



DEPARTMENT OF SOCIAL WELFARE AND DEVELOPMENT CORDILLERA ADMINISTRATIVE REGION

Fourth Edition (updated) as of October 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.

II. Vision:

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

III. Mission:

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

IV. Service Pledge:

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

Furthermore, we shall endeavor to complete transactions 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.

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Field Office Cordillera Administrative Region
External Services

1. Processing of Application for the Student Internship Program

Office or Division:		Learning and Development Section o LDS		
Classification:		Simple		
Type of Transaction:		Government to Clients		
Who may avail:		External Public		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
1. Endorsement Letter from the School duly approved by the Regional Director		From the applicant		
2. Resume		From the applicant		
3. Medical Certificate		From the school physician or any authorized government physician		
4. One 2x2 ID picture with white background		From the applicant		
5. Memorandum of Agreement (MOA) executed between DSWD and the school		If not existing, template will be provided by Learning and Development Section (LDS).		
Additional requirement for foreign students:				
1. Student Visa		From the applicant		
2. Other proof of legality of stay in the Philippines		From the applicant		
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
1. Submits documents	1. Receives, logs, and endorses the documents to the LDS Head for appropriate action	None	1-5 minutes	Administrative staff

	<p>1. 2. Screens the documents and checks availability of slots.</p> <p>1.3 If the documents are complete and there are available slots, proceed to step 2.2.</p> <p>1.4 If some documents are lacking or there are no available slots, proceed to the next step.</p>	None	1-5 minutes	SIP Focal Person and LDS Head
	<p>1.5 Informs the applicant thru email, SMS, or phone call.</p> <p>1.6 If the applicant only needs to submit lacking documents, proceed to the next step.</p> <p>1.7 If there are no available slots for the applicant, end of process.</p>	None	1-5 minutes	SIP Focal Person/Technical staff
2. Submits the lacking documents (walk-in or thru email)	2.1 Receives, logs, and endorses the documents to the SIP Focal Person.	None	1-2 days	Administrative staff
	2.2 Coordinates with the applicant on the schedule of the pre-deployment orientation.	None	5-10 minutes	SIP Focal Person/Technical staff

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

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

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

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

	3.2 If there are no available slots for the requesting party, they will be considered as pool of volunteers.			
4. Submits the lacking documents (walk-in or thru email).	4.1 Receives, logs, and endorses the documents to the SIP Focal Person.	None	1-2 days	Administrative staff
	2.2 Coordinates with the applicant on the schedule of the pre-deployment orientation.	None	5-10 minutes	BBP Focal Person/Technical staff

Feedback and complaints mechanism

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

Contact information of
DSWD FO-CAR

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

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

Office or Division:	Learning and Development Section o LDS
Classification:	Simple
Type of Transaction:	Government to Clients
Who may avail:	External Public
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:
1. Accomplished registration form	Form to be provided by LDS
2. Barangay Clearance of each of the members to be involved	Issued by the barangay where each member of the organization resides
3. Medical Certificate of each of the members to be involved	Issued by any authorized government physician
4. Photocopy of one valid ID for each of the members to be involved	From the applicant
5. Letter of Intent duly approved by the Regional Director	From the organization
6. One 2x2 ID picture of each of the members to be involved	From the applicant
7. List of members to be involved	From the organization
8. Memorandum of Agreement executed between the DSWD and the Organization	Template to be issued by LDS

<p>9. Parent consent of all members who are below 18 years' old</p> <p>Additional requirements for foreign nationals:</p> <p>10. Clearance from the Philippine National Volunteer Service Coordinating Agency (PNVSCA) (Clearance mula sa PNVSCA)</p> <p>11. Proof of legality of stay in the Philippines</p> <p>12. A bilateral agreement or memorandum of agreement between the head of the organization volunteering and the Philippine government represented by the DSWD Secretary.</p>		<p>From the applicant</p> <p>Issued by PNVSCA</p> <p>From the applicant</p> <p>Template to be issued by LDS</p>		
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
1. Submit documents	1. Receives, logs, and endorses the documents to the LDS Head for appropriate action.	None	1-5 minutes	Administrative staff
	2. Screens the documents and checks availability of slots.	None	1-5 minutes	BBP Focal Person and LDS Head

	<p>2.1 If the documents are complete and there are available slots, proceed to step 4.2.</p> <p>2.2 If some documents are lacking or there are no available slots, proceed to the next step.</p>			
	<p>3. Informs the applicant thru email, SMS, or phone call.</p> <p>3.1 If the applicant only needs to submit lacking documents, proceed to the next step.</p> <p>3.2 If there are no available slots for the requesting party, they will be considered as pool of volunteers.</p>	None	1-5 minutes	BBP Focal Person/Technical staff
2. Submits the lacking documents through walk-in or email	2.1 Receives, logs, and endorses the documents to the SIP Focal Person.	None	1-2 days	Administrative staff

	2.2 Coordinates with the applicant on the schedule of the pre-deployment orientation.	None	5-10 minutes	BBP Focal Person/Technical staff
Feedback and complaints mechanism				
How to send feedback	Accomplish feedback/ Complaint form of the Section			
How Feedbacks are processed	Feedback or complaint whenever available will be addressed and facilitated by the LDS Head.			
How complaint is addressed	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the LDS Head			
Complaint through 8888 Desk/ Hotline	LDS Head will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit			
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff			
Contact information of DSWD FO-CAR	Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: focar@dswd.gov.ph or through Facebook account: www.facebook.com/dswdfocar			

4. Facilitation of use of Training Center or Dormitory:

Office or Division:	General Services Section			
Classification:	Simple			
Type of Transaction:	Government to Clients			
Who may avail:	External Clients			
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Signed Request Form		Network shared folder		
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
Submits signed request form to the GSS	1.1 Receives request and review logs	None	1 hour	Administrative Staff
	1.2 Verifies and inspects calendar of use of Training Center or Dormitory	None	1 hour	Administrative staff
	1.3 Calls and informs the requesting client of confirmation or conflict of schedule	None	1 hour	Administrative staff
	1.4 Adjusts, updates, and confirms schedule with the client	None	1 hour	Administrative staff
Feedback and complaints mechanism				
How to send feedback	Accomplish feedback/ Complaint form of the Section			
How Feedbacks are processed	Feedback or complaint whenever available will be addressed and facilitated by the GSS Head.			

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

5. Facilitation of grievances through 8888 hotlines:

Office or Division:		8888 Focal Person		
Classification:		Simple		
Type of Transaction:		Government to Government		
Who may avail:		External Public		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Request form		Not Applicable		
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
1. Submits copy of grievance through email	1.1 Receives and logs copy of grievance	None	5 minutes	Administrative staff
	1.2 Transmit to concerned proper owner the copy of the grievance	None	1 hour	Administrative staff
2. Returns response to grievance	2.1 Ensures that response is sent to the 8888 focal persons at the Central Office	None	1 hour	Technical staff
	2.2 Encodes documents response to the database	None	1 hour	Technical staff
Feedback and complaints mechanism				
How to send feedback		Accomplish feedback/ Complaint form of the Section		
How Feedbacks are processed		Feedback or complaint whenever available will be addressed and facilitated by the 8888 Focal Person.		

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

6. Assessment of Applicants for Minors Travelling Abroad:

Office or Division:	SWAD - Community-Based Section
Classification:	Simple
Type of Transaction:	Government to Clients
Who may avail:	External Public
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:
Application with complete requirements submitted to SWAD office	<p>Birth Certificate of minor- PSA</p> <p>Marriage Contract of Parents- PSA</p> <p>Certificate of No Marriage if necessary-PSA</p> <p>Death Certificate if necessary – PSA/LCR</p> <p>Affidavit of Consent of Parents from any notary public.</p> <p>Affidavit of consent of parents from Philippine Consulate Abroad if parents are abroad</p> <p>Photocopy of Passport of travelling companion</p> <p>2 copies passport size photo of the minor.</p> <p>If travelling alone: Affidavit of consent and support of parent/s local or abroad/Invitation letter from relatives abroad and waiver from the Airline to accept responsibility.</p> <p>If attending sport: Additional Requirements- Invitation from the sponsoring organization abroad, Local endorsement of the minor from his/her school or association</p> <p>If Medical Reasons: Additional Requirements- Certification from Hospital Abroad and Recommendation of local attending physician/hospital.</p> <p>Other documents needed from the applicants</p>

Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
1. Applicant inquires requirements for Minors Traveling Abroad - MTA	1.1 Log in names of the applicant at the logbook	None	20 mins	PACD
	1.2 Initial interview conducted to the applicant			Social Worker
	1.3 Explained the requirements to favorable applicants			Social Worker
2. Applicant submit requirements	2.1 Review of requirements and final interview to applicants	None	20 mins	Social Worker
	2.2 Prepares assessment report recommendation	None	30 mins	Social Worker
	2.3 The applicants received the approved application & assessment report with complete attached. Endorsed application to the nearest DSWD for final assessment and issuance of Permit	None	15 mins	Social Worker

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

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

Office or Division:	SWAD- Protective Services Division
Classification:	Simple
Type of Transaction:	Government to Client
Who may avail:	External clients
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:
Complete requirements submitted by the applicants for financial assistance	<p>To be secured by the applicants:</p> <p>For Medical assistance:</p> <ul style="list-style-type: none"> a. Medical Certificate and Hospital Bill (If necessary) from the Hospital/Clinic b. Prescribed medicines by attending doctor c. Photocopy of valid ID of the client d. Barangay Certificate of client <p>For Burial assistance</p> <ul style="list-style-type: none"> a. Death Certificate – LCR or Certification from the Chieftain b. Funeral Contract and Bill – Funeral Homes (If applicable) c. Photocopy of valid ID of client d. Barangay Certificate of client <p>For Educational assistance:</p> <ul style="list-style-type: none"> a. School registration/Enrollment form of student from his/her school b. Statement of Account (Balance) c. Copy of School ID of student d. Copy of valid ID of client

		e. Barangay certificate of client For Transportation assistance a. Copy of valid ID of client b. Police Blotter Food assistance for hospital watcher a. Medical Certificate b. Copy of valid ID of client		
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
1. Inquires desired assistance	1.1 Secures all requirements depends on type of assistance are present	None	5 mins	Social Worker
2. Client submit complete requirements	2.1 Review requirement	None	10 mins	Social Worker
3. Intensive Interview/Psychosocial Intervention	3.1 Prepares assessment report/Filled out Petty Cash Voucher and eligibility and approved by Special Disbursing Officer 3.2 Provides outright cash	None	30 mins	Social Worker/STL
4. Provides of Guarantee Letter	4.1 Prepares supplemental assessment report for referrals for Guarantee Letter	None	20 mins	Social Worker

	4.2 Applicant, Social Worker & SDO sign on Certificate of Illegibility for Guarantee Letter	None	5 mins	Applicant, Social Worker and SDO
5.1. Submits Guarantee Letter to Service Provider	5.1 Submitted documents for guarantee letter to DSWD Field Office for action	None	1 day	Regional Director
	5.2 Receives Promissory Note from DSWD Field Office and submit to service provider	None	1 hour	Social Worker
	5.3 Receives and delivers checks for service provider		1 day	Social Worker

Feedback and complaints mechanism

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

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

Field Office Cordillera Administrative Region
Internal Services

1. Provision of Technical Assistance for internal clients

Office or Division:	Office of the Assistant Regional Director for Administration or OARDA			
Classification:	Complex			
Type of Transaction:	Government to Client			
Who may avail:	Internal Public			
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:			
Documents relevant to the Issues and Concerns	Concerned ODSUs			
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
1. Sets the Schedule	1.1 Check the Availability of the OIC ARDA	None	1 minute	Administrative staff
	1.2 Calendar the schedule of the meeting if the OIC ARDA is not available during the time of request for TA	None	2 minutes	Administrative staff
2. Meet Internal Client	2.1 Discuss the issues/ concerns	None	1 hour	Technical staff
	2.2 Give recommendations /suggestions/appropriate interventions on how to resolve the issues/concerns	None	2-3 hours	OIC ARDA
	2.3 Log the technical	None	1 hour	OIC ARDA

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

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

Office or Division:	Learning and Development Section
Classification:	Complex
Type of Transaction:	Government to Government
Who may avail:	Internal Public
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:
Based on Annex C.2 of AO No. 16, series of 2018:	
1. Accomplished Application Form	May be downloaded from the network shared folder
2. Endorsement of Head of Office/ Director/ Immediate Supervisor stating/certifying alternative courses of action of a work arrangement so that office' functions, responsibilities, and deliverables will not be hampered	Request thru LDS
3. Service Record	Request thru PAS
4. Very Satisfactory (VS) ratings for the last two (2) consecutive rating periods	Request thru HRPPMS
5. Certification of No Pending Administrative/Criminal (CNPAC) Charge filed against the applicant	Request thru PAS
6. Certification of No Current Service Obligation and No Pending Nomination related to other Local/Foreign Scholarship or Training Program	Request thru LDS
7. Updated Personal Data Sheet (PDS)	May be downloaded from the network shared folder.
8. Regional Personnel Development Committee Resolution	LDS

9. Medical Certificate (for Foreign Scholarships)		Issued by any authorized government physician		
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
1. Submit invitation to apply for scholarship	1.1 Receives and logs the invitation to apply for scholarship	None	1-5 minutes	Administrative staff
	1.2 Prepares the call for application	None	15-30 minutes	Administrative or technical staff
	1.3 Reviews the call for application	None	5-10 minutes	LDS Head
	1.4. Routes the call for application for signing	None	1-5 minutes	Administrative staff
	1.5 Receives and routes/sends thru email the hard copy of the call for application	None	1-5 minutes	Administrative staff
2. Accomplishes the application form and secures and submits to the LDS the necessary requirements	<p>2.1 Receives and screens the submitted requirements, and assesses if the applicant meets the minimum qualification criteria</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</p> <p>2.3 If the applicant meets the minimum qualification criteria, proceed to the next step.</p>	None	1-5 days (depending on the given deadline of submission of application)	<p>Technical staff</p> <p>Technical staff, LDS Head, Administrative staff</p>

	2.4 Prepares the matrix of applicant and selection criteria	None	1 hour	Technical staff
	2.5 Coordinates with PDC Chairperson for the schedule of meeting/deliberation	None	1-5 minutes	Administrative staff
	2.6 Prepares the notice of meeting	None	5-10 minutes	Administrative staff
	2.7 Routes the notice of meeting for signing	None	1-5 minutes	Administrative staff
	2.8 Receives and routes/sends thru email the hard copy of the notice of meeting	None	1-5 minutes	Administrative staff
	2.9 Conducts the deliberation	None	1-2 hours	Administrative or technical staff
	2.10 Prepares the resolutions	None	30 minutes-1 hour	Technical staff
	2.11 Reviews the resolution	None	5-10 minutes	LDS Head
	2.12 Routes the resolution for signing of the committee members	None	1 days	Administrative staff
	2.13 Receives and logs the signed/approved resolution	None	1-5 minutes	Administrative staff
	2.14 Prepares the transmittal of the applicant's documents to the PDC Secretariat in Central Office	None	10-15 minutes	Administrative or technical staff

	2.15 Reviews the transmittal	None	1-5 minutes	LDS Head
	2.16 Routes the transmittal for signing	None	1-5 minutes	Administrative staff
	2.17 Receives and routes the transmittal with complete attachments to RAMS for sending to the Central Office through courier, and scans and sends advance copy thru email	None	10-20 minutes	Administrative staff
	2.18 Receives notification from the PDC Secretariat of the Central Office on the results of the application	None	3-6 months for the DSWD Funded Scholarship; 2 weeks-1 month for externally sponsored scholarship	Technical staff
	6.19.1 If the applicant was not considered, a regret letter will be prepared and reviewed, routes for signing, and sends to the concerned staff.	None	1-2 hours	Technical staff, LDS Head, administrative staff
	6.16.2 If the applicant was considered for the scholarship, a congratulatory letter will be prepared and reviewed, routes for signing, and sends to the concerned staff together with the contract to be signed	None	1-2 hours	Technical staff, LDS Head, administrative staff

3. Receives the congratulatory letter and contract, signs the contract, routes the contract for signing of the guarantor and the Regional Director, and submits the signed contract together with the notarization fee to LDS for sending to the PDC Secretariat of the Central Office	3.1 Receives the contract and notarization fee	PHP 50.00	1-3 days	Administrative staff
	3.2 Prepares the transmittal to the PDC Secretariat of the Central Office	None	10-20 minutes	Technical or administrative staff
	3.3 Reviews the transmittal	None	1-5 minutes	LDS Head
	3.4 Routes transmittal for signing	None	1-5 minutes	Administrative staff
	3.5 Receives and routes signed transmittal, contract, and notarization fee to RAMS for sending to the Central Office thru a courier	None	5-10 minutes	Administrative staff
	3.6 Scans copy of the contract and transmittal and sends an advance copy thru email	None	5-10 minutes	Administrative staff
	3.7 Receives, logs, and provides a copy of the approved and notarized copy of the scholarship contract to the concerned staff and PAS	None	1-5 minutes	Administrative staff
	3.8 Files a copy of the contract to the individual folder of the staff	None	1-5 minutes	Administrative staff

Feedback and complaints mechanism

How to send feedback

Accomplish feedback/ Complaint form of the Section

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

3. Processing of Application for Study Leave

Office or Division:	Learning and Development Section
Classification:	Highly Technical
Type of Transaction:	Government to Government
Who may avail:	Internal Public
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:
Based on Annex C.2 of AO No. 16, series of 2018:	
1. Letter of Intent/Written request for non-scholarship grant duly endorsed by his/her immediate supervisor and the Regional Director	-From the requesting staff.
2. Accomplished Application Form	-May be downloaded from the network shared folder.
3. Service Record	-Request thru PAS
4. Very Satisfactory (VS) ratings for the last two (2) consecutive rating periods	-Request thru HRPPMS
5. Certification of No Pending Administrative/Criminal (CNPAC) Charge filed against the applicant	-Request thru PAS
6. Certification of No Current Service Obligation and No Pending Nomination related to other Local/Foreign Scholarship or Training Program	-Request thru LDS
7. Updated Personal Data Sheet (PDS)	-May be downloaded from the network shared folder.
8. Accomplished Application for Leave Form	-May be downloaded from the network shared folder.

9. Permit to take Board/ Licensure Examination or Schedule of Examination, in preparation for professional licensure or comprehensive examinations		-From the Professional Regulation Commission or school/university where the requesting staff is enrolled.		
10. School Registration/ Enrollment Form/ Schedule of Classes, for completion of academic requirements such as thesis or practicum		-From the school/university where the requesting staff is enrolled.		
Client steps (Proseso ng kliyente)	Section's Actions (Aksiyon ng Section)	Fees to be paid (Babayarin)	Processing time (Oras na magugugol)	Persons Responsible (Opisyaes na tutugon)
1. Submits the duly endorsed request with complete documentary requirements to LDS.	1.1 Receives and logs the request.	None	1-5 minutes	Administrative staff
	1.2 Screens the completeness of the documentary requirements.	None	5-10 minutes	Technical staff
	1.3 Assesses if the applicant meets the minimum qualification criteria.	None	5-10 minutes	Technical staff
	1.3.1 If the applicant does not meet the qualification criteria, a regret letter is prepared and reviewed, routes for signing, and is send to the concerned staff.	None	1-2 hours	Technical staff, LDS Head, Administrative staff
	1.3.2 If the applicant meets the minimum qualification criteria, proceed to the next step.			
	1.4 Prepares the matrix of applicant.	None	15-30 minutes	Technical staff

	1.5 Coordinates with PDC Chairperson for the schedule of meeting/deliberation.	None	1-5 minutes	Administrative staff
	1.6 Prepares the notice of meeting.	None	5-10 minutes	Administrative staff
	1.7 Routes the notice of meeting for signing.	None	1-5 minutes	Administrative staff
	1.8 Receives and routes/sends thru email the hard copy of the notice of meeting.	None	1-5 minutes	Administrative staff
	1.9 Conducts the deliberation.	None	1-2 hours	Administrative or technical staff
	1.10 Prepares the resolutions.	None	30 minutes-1 hour	Technical staff
	1.11 Reviews the resolution.	None	5-10 minutes	LDS Head
	1.12 Routes the resolution for signing of the committee members.	None	1 day	Administrative staff
	1.13 Receives and logs the signed/approved resolution.	None	1-5 minutes	Administrative staff
	1.14 Prepares the study leave contract and congratulatory letter.	None	30 minutes-1 hour	Technical staff
	1.15 Reviews the contract and congratulatory letter.	None	5-10 minutes	LDS Head

	1.16 Routes the contract for content review/approval and the letter for signing.	None	1-5 minutes	Administrative staff
	1.16.1 Revises the contract based on the inputs.	None	15-30 minutes	Technical staff
	1.17 Routes the contract and letter to the concerned staff.	None	1-5 minutes	Administrative staff
2. Receives the congratulatory letter and contract, signs the contract, routes the contract for signing of the guarantor.	2.1 Receives the contract and routes for signing of the Regional Director.	None	1-2 days	Administrative staff
	2.2 Receives the signed contract, routes to the concerned, and provide instructions for the notarization.	None	5-10 minutes	Administrative staff
3. Facilitates the notarization of the contract and submits back to LDS.	3.1 Receives and logs the notarized copy of the contract.	PHP 50.00	1-2 days	Administrative staff
	3.2 Releases a copy to the concerned staff and to PAS.	None	1-5 minutes	Administrative staff
	3.3 Files a copy of the contract to the individual folder of the staff.	None	1-5 minutes	Administrative staff

Feedback and complaints mechanism

How to send feedback

Accomplish feedback/ Complaint form of the Section

How Feedbacks are processed

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

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

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

Office or Division:		Learning and Development Section		
Classification:		Simple		
Type of Transaction:		Government to Government		
Who may avail:		Internal Public		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Written request		From the requesting staff		
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
1. Submits the written request to LDS.	1.1 Receives and logs the request.	None	1-5 minutes	Administrative staff
	1.2 Prepares the certification.	None	10-20 minutes	Technical or administrative staff
	1.3 Reviews the certification.	None	1-5 minutes	LDS Head
	1.4 Routes the certification for signing.	None	1-5 minutes	Administrative staff
	1.5 Receives and routes/releases the certification to the concerned staff.	None	1-5 minutes	
	1.6 Files a copy of the certification to the individual folder of the staff.	None	1-5 minutes	Administrative staff

• Feedback and complaints mechanism

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

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

Office or Division:	Learning and Development Section			
Classification:	Highly Technical			
Type of Transaction:	Government to Government			
Who may avail:	Internal Public			
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
1. Enrollment Form		-From the scholar/grantee		
2. Official Receipt of payment		-From the scholar/grantee		
3. Monitoring reports		-May be downloaded from the network shared folder.		
4. Grades from the Previous Semester		-From the scholar/grantee		
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
1. Submits the requirements as reflected in the checklist to LDS.	1.1 Receives and logs the documents.	None	1-5 minutes	Administrative staff
	1.2 Screens and assesses of the documents.	None	5-10 minutes	Technical staff
	1.2.1 If the scholar/grantee did not meet the terms and conditions, proceed to step 1.3 under I. Monitoring of Scholars/Grantees under the Educational Program.			
	1.2.2 If the scholar/grantee meets the terms and			

	conditions, proceed to the next step.			
	1.3 Prepares the ORS/DV and attachments.	None	10-15 minutes	Technical staff
	1.4 Reviews and signs the ORS/DV and attachments.	None	1-5 minutes	LDS Head
	1.5 Routes the ORS/DV for signing and processing of the FMD.	None	1-5 minutes	Administrative staff
	1.6 Follows up with the Cash Section the status of the reimbursement. 1.6.1 If the reimbursement was already deposited to the bank account of the scholar, he/she will be informed.	None	1-5 days	Administrative staff

Feedback and complaints mechanism

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

**Contact information of
DSWD FO-CAR**

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

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

Office or Division:	Learning and Development Section			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	Internal Public			
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
1. Written request/letter of intent		-From the scholar/grantee		
2. Enrollment Form for the current semester/trimester		-From the scholar/grantee		
3. Monitoring reports for scholars		-May be downloaded from the network shared folder.		
4. Grades from the previous semester/trimester		-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 request with complete attachments to LDS.	1.1 Receives and logs the documents.	None	1-5 minutes	Administrative staff
	1.2 Screens and assesses the documents.	None	5-10 minutes	Technical staff
	1.2.1 If the scholar did not meet the terms and conditions, proceed to step 1.3 under I. Monitoring of Existing Scholars/Grantees under the Educational Support Program.			
	1.2.2 If the scholar meets the terms and			

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

	1.14 Routes the RSO for signing.	None	1-5 minutes	Administrative staff
	1.15 Receives and routes/releases the RSO to the scholar and PAS.	None	5-10 minutes	Administrative staff
	1.16 Files a copy of the RSO to the individual folder of the scholar.	None	1-5 minutes	Administrative staff

Feedback and complaints mechanism

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

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

Office or Division:	Learning and Development Section			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	Internal Public			
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Written request/letter of intent duly endorsed by his/her immediate supervisor and approved by the Regional Director		-From the requesting staff		
For those requesting for an authority to enroll only:				
1. Enrollment form for the current semester		-From the requesting staff		
2. Grades from the previous semester		-From the scholar/grantee		
3. Monitoring report for non-scholars		-May be downloaded from the network shared folder.		
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
1. Submits the request with complete attachments to LDS.	1.1 Receives and logs the request.	None	1-5 minutes	Administrative staff
	1.2 Prepares the authority to enroll or practice profession.	None	10-20 minutes	Administrative staff
	1.3 Reviews the document.	None	1-5 minutes	LDS Head
	1.4 Routes the document for signing.	None	1-5 minutes	Administrative staff

	1.5 Receives and routes/sends thru email the documents to the concerned staff. 1.5.1 Reminds the enrolled staff to submit his/her enrollment form, grades, and monitoring reports of the current semester.	None	10-20 minutes	Administrative and technical staff
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Feedback and complaints mechanism

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

8. Processing of Modified Work Schedule

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

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

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

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

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

10. Facilitation of technical assistance for internal clients

Office or Division:	Sectors			
Classification:	Complex			
Type of Transaction:	Government to Government			
Who may avail:	Sectors' Bureau			
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:			
Request form/Memorandum	Not applicable			
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
1. Submits request for technical assistance	1.1 Receives request and logs in the Data Tracking System or logbook	None	1 day	Administrative Staff
	1.2 Checks, reviews, and verify request	None	1 day	Technical Staff
	1.3 Travel to the place of activity	None	1 day	Technical Staff
	1.4 Delivers required technical assistance	None	1 day	Technical Staff
	1.5 Travel back to station	None	1 day	Head of Sectors
	1.6 Prepares and submit After	None	1 day	Head of Sectors

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

11. Facilitation of use of Training Center or Dormitory:

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

CHECKLIST OF REQUIREMENTS:

WHERE TO SECURE:

Signed Request Form

Network shared folder

Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible (Opisyales na tutugon)
1. Submits request signed request form to the GSS	1.5 Receives request and review logs	None	1 hour	Administrative Staff
	1.6 Verifies and inspects calendar of use of Training Center or Dormitory	None	1 hour	Administrative staff
	1.7 Calls and informs the requesting staff of confirmation or conflict of schedule	None	1 hour	Administrative staff
	1.8 Adjusts, updates, and confirms schedule with the requesting staff	None	1 hour	Administrative staff

Feedback and complaints mechanism

How to send feedback

Accomplish feedback/ Complaint form of the Section

How Feedbacks are processed

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

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

12.Preparation of Leave Monetization:

Office or Division:	Personnel Administration Section (PAS)			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	Internal Public			
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Leave Application Form, Resolution from the Committee, Payroll, ORS and DV		Leave Applications are to submitted by the employees (Forms are available at the DSWD FO shared folder)		
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
1. Leave Monetization	1.1 Consolidates Leave Application Forms	None	1-7 days	PAS Process Handler
	1.2 Prepares Matrix			
	1.3 Request the Convening of the Monetization Committee			
	1.4 Deliberation of Requests	None	1-4 hours	Monetization Committee
	1.5 Prepares regret/acceptance letters	None	1-4 hours	PAS Process Handler
	1.6 Prepares payroll, ORS and DV	None	1-4 hours	PAS Process Handler
	1.7 Reviews and sign	None	1-4 hours	PAS Head
	1.8 Reviews and Sign	None	1-4 hours	HRMDD Chief
	1.9 Obligation	None	1-4 hours	Budget Section

	1.1 Pre-audit	None	1-4 hours	Accounting Section
	1.10 Issues JEV and ADA			
	1.11 Approved for Payment	None	1-4 hours	ARD for Administration
	1.12 Endorses ADA to Bank	None	1-4 hours	Cash Section

Feedback and complaints mechanism

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

VI. List of Offices

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

Standards Section	CLARISSA O. PADIO Project Development Officer III 09196749257 DSWD-Field Office CAR No. 40 North Drive, Baguio City
National Household Targeting Unit	DEXTER B. SAMIDAN Regional Field Coordinator 09178540376 DSWD-Field Office CAR No. 40 North Drive, Baguio City
Unconditional Cash Transfer	BRENDEN KIM J. QUINTOS Project Development Officer IV 09212813155 DSWD-Field Office CAR No. 40 North Drive, Baguio City
Technical Assistance Resource Augmentation Unit	CLAUDINE C. COSI Social Welfare Officer III 09157084363 DSWD-Field Office CAR No. 40 North Drive, Baguio City
Office of the Assistant Regional Director for Operations	AMELYN P. CABRERA Social Welfare Officer V and OIC ARDO 09982588561 DSWD-Field Office CAR No. 40 North Drive, Baguio City
Social Welfare and Development Provincial Offices	CARMENCITA L. CHALUYEN - PAT ABRA Social Welfare Officer II 0927-809-6630/0947-921-5701 GRETCHEN P. GARCIA - PAT APAYAO Social Welfare Officer II 0929-370-6802/0997-304-7767 ELLEN G. WILLIAM - COO BAGUIO Social Welfare Officer III 0998-188-2143 MANUELA S. ORTIZ - PAT BENGUET Social Welfare Officer II 0998-198-6226 IMELDA N. TUGUINAY - PAT IFUGAO Social Welfare Officer II 0927-616-0086

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

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

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

Financial Management Division	ENRIQUE H. GASCON, JR. Chief, Financial Management Division 09154408944/09397514186 DSWD-Field Office CAR No. 40 North Drive, Baguio City
Budget Section	NORIE C. CASTAÑEDA Administrative Officer V 09277176643 DSWD-Field Office CAR No. 40 North Drive, Baguio City
Accounting Section	WILBOURN B. BACOLONG Accountant III 09773329242 DSWD-Field Office CAR No. 40 North Drive, Baguio City
Cash Section	ROSE C. MOLDERO Administrative Officer V 09266312333 DSWD-Field Office CAR No. 40 North Drive, Baguio City
<p>Contact information:</p> <p>Any irregularity using the name of DSWD-CAR or involving any of its official may be submitted to the DSWD-CAR's office at No. 40 North Drive, Baguio City or through cellphone numbers: (6374) 661-0430/ (6302) 396 6580/ +0917871 9893/ +63917-872 0256/ +63919 065 5356- 68 or through email address: focar@dswd.gov.ph or through Facebook account: www.facebook.com/dswdfocar</p>	

Prepared by:

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

Email: email@contactcenterngbayan.gov.ph

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

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

Call: 165 65

P5 +VAT per call anywhere in the Philippines via PLDT landlines



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CCCB CONTACT CENTER ng BAYAN

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