)	PAT Leader will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit (Ang PAT Leader and siyang magsasagawa ng tugen sa reklamo na isinumite gamit ang 8888 hotline.)
How complaints are processed (Papaano iproseso ang mga reklamo)	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff (Ang Division Chief na tagapamahala ang maghahayag ng Show Cause Order o Letter of Explanacion sa anumang paglabag na nagawa ng permanente o kontraktual na opisyal)
Contact information of DSWD FO-CAR (Opisyal ng pwedeng tawagan kung may mga puna o reklamo)	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: <a href="mailto:focar@dswd.gov.ph">focar@dswd.gov.ph</a> or through Facebook account: <a href="http://www.facebook.com/dswdfocar">www.facebook.com/dswdfocar</a>  (Anumang iregularidad patungkol sa pag-gamit ng pangalan ng DSWD-CAR na dumadawit sa sinomang opisyal nito ay maaring ireklamo sa aming Kagawaran na matatagpuan sa No. 40 North Drive, Baguio City o sa pamamagitan ng pagtawag sa mga cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 o sa pamamagitan ng email address na <a href="mailto:focar@dswd.gov.ph">focar@dswd.gov.ph</a> o sa Facebook account ng ahensiya: <a href="http://www.facebook.com/dswdfocar">www.facebook.com/dswdfocar</a> )

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

(Pagpoproseso ng Nangangailangan ng Modified Work Schedule ng Nabigyan ng Tulong Pinansyal para Maging Iskolar ng Kagawaran)

Office or Division (Opisina o Dibisyon):	Learning and Development Section			
Classification (Uri) :	Simple (sa loob ng 3 araw)			
Type of Transaction (Uri ng Transaksiyon):	Government to Government (Gobyerno sa Gobyerno)			
Who may avail (Sino ang maaring tumanggap):	Internal Public (Panloob na Pampubliko)			
CHECKLIST OF REQUIREMENTS (Listahan ng mga kinakailangan):	WHERE TO SECURE (Saan maaring makakakuha):			
1. Written request/letter of intent (Naisulat na hiling/ liham ng layunin)	-From the scholar/grantee (Mula sa iskolar/ grantee)			
2. Enrollment Form for the current semester/trimester (Enrollment Form ng kasalukuyang semester/trimester)	-From the scholar/grantee (Mula sa iskolar/ grantee)			
3. Monitoring reports for scholars (Monitoring report ng mga iskolar)	-May be downloaded from the network shared folder. (Maaaring ma-download sa network shared folder)			
4. Grades from the previous semester/trimester (Marka mula sa nakaraang semester/ trimester)	-From the scholar/grantee (Mula sa iskolar/ grantee)			
Client steps (Proseso ng kliyente)	Section's Actions (Aksiyon ng Section)	Fees to be paid (Babayarin)	Processing time (Oras na magugugol)	Persons Responsible (Opisyales na tutugon)
1. Submits the request with complete	1.1 Receives and logs the documents. (Tanggapin at i-log and dokumento)	None (wala)	1-5 minutes (1-5 minuto)	Administrative staff

<p>attachments to LDS. (Isumite ang request na kasama ang kumpletong attachments sa LDS)</p>	<p>1.2 Screens and assesses the documents. (I-screen at i-assess ang dokumento)</p> <p>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. (Kung ang iskolar/ benepisyaryo ay hindi nakatagpo sa mga naturang kondisyon, magpatuloy sa hakbang 1.3 saklaw ng I. Pag-monitor sa iskolar/ benepisyaryo ng Programang Pang-edukasyon)</p> <p>1.2.2 If the scholar meets the terms and conditions, proceed to the next step. (Kung ang iskolar/ grantee ay nakatagpo sa mga kondisyon nailathala, magpatuloy sa susunod na proseso)</p>	<p>None (wala)</p>	<p>5-10 minutes (5-10 minuto)</p>	<p>Technical staff</p>
	<p>1.3 Coordinates with PDC Chairperson for the schedule of meeting/deliberation. (Makipag-ugnayan sa PDC Chairperson para sa iskedyul ng meeting o deliberasyon)</p>	<p>None (wala)</p>	<p>1-5 minutes (1-5 minuto)</p>	<p>Administrative staff</p>

	1.4 Prepares the notice of meeting. (Ihanda ang notice ng meeting)	None (wala)	5-10 minutes (5-10 minuto)	Administrative staff
	1.5 Routes the notice of meeting for signing. (Ibigay ang notice ng meeting upang mapirmahan)	None (wala)	1-5 minutes (1-5 minuto)	Administrative staff
	1.6 Receives and routes/sends thru email the hard copy of the notice of meeting. (Tanggapin at ibigay sa pamamagitan ng email ang kopya ng notice ng meeting)	None (wala)	1-5 minutes (1-5 minuto)	Administrative staff
	1.7 Conducts the deliberation. (Isagawa ang deliberasyon)	None (wala)	1-2 hours (1-2 oras)	Administrative or technical staff
	1.8 Prepares the resolutions. (Ihanda ang resolusyon)	None (wala)	30 minutes-1 hour (30 minuto – 1 oras)	Technical staff
	1.9 Reviews the resolution. (Pagbasa sa resolusyon)	None (wala)	5-10 minutes (5-10 minuto)	LDS Head
	1.10 Routes the resolution for signing of the committee members. (Ibigay ang resolusyon upang mapirmahan ng komite)	None (wala)	1 day (1 araw)	Administrative staff
	1.11 Receives and logs the signed/approved resolution.	None (wala)	1-5 minutes (1-5 minuto)	Administrative staff

	(Tanggapin at i-log ang napirmahan o aprubadong resolusyon)			
1.12 Prepares the RSO for the modified work schedule of the scholar. (Ihanda ang RSO para sa ibinagong iskedyul ng trabaho ng iskolar)	None (wala)	10-15 minutes (10-15 minuto)	Administrative or technical staff	
1.13 Reviews the RSO. (Basahin ang RSO)	None (wala)	1-5 minutes (1-5 minuto)	LDS Head	
1.14 Routes the RSO for signing. (Ibigay ang RSO upang mapirmahan)	None (wala)	1-5 minutes (1-5 minuto)	Administrative staff	
1.15 Receives and routes/releases the RSO to the scholar and PAS. (Tanggapin at ibigay ang RSO sa iskolar at sa PAS)	None (wala)	5-10 minutes (5-10 minuto)	Administrative staff	
1.16 Files a copy of the RSO to the individual folder of the scholar. (Mag-file ng kopya ng RSO sa indibidwal na folder ng iskolar)	None (wala)	1-5 minutes (1-5 minuto)	Administrative staff	

#### Feedback and complaints mechanism

(Mga Proseso sa Pagtugon sa mga Puna at Reklamo)

How to send feedback  
(Papaano mag sumite ng puna)

Accomplish feedback/ Complaint form of the Section  
(Isagawa at isumite ang puna o reklamo sa Section)

How Feedbacks are processed

Feedback or complaint whenever available will be addressed and facilitated by the 8888 Focal Person .

(Papaano ipinoproseso ang mga reklamo at puna)	(Ang mga puna o reklamo ay sasagutin ng PAT Leader)
How complaint is addressed (Papaano tugunan ang mga reklamo o puna)	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the PAT Leader (Anumang reklamo, maging pribado or sa mensaheng tekstwal na idinaan sa quad-media ay tutugan ng PAT Leader)
Complaint through 8888 Desk/ Hotline (Reklamo na nanggaling sa 8888 Desk or Hotline)	PAT Leader will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit (Ang PAT Leader and siyang magsasagawa ng tugen sa reklamo na isinumite gamit ang 8888 hotline.)
How complaints are processed (Papaano iproseso ang mga reklamo)	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff (Ang Division Chief na tagapamahala ang maghahayag ng Show Cause Order o Letter of Explanacion sa anumang paglabag na nagawa ng permanente o kontraktual na opisyal)
Contact information of DSWD FO-CAR (Opisyal ng pwedeng tawagan kung may mga puna o reklamo)	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: <a href="mailto:focar@dswd.gov.ph">focar@dswd.gov.ph</a> or through Facebook account: <a href="http://www.facebook.com/dswdfocar">www.facebook.com/dswdfocar</a>  (Anumang iregularidad patungkol sa pag-gamit ng pangalan ng DSWD-CAR na dumadawit sa sinomang opisyal nito ay maaring ireklamo sa aming Kagawaran na matatagpuan sa No. 40 North Drive, Baguio City o sa pamamagitan ng pagtawag sa mga cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 o sa pamamagitan ng email address na <a href="mailto:focar@dswd.gov.ph">focar@dswd.gov.ph</a> o sa Facebook account ng ahensiya: <a href="http://www.facebook.com/dswdfocar">www.facebook.com/dswdfocar</a> )

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

(Pagpoproseso ng Nangangailangan ng Authority to Enroll o Authority to Practice Profession para sa Kalahating Taon o Pang-Tatlong Buwanan)

<b>Office or Division (Opisina o Dibisyon):</b>	Learning and Development Section
<b>Classification (Uri) :</b>	Simple (sa loob ng 3 araw)
<b>Type of Transaction (Uri ng Transaksiyon):</b>	Government to Government (Gobyerno sa Gobyerno)
<b>Who may avail (Sino ang maaring tumanggap):</b>	Internal Public (Panloob na Publiko)
<b>CHECKLIST OF REQUIREMENTS (Listahan ng mga kinakailangan):</b>	<b>WHERE TO SECURE (Saan maaring makakakuha):</b>
Written request/letter of intent duly endorsed by his/her immediate supervisor and approved by the Regional Director  (Naisulat na hiling/ sulat ng layunin na na-endorso ng kanyang supervisor at aprubado ng Regional Director)	-From the requesting staff (Mula sa humihiling na kawani)
For those requesting for an authority to enroll only:  (Para sa humihingi lamang ng otorisasyon upang mag-enroll):	
1. Enrollment form for the current semester (Enrollment form mula sa nakaraan na semester)	-From the requesting staff (Mula sa humihiling na kawani)
2. Grades from the previous semester (Marka mula noong nakaraang semester)	-From the scholar/grantee (Mula sa iskolar/ benepisyaryo)
3. Monitoring report for non-scholars (Nasubaybayang report mula sa hindi iskolar)	-May be downloaded from the network shared folder. (Maaaring makuha sa network shared folder)

Client steps (Proseso ng kliyente)	Section's Actions (Aksiyon ng Section)	Fees to be paid (Babayarin)	Processing time (Oras na magugugol)	Persons Responsible (Opisyales na tutugon)
1. Submits the request with complete attachments to LDS. (Isinumite ang hiling kasama ang kompletong attachments sa LDS)	1.1 Receives and logs the request. (Tinanggap atilog ang request)	None (wala)	1-5 minutes (1-5 minuto)	Administrative staff
	1.2 Prepares the authority to enroll or practice profession. (Inihanda ang otorisasyon na mag-enroll o mag-ensayo ng propesyon)	None (wala)	10-20 minutes (10-20 minuto)	Administrative staff
	1.3 Reviews the document. (Basahin ang dokumento)	None (wala)	1-5 minutes (1-5 minuto)	LDS Head
	1.4 Routes the document for signing. (Ibigay ang dokumento upang mapirmahan)	None (wala)	1-5 minutes (1-5 minuto)	Administrative staff
	1.5 Receives and routes/sends thru email the documents to the concerned staff. (Tinanggap at ibinigay sa pamamagitan ng email ang mga dokumento sa naturang kawani)	None (wala)	10-20 minutes (10-20 minuto)	Administrative and technical staff
	1.5.1 Reminds the enrolled staff			

	<p>to submit his/her enrollment form, grades, and monitoring reports of the current semester. (Ipinaalala sa naka-enroll na kawani na magsumite ng kanyang enrollment form, marka, at monitoring reports sa kasalukuyang semester)</p>			
<b>Feedback and complaints mechanism (Mga Proseso sa Pagtugon sa mga Puna at Reklamo)</b>				
How to send feedback (Papaano mag sumite ng puna)	Accomplish feedback/ Complaint form of the Section (Isagawa at isumite ang puna o reklamo sa Section)			
How Feedbacks are processed (Papaano ipinoproseso ang mga reklamo at puna)	Feedback or complaint whenever available will be addressed and facilitated by the 8888 Focal Person. (Ang mga puna o reklamo ay sasagutin ng PAT Leader)			
How complaint is addressed (Papaano tugunan ang mga reklamo o puna)	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the PAT Leader (Anumang reklamo, maging pribado or sa mensaheng tekstwal na idinaan sa quad-media ay tutugan ng PAT Leader)			
Complaint through 8888 Desk/ Hotline (Reklamo na nanggaling sa 8888 Desk or Hotline)	PAT Leader will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit (Ang PAT Leader and siyang magsasagawa ng tugon sa reklamo na isinumite gamit ang 8888 hotline.)			
How complaints are processed (Papaano iproseso ang mga reklamo)	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff (Ang Division Chief na tagapamahala ang maghahayag			

<p>Contact information of DSWD FO-CAR (Opisyal ng pwedeng tawagan kung may mga puna o reklamo)</p>	<p>ng Show Cause Order o Letter of Explanation sa anumang paglabag na nagawa ng permanente o kontraktual na opisyal)</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: <a href="mailto:focar@dswd.gov.ph">focar@dswd.gov.ph</a> or through Facebook account: <a href="http://www.facebook.com/dswdfocar">www.facebook.com/dswdfocar</a></p> <p>(Anumang iregularidad patungkol sa pag-gamit ng pangalan ng DSWD-CAR na dumadawit sa sinomang opisyal nito ay maaring ireklamo sa aming Kagawaran na matatagpuan sa No. 40 North Drive, Baguio City o sa pamamagitan ng pagtawag sa mga cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 o sa pamamagitan ng email address na <a href="mailto:focar@dswd.gov.ph">focar@dswd.gov.ph</a> o sa Facebook account ng ahensiya: <a href="http://www.facebook.com/dswdfocar">www.facebook.com/dswdfocar</a>)</p>
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## 8. Processing of Modified Work Schedule

(Work from Home Due to Covid 19 exposure or Quarantine Leave) (Pagpoproseso ng Modified Work Schedule)

Office or Division (Opisina o Dibisyon):	Learning and Development Section			
Classification (Uri) :	Simple (sa loob ng 3 araw)			
Type of Transaction (Uri ng Transaksiyon):	G2G- Government to Government (Gobyerno sa Gobyerno)			
Who may avail (Sino ang maaring tumanggap):	Internal Public (Panloob na Publiko)			
CHECKLIST OF REQUIREMENTS (Listahan ng mga kinakailangan):	WHERE TO SECURE (Saan maaring makakakuha):			
Records of work schedules and request or memorandum requesting for work schedule (Talaan ng iskedyul ng trabaho at hiling o memorandum na humihiling ng iskedyul ng trabaho)	Not applicable (Generic request may be used by the requesting staff) (Hindi akma: Ang generic na kahilingan ay maaaring gamitin ng humiling na kawani)			
Client steps (Proseso ng kliyente)	Section's Actions (Aksiyon ng Section)	Fees to be paid (Babayarin)	Processing time (Oras na magugugol)	Persons Responsible (Opisyales na tutugon)
1. Submit request to the Regional Director for approval (Isumite ang kahilingan sa Regional Director upang maaprubahan)	1.1 Receives request from the Office of the Regional Director and checks eligibility of the requesting staff. (Tinanggap ang hiling mula sa Opisina ng Regional Director at tinignan ang katangiang angkop ng humiling na kawani)	None (wala)	5 hours (5 oras)	Technical Staff

	<p>1.2 If eligible, prepares, countersigns, and sends response to the Regional Director for signature (Kung angkop o karapat-dapat, inihanda, pinirmahan at ipinadala ang tugon sa Regional Director upang mapirmahan)</p> <p>1.3 If not eligible, prepares, countersigns, and sends response to the Regional Director for signature (Kung hindi angkop o karapat-dapat, inihanda, pinirmahan at ipinadala ang tugon sa Regional Director upang mapirmahan)</p>	None (wala)	1 day (1 araw)	Technical Staff
	1.4 Signs the report (Pinirmahan ang report)	None (wala)	5 hours (5 oras)	Regional Director
	1.5 Releases correspondence to Records Section (Naglabas ng sulat patungong Records Section)	None (wala)	1 day (1 araw)	Administrative Staff

#### Feedback and complaints mechanism

(Mga Proseso sa Pagtugon sa mga Puna at Reklamo)

How to send feedback  
(Papaano mag sumite ng  
puna)

Accomplish feedback/ Complaint form of the Section  
(Isagawa at isumite ang puna o reklamo sa Section)

How Feedbacks are  
processed

Feedback or complaint whenever available will be  
addressed and facilitated by the 8888 Focal Person.

(Papaano ipinoproseso ang mga reklamo at puna)	(Ang mga puna o reklamo ay sasaguting ng PAT Leader)
How complaint is addressed (Papaano tugunan ang mga reklamo o puna)	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the PAT Leader (Anumang reklamo, maging pribado or sa mensaheng tekstwal na idinaan sa quad-media ay tutugan ng PAT Leader)
Complaint through 8888 Desk/ Hotline (Reklamo na nanggaling sa 8888 Desk or Hotline)	PAT Leader will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit (Ang PAT Leader and siyang magsasagawa ng tugon sa reklamo na isinumite gamit ang 8888 hotline.)
How complaints are processed (Papaano iproseso ang mga reklamo)	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff (Ang Division Chief na tagapamahala ang maghahayag ng Show Cause Order o Letter of Explanation sa anumang paglabag na nagawa ng permanente o contractual na opisyal)
Contact information of DSWD FO-CAR (Opisyal ng pwedeng tawagan kung may mga puna o reklamo)	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: <a href="mailto:focar@dswd.gov.ph">focar@dswd.gov.ph</a> or through Facebook account: <a href="http://www.facebook.com/dswdfocar">www.facebook.com/dswdfocar</a>  (Anumang iregularidad patungkol sa pag-gamit ng pangalan ng DSWD-CAR na dumadawit sa sinomang opisyal nito ay maaring ireklamo sa aming Kagawaran na matatagpuan sa No. 40 North Drive, Baguio City o sa pamamagitan ng pagtawag sa mga cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 o sa pamamagitan ng email address na <a href="mailto:focar@dswd.gov.ph">focar@dswd.gov.ph</a> o sa Facebook account ng ahensiya: <a href="http://www.facebook.com/dswdfocar">www.facebook.com/dswdfocar</a> )

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

(Pagpoproseso ng Nangangailangan ng Authority to Enroll o Authority to Practice Profession para sa Kalahating Taon o Pang-Tatlong Buwanan)

Office or Division (Opisina o Dibisyon):	Learning and Development Section			
Classification (Uri) :	Simple (sa loob ng 3 araw)			
Type of Transaction (Uri ng Transaksiyon):	G2G- Government to Government (Gobyerno sa Gobyerno)			
Who may avail (Sino ang maaring tumanggap):	Internal Public (Panloob na Publiko)			
CHECKLIST OF REQUIREMENTS (Listahan ng mga kinakailangan):	WHERE TO SECURE (Saan maaring makakakuha):			
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 (Proseso ng kliyente)	Section's Actions (Aksiyon ng Section)	Fees to be paid (Babayarin)	Processing time (Oras na magugugol)	Persons Responsible (Opisyales na tutugon)
1. Submit request to the Regional Director for approval (Isumite ang kahilingan sa Regional Director upang maaprubahan)	1.1 Receives request from the Office of the Regional Director and checks eligibility of the requesting staff. (Tinanggap ang hiling mula sa Opisina ng Regional Director at tinignan ang katangiang angkop ng humiling na kawani)	None (wala)	5 hours (5 cras)	Technical Staff

	<p>1.2 If eligible, prepares, countersigns, and sends response to the Regional Director for signature (Kung angkop o karapat-dapat, inihanda, pinirmahan at ipinadala ang tugon sa Regional Director upang mapirmahan)</p> <p>1.3 If not eligible, prepares, countersigns, and sends response to the Regional Director for signature (Kung hindi angkop o karapat-dapat, inihanda, pinirmahan at ipinadala ang tugon sa Regional Director upang mapirmahan)</p>	None (wala)	1 day (1 araw)	Technical Staff
	1.4 Signs the report (Pinirmahan ang report)	None (wala)	5 hours (5 oras)	Regional Director
	1.5 Releases correspondence to Records Section (Naglabas ng sulat patungong Records Section)	None (wala)	1 day (1 araw)	Administrative Staff

#### Feedback and complaints mechanism

(Mga Proseso sa Pagtugon sa mga Puna at Reklamo)

How to send feedback  
(Papaano mag sumite ng puna)

Accomplish feedback/ Complaint form of the Section  
(Isagawa at isumite ang puna o reklamo sa Section)

<b>How Feedbacks are processed (Papaano ipinoproseso ang mga reklamo at puna)</b>	Feedback or complaint whenever available will be addressed and facilitated by the 8888 Focal Person. (Ang mga puna o reklamo ay sasagutin ng PAT Leader)
<b>How complaint is addressed (Papaano tugunan ang mga reklamo o puna)</b>	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the PAT Leader (Anumang reklamo, maging pribado or sa mensaheng tekstwal na idinaan sa quad-media ay tutugan ng PAT Leader)
<b>Complaint through 8888 Desk/ Hotline (Reklamo na nanggaling sa 8888 Desk or Hotline)</b>	PAT Leader will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit (Ang PAT Leader and siyang magsasagawa ng tugon sa reklamo na isinumite gamit ang 8888 hotline.)
<b>How complaints are processed (Papaano iproseso ang mga reklamo)</b>	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff (Ang Division Chief na tagapamahala ang maghahayag ng Show Cause Order o Letter of Explanation sa anumang paglabag na nagawa ng permanente o kontraktual na opisyal)
<b>Contact information of DSWD FO-CAR (Opisyal ng pwedeng tawagan kung may mga puna o reklamo)</b>	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: <a href="mailto:focar@dswd.gov.ph">focar@dswd.gov.ph</a> or through Facebook account: <a href="http://www.facebook.com/dswdfocar">www.facebook.com/dswdfocar</a>  (Anumang iregularidad patungkol sa pag-gamit ng pangalan ng DSWD-CAR na dumadawit sa sinomang opisyal nito ay maaring ireklamo sa aming Kagawaran na matatagpuan sa No. 40 North Drive, Baguio City o sa pamamagitan ng pagtawag sa mga cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 o sa pamamagitan ng email address na <a href="mailto:focar@dswd.gov.ph">focar@dswd.gov.ph</a> o sa Facebook account ng ahensiya: <a href="http://www.facebook.com/dswdfocar">www.facebook.com/dswdfocar</a> )

## 10. Facilitation of technical assistance for internal clients

(Pagpapadali at Pagbibigay ng Teknikal na Tulong at Kaalaman)

Office or Division (Opisina o Dibisyon):	Sectors			
Classification (Uri) :	Complex (sa loob ng 7 araw)			
Type of Transaction (Uri ng Transaksiyon):	G2G- Government to Government (Gobyerno sa Gobyerno)			
Who may avail (Sino ang maaring tumanggap):	Sectors' Bureau			
CHECKLIST OF REQUIREMENTS (Listahan ng mga kinakailangan):	WHERE TO SECURE (Saan maaring makakakuha):			
Request form/Memorandum	Not applicable			
Client steps (Proseso ng kliyente)	Section's Actions (Aksiyon ng Section)	Fees to be paid (Babayarin)	Processing time (Oras na magugugol)	Persons Responsible (Opisyales na tutugon)
1. Submits request for technical assistance (Isumite ang hiling ng technical assistance)	1.1 Receives request and logs in the Data Tracking System or logbook (Tanggapin at i-log sa Data Tracking System o sa logbook)	None (wala)	1 day (1 araw)	Administrative Staff
	1.2 Checks, reviews, and verify request (Pagsusuri at pag-verify ng kahilingan)	None (wala)	1 day (1 araw)	Technical Staff
	1.3 Travel to the place of activity	None (wala)	1 day (1 araw)	Technical Staff

	(Pagpunta sa lugar ng aktibidad)			
	1.4 Delivers required technical assistance (Pagbigay ng kinakailangang technical assistance)	None (wala)	1 day (1 araw)	Technical Staff
	1.5 Travel back to station (Pagbalik sa istasyon)	None (wala)	1 day (1 araw)	Head of Sectors
	1.6 Prepares and submit After Activity Report (Paghanda at pagbigay ng activity report)	None (wala)	1 day (1 araw)	Head of Sectors

#### Feedback and complaints mechanism

(Mga Proseso sa Pagtugon sa mga Puna at Reklamo)

How to send feedback (Papaano mag sumite ng puna)	Accomplish feedback/ Complaint form of the Section (Isagawa at isumite ang puna o reklamo sa Section)
How Feedbacks are processed (Papaano ipinoproseso ang mga reklamo at puna)	Feedback or complaint whenever available will be addressed and facilitated by the 8888 Focal Person. (Ang mga puna o reklamo ay sasagutin ng PAT Leader)
How complaint is addressed (Papaano tugunan ang mga reklamo o puna)	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the PAT Leader (Anumang reklamo, maging pribado or sa mensaheng tekstwal na idinaan sa quad-media ay tutugan ng PAT Leader)

<p><b>Complaint through 8888 Desk/ Hotline</b>  <b>(Reklamo na nanggaling sa 8888 Desk or Hotline)</b></p>	<p>PAT Leader will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit          (Ang PAT Leader and siyang magsasagawa ng tugon sa reklamo na isinumite gamit ang 8888 hotline.)</p>
<p><b>How complaints are processed</b>  <b>(Papaano iproseso ang mga reklamo)</b></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          (Ang Division Chief na tagapamahala ang maghahayag ng Show Cause Order o Letter of Explanaion sa anumang paglabag na nagawa ng permanente o kontraktual na opisyal)</p>
<p><b>Contact information of DSWD FO-CAR</b>  <b>(Opisyal ng pwedeng tawagan kung may mga puna o reklamo)</b></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: <a href="mailto:focar@dswd.gov.ph">focar@dswd.gov.ph</a> or through Facebook account: <a href="http://www.facebook.com/dswdfocar">www.facebook.com/dswdfocar</a>            (Anumang iregularidad patungkol sa pag-gamit ng pangalan ng DSWD-CAR na dumadawit sa sinomang opisyal nito ay maaring ireklamo sa aming Kagawaran na matatagpuan sa No. 40 North Drive, Baguio City o sa pamamagitan ng pagtawag sa mga cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 o sa pamamagitan ng email address na <a href="mailto:focar@dswd.gov.ph">focar@dswd.gov.ph</a> o sa Facebook account ng ahensiya: <a href="http://www.facebook.com/dswdfocar">www.facebook.com/dswdfocar</a>)</p>

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

(Pagpapadali sa nangangailangan ng pag-gamit ng Training Center or Dormitory para sa Panloob na Publiko)

Office or Division (Opisina o Dibisyon):	General Services Section (GSS)			
Classification (Uri) :	Simple (sa loob ng 3 araw)			
Type of Transaction (Uri ng Transaksiyon):	G2G- Government to Government (Gobyerno sa Gobyerno)			
Who may avail (Sino ang maaring tumanggap):	Internal Public (Panloob na Publiko)			
CHECKLIST OF REQUIREMENTS (Listahan ng mga kinakailangan):	WHERE TO SECURE (Saan maaring makakakuha):			
Signed Request Form (Napirmahang dokumento ng paghiling)	Network shared folder			
Client steps (Proseso ng kliyente)	Section's Actions (Aksiyon ng Section)	Fees to be paid (Babayarin)	Processing time (Oras na magugugol)	Persons Responsible (Opisyales na tutugon)
1. Submits request signed request form to the GSS (Isinumite ang napirmahang request form sa GSS)	1.5 Receives request and review logs (Tinanggap ang dokumento at binasa ang logs)  1.6 Verifies and inspects calendar of use of Training Center or Dormitory (Pinapatunayan at sinusuri ang kalendaryo ng paggamit ng Training Center o Dormitory)	None	1 hour	Administrative Staff  Administrative staff

	1.7 Calls and informs the requesting staff of confirmation or conflict of schedule (Tinatawagan at binabalitaan ang kawani sa kumpirmasyon o salungatan ng iskedyul)	None	1 hour	Administrative staff
	1.8 Adjusts, updates, and confirms schedule with the requesting staff (Inaayos at kinukumpirma ang iskedyul sa humiling na kawani)	None	1 hour	Administrative staff

**Feedback and complaints mechanism**  
**(Mga Proseso sa Pagtugon sa mga Puna at Reklamo)**

<b>How to send feedback</b> <b>(Papaano mag sumite ng puna)</b>	Accomplish feedback/ Complaint form of the Section (Isagawa at isumite ang puna o reklamo sa Section)
<b>How Feedbacks are processed</b> <b>(Papaano ipinoproseso ang mga reklamo at puna)</b>	Feedback or complaint whenever available will be addressed and facilitated by the 8888 Focal Person. (Ang mga puna o reklamo ay sasaguting ng PAT Leader)
<b>How complaint is addressed</b> <b>(Papaano tugunan ang mga reklamo o puna)</b>	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the PAT Leader (Anumang reklamo, maging pribado or sa mensaheng tekstwal na idinaan sa quad-media ay tutugan ng PAT Leader)
<b>Complaint through 8888 Desk/ Hotline</b> <b>(Reklamo na nanggaling sa 8888 Desk or Hotline)</b>	PAT Leader will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit

	<p>(Ang PAT Leader and siyang magsasagawa ng tugon sa reklamo na isinumite gamit ang 8888 hotline.)</p>
<p><b>How complaints are processed (Papaano iproseso ang mga reklamo)</b></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 (Ang Division Chief na tagapamahala ang maghahayag ng Show Cause Order o Letter of Explanation sa anumang paglabag na nagawa ng permanente o kontraktual na opisyal)</p>
<p><b>Contact information of DSWD FO-CAR (Opisyal ng pwedeng tawagan kung may mga puna o reklamo)</b></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: <a href="mailto:focar@dswd.gov.ph">focar@dswd.gov.ph</a> or through Facebook account: <a href="http://www.facebook.com/dswdfocar">www.facebook.com/dswdfocar</a></p> <p>(Anumang iregularidad patungkol sa pag-gamit ng pangalan ng DSWD-CAR na dumadawit sa sinomang opisyal nito ay maaring ireklamo sa aming Kagawaran na matatagpuan sa No. 40 North Drive, Baguio City o sa pamamagitan ng pagtawag sa mga cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 o sa pamamagitan ng email address na <a href="mailto:focar@dswd.gov.ph">focar@dswd.gov.ph</a> o sa Facebook account ng ahensiya: <a href="http://www.facebook.com/dswdfocar">www.facebook.com/dswdfocar</a>)</p>

## 12. Preparation of Leave Monetization:

(Pagsasagawa at Paghahanda ng Leave Monitization)

<b>Office or Division (Opisina o Dibisyon):</b> <b>Classification (Uri) :</b> <b>Type of Transaction (Uri ng Transaksiyon):</b> <b>Who may avail (Sino ang maaring tumanggap):</b> <b>CHECKLIST OF REQUIREMENTS (Listahan ng mga kinakailangan):</b>  Leave Application Form, Resolution from the Committee, Payroll, ORS and DV (Aplikasyon ng Pagliban, Resolusyon mula sa Komite, Payroll, ORS at DV)	<b>Personnel Administration Section (PAS)</b> <b>Simple (Sa loob ng 3 araw)</b> <b>G2G- Government to Government (Gobyerno para sa Gobyerno)</b> <b>Internal Public (Panloob na Publiko)</b> <b>WHERE TO SECURE (Saan maaring makakakuha):</b>  Leave Applications are to submitted by the employees (Forms are available at the DSWD FO shared folder) (Ang Aplikasyon ng Pagliban ay isusumite ng empleyado: ang dokumento ay mahahanap sa DSWD FO shared folder)			
Client steps (Proseso ng kliyente)	Section's Actions (Aksiyon ng Section)	Fees to be paid (Babayarin)	Processing time (Oras na magugugol)	Persons Responsible (Opisyales na tutugon)
1. Leave Monetization (Pagsasagawa ng kaperahan na nanggagaling sa kaukulang Leave )	1.1 Consolidates Leave Application Forms (Ipuuin ang mga aplikasyon)  1.2 Prepares Matrix (Isagawa ang Matrix)  1.3 Request the Convening of the Monetization Committee (Humingi ng pagpupulong sa Monetization Committee)  1.4 Deliberation of Requests	None (wala)	1-7 days (1-7 araw)	PAS Process Handler

	(Pagusapan ang mga Hiling)			
1.5	Prepares regret/acceptance letters (Ihanda ang pagbalik or pagtanggap ng mga hiling)	None (wala)	1-4 hours (1-4 horas)	PAS Process Handler
1.6	Prepares payroll, ORS and DV (Ihanda ang payroll, ORS, at DV)	None (wala)	1-4 hours (1-4 horas)	PAS Process Handler
1.7	Reviews and sign (Suriiin at lagdaan)	None (wala)	1-4 hours (1-4 horas)	PAS Head
1.8	Reviews and Sign (Suriiin at lagdaan)	None (wala)	1-4 hours (1-4 horas)	HRMDD Chief
1.9	Obligation (Iproseso ang obligation)	None (wala)	1-4 hours (1-4 horas)	Budget Section
1.10	Pre-audit (Gawin ang pre-audit) Issues JEV and ADA (Ihanda ang JEV at ADA)	None (wala)	1-4 hours (1-4 horas)	Accounting Section
1.11	Approved for Payment (Approbahan ang pagbayad)	None (wala)	1-4 hours (1-4 horas)	ARD for Administration
1.12	Endorses ADA to Bank (Iendorso ang ADA sa Bangko)	None (wala)	1-4 hours (1-4 horas)	Cash Section

#### Feedback and complaints mechanism

<b>(Mga Proseso sa Pagtugon sa mga Puna at Reklamo)</b>	
<b>How to send feedback (Papaano mag sumite ng puna)</b>	Accomplish feedback/ Complaint form of the Section (Isagawa at isumite ang puna o reklamo sa Section)
<b>How Feedbacks are processed (Papaano ipinoproseso ang mga reklamo at puna)</b>	Feedback or complaint whenever available will be addressed and facilitated by the 8888 Focal Person. (Ang mga puna o reklamo ay sasaguting ng PAT Leader)
<b>How complaint is addressed (Papaano tugunan ang mga reklamo o puna)</b>	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the PAT Leader (Anumang reklamo, maging pribado or sa mensaheng tekstwal na idinaan sa quad-media ay tutugan ng PAT Leader)
<b>Complaint through 8888 Desk/ Hotline (Reklamo na nanggaling sa 8888 Desk or Hotline)</b>	PAT Leader will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit (Ang PAT Leader and siyang magsasagawa ng tugon sa reklamo na isinumite gamit ang 8888 hotline.)
<b>How complaints are processed (Papaano iproseso ang mga reklamo)</b>	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff (Ang Division Chief na tagapamahala ang maghahayag ng Show Cause Order o Letter of Explanaion sa anumang paglabag na nagawa ng permanente o kontraktual na opisyal)
<b>Contact information of DSWD FO-CAR (Opisyal ng pwedeng tawagan kung may mga puna o reklamo)</b>	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: <a href="mailto:focar@dswd.gov.ph">focar@dswd.gov.ph</a> or through Facebook account: <a href="http://www.facebook.com/dswdfocar">www.facebook.com/dswdfocar</a>  ((Anumang iregularidad patungkol sa pag-gamit ng pangalan ng DSWD-CAR na dumadawit sa

sinomang opisyal nito ay maaring ireklamo sa aming Kagawaran na matatagpuan sa No. 40 North Drive, Baguio City o sa pamamagitan ng pagtawag sa mga cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 o sa pamamagitan ng email address na [focar@dswd.gov.ph](mailto:focar@dswd.gov.ph) o sa Facebook account ng ahensiya: [www.facebook.com/dswdfocar](https://www.facebook.com/dswdfocar) )

**VI. List of Offices (Listahan ng mga Opisina)**

Office (Opisina)	Name (Pangalan), Contact Number (Numerong maaring tawagn) and Address (Lokasyon)
Office of the Regional Director	<b>ARNEL B. GARCIA, CESO II</b> Regional Director 09062767218 DSWD-Field Office CAR No. 40 North Drive, Baguio City
Legal Unit	<b>MICHELLE B. GAYAGAY-LEE</b> Attorney III 09399277322 DSWD-Field Office CAR No. 40 North Drive, Baguio City
Social Marketing Unit	<b>NERIZZA FAYE G. VILLANUEVA-TRINIDAD</b> Information Officer II 09272815741 DSWD-Field Office CAR No. 40 North Drive, Baguio City
Internal Audit Unit	<b>JESSE REY F. RIOS</b> Management and Audit Analyst II 09178510370 DSWD-Field Office CAR No. 40 North Drive, Baguio City
Social Technology	<b>BRENDA C. CONSOLACION</b> Project Development Officer III 09123219930 DSWD-Field Office CAR No. 40 North Drive, Baguio City
Pantawid Pamilyang Pilipino Program	<b>FATIMA D. FLORENDO</b> Project Development Officer V and Division Chief 091833917282 DSWD-Field Office CAR No. 40 North Drive, Baguio City
Policy and Plans Division	<b>MARY ANN G. BUCLAO</b> Social Welfare Officer IV and OIC Division Chief 09178619904 DSWD-Field Office CAR No. 40 North Drive, Baguio City
Policy and Plans Development Section	<b>LIEZYL T. ASTODILLO</b> Planning Officer III 09982553511 DSWD-Field Office CAR No. 40 North Drive, Baguio City

Standards Section	<b>CLARISSA O. PADIO</b> Project Development Officer III 09196749257 DSWD-Field Office CAR No. 40 North Drive, Baguio City
National Household Targeting Unit	<b>DEXTER B. SAMIDAN</b> Regional Field Coordinator 09178540375 DSWD-Field Office CAR No. 40 North Drive, Baguio City
Unconditional Cash Transfer	<b>BRENDEN KIM J. QUINTOS</b> Project Development Officer IV 09212813155 DSWD-Field Office CAR No. 40 North Drive, Baguio City
Technical Assistance Resource Augmentation Unit	<b>CLAUDINE C. COSI</b> Social Welfare Officer III 09157084366 DSWD-Field Office CAR No. 40 North Drive, Baguio City
Office of the Assistant Regional Director for Operations	<b>AMELYN P. CABRERA</b> Social Welfare Officer V and OIC ARDO 09982588561 DSWD-Field Office CAR No. 40 North Drive, Baguio City
Social Welfare and Development Provincial Offices	<p><b>CARMENCITA L. CHALUYEN - PAT ABRA</b> Social Welfare Officer II 0927-809-6630/0947-921-5701</p> <p><b>GRETCHEN P. GARCIA - PAT APAYAO</b> Social Welfare Officer II 0929-370-6802/0997-304-7767</p> <p><b>ELLEN G. WILLIAM - COO BAGUIO</b> Social Welfare Officer III 0998-188-2143</p> <p><b>MANUELA S. ORTIZ - PAT Benguet</b> Social Welfare Officer II 0998-198-6226</p> <p><b>IMELDA N. TUGUINAY - PAT IFUGAO</b> Social Welfare Officer II 0927-616-0086</p>

	<b>ERLINDA M. TAQUIQUI - PAT KALINGA</b> Social Welfare Officer II 0915-618-6150/0917-105-9975/0928-637-2632
	<b>JACKIELYN O. GUITANGAN - PAT MT. PROVINCE</b> Social Welfare Officer II 0926-674-2058
Regional Rehabilitation Center for the Youth	<b>ROJHELEA AN MARIE S. CLAUR</b> Social Welfare Officer III 09392614614/09278095675 DSWD-Field Office CAR No. 40 North Drive, Baguio City
Regional Haven for Women and Girls	<b>EDNA S. BENITEZ</b> Social Welfare Office IV 09278095635 DSWD-Field Office CAR No. 40 North Drive, Baguio City
Reception and Study Center for Children	<b>NELLY L. MASON</b> Social Welfare Officer III 09297345708 DSWD-Field Office CAR No. 40 North Drive, Baguio City
Protective Services Division	<b>CONCEPCION E. NAVALES</b> Social Welfare Officer IV and OIC Division Chief 09155242368 DSWD-Field Office CAR No. 40 North Drive, Baguio City
Community Based Services	<b>EDELIN D. GENOVE</b> Social Welfare Officer III 09179780078 DSWD-Field Office CAR No. 40 North Drive, Baguio City
Sectors	<b>LIBERTINE A. BALICDANG</b> Social Welfare Officer IV 09477748317 DSWD-Field Office CAR No. 40 North Drive, Baguio City
Crisis Intervention Section	<b>JUDITH L. DE GUZMAN</b> Social Welfare Officer IV 09393743541 DSWD-Field Office CAR No. 40 North Drive, Baguio City

Capacity Building Section	<b>JERRY D. JULIAN</b> Training Specialist III 09458037518 DSWD-Field Office CAR No. 40 North Drive, Baguio City
Disaster Response Management Division	<b>MARIFIL C. JUGAL</b> Planning Officer IV and OIC Division Chief 09982588553 DSWD-Field Office CAR No. 40 North Drive, Baguio City
Promotive Services Division	<b>AMELYN P. CABRERA</b> Chief, Promotive Services Division 09982588561 DSWD-Field Office CAR No. 40 North Drive, Baguio City
Kapit-bisig Laban Sa Kahirapan	<b>ARNOLD D. LARTEC</b> Social Welfare Officer IV 09981903509 DSWD-Field Office CAR No. 40 North Drive, Baguio City
Sustainable Livelihood Program	<b>NOVELIA N. POCDING</b> Social Welfare Officer III 09205650451 DSWD-Field Office CAR No. 40 North Drive, Baguio City
Office of the Assistant Regional Director for Administration	<b>ENRIQUE H. GASCON, JR</b> Chief Administrative Officer and ARDA 09154408944/09397514186 DSWD-Field Office CAR No. 40 North Drive, Baguio City
Information and Communications Technology Section	<b>LOVEMAR A. CANLAS</b> Information Technology Officer II 09989941446 DSWD-Field Office CAR No. 40 North Drive, Baguio City
Administrative Division	<b>RINA CLAIRE L. REYES</b> Supervising Administrative Officer and OIC Chief 09209084230 DSWD-Field Office CAR No. 40 North Drive, Baguio City
General Services Section	<b>AILEEN M. BALLESTEROS</b> Administrative Officer II 09982588571 DSWD-Field Office CAR No. 40 North Drive, Baguio City

Property, Supply and Asset Management Section	<b>JESSIE F. CHELIM</b> Administrative Officer V 09565406060 DSWD-Field Office CAR No. 40 North Drive, Baguio City
Procurement Section	<b>VICTOR U. BOMOWEY</b> Administrative Officer II 09065865567 DSWD-Field Office CAR No. 40 North Drive, Baguio City
Records and Management Section	<b>RAINIER C. PENA</b> Administrative Officer III 09954890778 DSWD-Field Office CAR No. 40 North Drive, Baguio City
Building and Grounds Maintenance Section	<b>JESSIE F. CHELIM</b> Administrative Officer V, Concurrent Head 09565406060 DSWD-Field Office CAR No. 40 North Drive, Baguio City
Human Resources Management and Development Division	<b>RONILO R. FLORES</b> Administrative Officer V and OIC Chief 09171281266 DSWD-Field Office CAR No. 40 North Drive, Baguio City
Personnel Administration Section	<b>JULIE A. GASCON</b> Administrative Officer V 09997890216 DSWD-Field Office CAR No. 40 North Drive, Baguio City
Human Resource Welfare Section	<b>KATHLEEN GLORY V. CASUGA</b> Administrative Officer IV 09957565165 DSWD-Field Office CAR No. 40 North Drive, Baguio City
Human Resource Planning and Performance Section	<b>RONILO R. FLORES</b> Administrative Officer V 09171281266 DSWD-Field Office CAR No. 40 North Drive, Baguio City
Learning and Development Section	<b>BONAFE B. RAMOS</b> Training Specialist I 09126739037 DSWD-Field Office CAR No. 40 North Drive, Baguio City

Financial Management Division	<b>ENRIQUE H. GASCON, JR.</b> Chief, Financial Management Division 09154408944/09397514186 DSWD-Field Office CAR No. 40 North Drive, Baguio City
Budget Section	<b>NORIE C. CASTANEDA</b> Administrative Officer V 09277176643 DSWD-Field Office CAR No. 40 North Drive, Baguio City
Accounting Section	<b>WILBOURN B. BACOLONG</b> Accountant III 09773329242 DSWD-Field Office CAR No. 40 North Drive, Baguio City
Cash Section	<b>ROSE C. MOLDERO</b> Administrative Officer V 09266312333 DSWD-Field Office CAR No. 40 North Drive, Baguio City
Contact information:	
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Prepared by:

(On travel 10/20/2021)  
**JESSE REY F. RIOS**  
MAAII, Internal Audit Unit

Approved by:

  
**ARNEL B. GARCIA, CESO II**  
Regional Director

**The Contact Center ng Bayan (CCB) plays a vital role in the implementation of Republic Act No. 11032 otherwise known as the “Ease of Doing Business and Efficient Government Service Delivery Act of 2018”**



*The CCB, the feedback facility of the Civil Service Commission, shall be included in the Citizen's Charter of every government agency, as part of their feedback mechanism.*

*Rule IV (Citizen's Charter), Section 2 (g) (i) of Joint Memorandum Circular (JMC) No. 2019001, series of 2019 or the Implementing Rules and Regulations of Republic Act No. 11032*



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**Send feedback on government services, whether positive or negative, to the Contact Center ng Bayan via the following access channels:**

**SMS : 0908 881 6565**

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**Web: <https://contactcenterngbayan.gov.ph/>**

**FB: <https://facebook.com/civilservicegovph/>**

**Call: 165 65**

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# CCB CONTACT CENTER ngBAYAN

Your direct line to efficient public service

Report the following acts under

Section 21 of Republic Act No. 11032 or the Ease of Doing Business and Efficient Government Service Delivery Act of 2018

**a.**

Refusal to accept application or request with complete requirements being submitted by an applicant or requesting party without due cause;

**b.**

Imposition of additional requirements other than those listed in the Citizen's Charter;

**c.**

Imposition of additional costs not reflected in the Citizen's Charter;

**d.**

Failure to give applicant or requesting party a written notice on the disapproval of an application or request;

**e.**

Failure to render government services within the prescribed processing time on any application and/or request without due cause;

**f.**

Failure to attend to applicants or requesting parties who are within the premises of the office or agency concerned prior to the end of official working hours and during lunch break;

**g.**

Failure or refusal to issue official receipts; and

**h.**

Fixing and/or collusion with fixers in consideration of economic and/or other gain or advantage.

Text  
**0908 881-6565**  
Call  
**1-6565\***

\*5.00 + VAT per call anywhere in the Philippines  
via PLDT landlines from 8 am to 5 pm, Monday to Friday

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The International Association of Business Communicators (IABC) awarded the Contact Center ng Bayan the 2014 Quill Award for Communication Management Strategies for Customer Relations