



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

**CITIZEN'S CHARTER  
2021 (5<sup>th</sup> Edition)**

## **AGENCY PROFILE**

### **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

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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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## **Learning and Development Section (LDS) (External Services)**

1. Processing of Application for the Student Internship Program

<b>Office or Division:</b>		Learning and Development Section or LDS		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Government to Clients		
<b>Who may avail:</b>		External Public		
<b>CHECKLIST OF REQUIREMENTS:</b>		<b>WHERE TO SECURE:</b>		
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		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>



1. Submits documents	1. Receives, logs, and endorses the documents to the LDS Head for appropriate action	None	1 to 5 minutes	<i>Administrative staff</i>
	<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	<i>SIP Focal Person and LDS Head</i>
	<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	<i>SIP Focal Person/Technical staff</i>
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	<i>Administrative staff</i>

	2.2 Coordinates with the applicant on the schedule of the pre-deployment orientation.	None	5-10 minutes	<i>SIP Focal Person/Technical staff</i>
<b>FEEDBACK AND COMPLAINTS MECHANISM</b>				
How to send 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			

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

<b>Office or Division:</b>	Learning and Development Section o LDS
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	Government to Clients
<b>Who may avail:</b>	External Public
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
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



<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits documents	1.1 Receives, logs, and endorses the documents to the LDS Head for appropriate action.	None	1-5 minutes	<i>Administrative staff</i>
	<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	<i>BBP Focal Person and LDS Head</i>
	<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>	None	1-5 minutes	<i>BBP Focal Person/Technical staff</i>

	1.7If there are no available slots for the requesting party, they will be considered as pool of volunteers.			
2. Submits the lacking documents (walk-in or thru email).	2.1 Receives, logs, and endorses the documents to the SIP Focal Person.	None	1-2 days	<i>Administrative staff</i>
	2.2 Coordinates with the applicant on the schedule of the pre-deployment orientation.	None	5-10 minutes	<i>BBP Focal Person/Technical staff</i>

#### FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	Accomplish feedback/ Complaint form of the Section
How Feedbacks are processed	Feedback or complaint whenever available will be addressed and facilitated by the 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

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

<b>Office or Division</b>	Learning and Development Section o LDS
<b>Classification</b>	Simple
<b>Type of Transaction</b>	Government to Clients
<b>Who may avail</b>	External Public
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
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
	From the applicant



<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>Issued by PNVSCA</p> <p>From the applicant</p> <p>Template to be issued by LDS</p>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit documents	1.1 Receives, logs, and endorses the documents to the LDS Head for appropriate action.	None	1-5 minutes	<i>Administrative staff</i>
	1.2 Screens the documents and checks availability of slots.	None	1-5 minutes	<i>BBP Focal Person and LDS Head</i>

	<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	<i>BBP Focal Person/Technical staff</i>
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	<i>Administrative staff</i>

	2.2 Coordinates with the applicant on the schedule of the pre- deployment orientation.	None	5-10 minutes	<i>BBP Focal Person/Technical staff</i>
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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 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



## **General Services Section (GSS) (External Services)**

1. Facilitation of use of Training Center or Dormitory:

<b>Office or Division:</b>		General Services Section		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Government to Clients		
<b>Who may avail:</b>		External Clients		
<b>CHECKLIST OF REQUIREMENTS:</b>		<b>WHERE TO SECURE:</b>		
Signed Request Form		Network shared folder		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON 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

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>				
How to send 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			

## **8888 Focal Person (External Services)**



1. Facilitation of grievances through 8888 hotlines:

<b>Office or Division:</b>		8888 Focal Person		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Government to Government		
<b>Who may avail:</b>		External Public		
<b>CHECKLIST OF REQUIREMENTS:</b>		<b>WHERE TO SECURE:</b>		
Request form		Not Applicable		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits copy of grievance through email	1.1 Receives and logs copy of grievance	None	5 minutes	<i>Administrative staff</i>
	1.2 Transmit to concerned proper owner the copy of the grievance	None	1 hour	<i>Administrative staff</i>
2. Returns response to grievance	2.1 Ensures that response is sent to the 8888 focal persons at the Central Office	None	1 hour	<i>Technical staff</i>
	2.2 Encodes documents response to the database	None	1 hour	<i>Technical staff</i>

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send 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

## **Minors Travelling Abroad (External Services)**



1. Assessment of Applicants for Minors Travelling Abroad:

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

		If Medical Reasons: Additional Requirements- Certification from Hospital Abroad and Recommendation of local attending physician/hospital.  Other documents needed from the applicants		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESS-ING TIME	PERSON 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	None	15 mins	Social Worker

	for assessment and issuance of Permit	final		
<b>FEEDBACK AND COMPLAINTS MECHANISM</b>				
How to send 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 or the MTA Supervisor			
How complaint is addressed	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the PAT Leader / MTA Supervisor			
Complaint through 8888 Desk/ Hotline	PAT Leader / MTA Supervisor will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit			
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff			



## **Social Welfare and Development Office (External Services)**

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

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

		c. Copy of School ID of student d. Copy of valid ID of client e. Barangay certificate of client <b>For Transportation assistance</b> a. Copy of valid ID of client b. Police Blotter <b>Food assistance for hospital watcher</b> a. Medical Certificate b. Copy of valid ID of client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquires desired assistance	1.1 Secures all requirements depends on type of assistance are present	None	5 mins	<i>Social Worker</i>
2. Client submit complete requirements	2.1 Review requirement	None	10 mins	<i>Social Worker</i>
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	<i>Social Worker/STL</i>



4. Provides of Guarantee Letter	4.1 Prepares supplemental assessment report for referrals for Guarantee Letter	None	20 mins	<i>Social Worker</i>
	4.2 Applicant, Social Worker & SDO sign on Certificate of Illegibility for Guarantee Letter	None	5 mins	<i>Applicant, Social Worker and SDO</i>
5.1. Submits Guarantee Letter to Service Provider	5.1 Submitted documents for guarantee letter to DSWD Field Office for action	None	1 day	<i>Regional Director</i>
	5.2 Receives Promissory Note from DSWD Field Office and submit to service provider	None	1 hour	<i>Social Worker</i>
	5.3 Receives and delivers checks for service provider		1 day	<i>Social Worker</i>

#### FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	Accomplish feedback/ Complaint form of the Section
How Feedbacks are processed	Feedback or complaint whenever available will be addressed and facilitated by the 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



**Office of the Assistant Regional Director for  
Administration (OARDA)  
(Internal Services)**

1. Provision of Technical Assistance for internal clients

<b>Office or Division:</b>		Office of the Assistant Regional Director for Administration or OARDA		
<b>Classification:</b>		Complex		
<b>Type of Transaction:</b>		Government to Client		
<b>Who may avail:</b>		Internal Public		
<b>CHECKLIST OF REQUIREMENTS:</b>		<b>WHERE TO SECURE:</b>		
Documents relevant to the Issues and Concerns		Concerned ODSUs		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESS-ING TIME	PERSON 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	None	2-3 hours	OIC ARDA



	interventions on how to resolve the issues/concerns			
	2.3 Log the technical assistance provided	None	1 hour	OIC ARDA

#### FEEDBACK AND COMPLAINTS MECHANISM

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



## **Learning and Development Section (LDS) (Internal Services)**

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

<b>Office or Division:</b>	Learning and Development Section
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	Government to Government
<b>Who may avail:</b>	Internal Public
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
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)  8. Regional Personnel Development Committee Resolution  9. Medical Certificate (for Foreign Scholarships)		May be downloaded from the network shared folder.  LDS  Issued by any authorized government physician		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESS-ING TIME	PERSON RESPONSIBLE
1. Submit invitation to apply for scholarship	1.1 Receives and logs the invitation to apply for scholarship	None	1-5 minutes	<i>Administrative staff</i>
	1.2 Prepares the call for application	None	15-30 minutes	<i>Administrative or technical staff</i>
	1.3 Reviews the call for application	None	5-10 minutes	<i>LDS Head</i>
	1.4. Routes the call for application for signing	None	1-5 minutes	<i>Administrative staff</i>
	1.5 Receives and routes/sends thru email the hard copy of the call for application	None	1-5 minutes	<i>Administrative staff</i>
2. Accomplishes the application form and secures and submits to the LDS the necessary requirements	2.1 Receives and screens the submitted requirements, and assesses if the applicant meets the minimum qualification criteria  2.3 If the applicant does not meet the qualification criteria, a regret letter is prepared, routes for signing, and is send to the concerned staff	None	1-5 days (depending on the given deadline of submission of application)	<i>Technical staff</i>  <i>Technical staff, LDS Head, Administrative staff</i>



	2.3 If the applicant meets the minimum qualification criteria, proceed to the next step.			
	2.4 Prepares the matrix of applicant and selection criteria	None	1 hour	<i>Technical staff</i>
	2.5 Coordinates with PDC Chairperson for the schedule of meeting/deliberation	None	1-5 minutes	<i>Administrative staff</i>
	2.6 Prepares the notice of meeting	None	5-10 minutes	<i>Administrative staff</i>
	2.7 Routes the notice of meeting for signing	None	1-5 minutes	<i>Administrative staff</i>
	2.8 Receives and routes/sends thru email the hard copy of the notice of meeting	None	1-5 minutes	<i>Administrative staff</i>
	2.9 Conducts the deliberation	None	1-2 hours	<i>Administrative or technical staff</i>
	2.10 Prepares the resolutions	None	30 minutes-1 hour	<i>Technical staff</i>
	2.11 Reviews the resolution	None	5-10 minutes	<i>LDS Head</i>
	2.12 Routes the resolution for signing of the committee members	None	1 days	<i>Administrative staff</i>
	2.13 Receives and logs the signed/approved resolution	None	1-5 minutes	<i>Administrative staff</i>



	2.14 Prepares the transmittal of the applicant's documents to the PDC Secretariat in Central Office	None	10-15 minutes	<i>Administrative or technical staff</i>
	2.15 Reviews the transmittal	None	1-5 minutes	<i>LDS Head</i>
	2.16 Routes the transmittal for signing	None	1-5 minutes	<i>Administrative staff</i>
	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	<i>Administrative staff</i>
	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	<i>Technical staff</i>
	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	<i>Technical staff, LDS Head, administrative staff</i>
	6.16.2 If the applicant was considered for the scholarship, a congratulatory letter will be prepared and	None	1-2 hours	<i>Technical staff, LDS Head, administrative staff</i>

	reviewed, routes for signing, and sends to the concerned staff together with the contract to be signed			
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	<i>Administrative staff</i>
	3.2 Prepares the transmittal to the PDC Secretariat of the Central Office	None	10-20 minutes	<i>Technical or administrative staff</i>
	3.3 Reviews the transmittal	None	1-5 minutes	<i>LDS Head</i>
	3.4 Routes transmittal for signing	None	1-5 minutes	<i>Administrative staff</i>
	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	<i>Administrative staff</i>
	3.6 Scans copy of the contract and transmittal and sends an advance copy thru email	None	5-10 minutes	<i>Administrative staff</i>
	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	<i>Administrative staff</i>
	3.8 Files a copy of the contract to the individual folder of the staff	None	1-5 minutes	<i>Administrative staff</i>

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send 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 LDS Supervisor
Complaint through 8888 Desk/ Hotline	LDS Supervisor will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff



## 2. Processing of Application for Study Leave

<b>Office or Division:</b>	Learning and Development Section
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	Government to Government
<b>Who may avail:</b>	Internal Public
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<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</li> <li>2. Accomplished Application Form</li> <li>3. Service Record</li> <li>4. Very Satisfactory (VS) ratings for the last two (2) consecutive rating periods</li> <li>5. Certification of No Pending Administrative/Criminal (CNPAC) Charge filed against the applicant</li> <li>6. Certification of No Current Service Obligation and No Pending Nomination related to other Local/Foreign Scholarship or Training Program</li> </ol>	<p>-From the requesting staff.</p> <p>-May be downloaded from the network shared folder.</p> <p>-Request thru PAS</p> <p>-Request thru HRPPMS</p> <p>-Request thru PAS</p> <p>-Request thru LDS</p>



<p>7. Updated Personal Data Sheet (PDS)</p> <p>8. Accomplished Application for Leave Form</p> <p>9. Permit to take Board/ Licensure Examination or Schedule of Examination, in preparation for professional licensure or comprehensive examinations</p> <p>10. School Registration/ Enrollment Form/ Schedule of Classes, for completion of academic requirements such as thesis or practicum</p>		<p>-May be downloaded from the network shared folder.</p> <p>-May be downloaded from the network shared folder.</p> <p>-From the Professional Regulation Commission or school/university where the requesting staff is enrolled.</p> <p>-From the school/university where the requesting staff is enrolled.</p>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESS-ING TIME	PERSON RESPONSIBLE
1. Submits the duly endorsed request with complete documentary requirements to LDS.	1.1 Receives and logs the request.	None	1-5 minutes	<i>Administrative staff</i>
	1.2 Screens the completeness of the documentary requirements.	None	5-10 minutes	<i>Technical staff</i>
	1.3 Assesses if the applicant meets the minimum qualification criteria.	None	5-10 minutes	<i>Technical staff</i>
	<p>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.</p> <p>1.3.2 If the applicant meets the minimum qualification criteria, proceed to the next step.</p>	None	1-2 hours	<i>Technical staff, LDS Head, Administrative staff</i>

	1.4 Prepares the matrix of applicant.	None	15-30 minutes	<i>Technical staff</i>
	1.5 Coordinates with PDC Chairperson for the schedule of meeting/deliberation.	None	1-5 minutes	<i>Administrative staff</i>
	1.6 Prepares the notice of meeting.	None	5-10 minutes	<i>Administrative staff</i>
	1.7 Routes the notice of meeting for signing.	None	1-5 minutes	<i>Administrative staff</i>
	1.8 Receives and routes/sends thru email the hard copy of the notice of meeting.	None	1-5 minutes	<i>Administrative staff</i>
	1.9 Conducts the deliberation.	None	1-2 hours	<i>Administrative or technical staff</i>
	1.10 Prepares the resolutions.	None	30 minutes-1 hour	<i>Technical staff</i>
	1.11 Reviews the resolution.	None	5-10 minutes	<i>LDS Head</i>
	1.12 Routes the resolution for signing of the committee members.	None	1 day	<i>Administrative staff</i>
	1.13 Receives and logs the signed/approved resolution.	None	1-5 minutes	<i>Administrative staff</i>
	1.14 Prepares the study leave contract	None	30 minutes-1 hour	<i>Technical staff</i>



	and congratulatory letter.			
	1.15 Reviews the contract and congratulatory letter.	None	5-10 minutes	<i>LDS Head</i>
	1.16 Routes the contract for content review/approval and the letter for signing.	None	1-5 minutes	<i>Administrative staff</i>
	1.17 Revises the contract based on the inputs.	None	15-30 minutes	<i>Technical staff</i>
	1.18 Routes the contract and letter to the concerned staff.	None	1-5 minutes	<i>Administrative staff</i>
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	<i>Administrative staff</i>
	2.2 Receives the signed contract, routes to the concerned, and provide instructions for the notarization.	None	5-10 minutes	<i>Administrative staff</i>
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	<i>Administrative staff</i>
	3.2 Releases a copy to the concerned staff and to PAS.	None	1-5 minutes	<i>Administrative staff</i>
	3.3 Files a copy of the contract to the individual folder of the staff.	None	1-5 minutes	<i>Administrative staff</i>

#### FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	Accomplish feedback/ Complaint form of the Section
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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 LDS Supervisor
Complaint through 8888 Desk/ Hotline	LDS Supervisor will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff



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

<b>Office or Division:</b>		Learning and Development Section		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Government to Government		
<b>Who may avail:</b>		Internal Public		
<b>CHECKLIST OF REQUIREMENTS:</b>		<b>WHERE TO SECURE:</b>		
Written request		From the requesting staff		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESS-ING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits the written request to LDS.	1.1 Receives and logs the request.	None	1-5 minutes	<i>Administrative staff</i>
	1.2 Prepares the certification.	None	10-20 minutes	<i>Technical or administrative staff</i>
	1.3 Reviews the certification.	None	1-5 minutes	<i>LDS Head</i>
	1.4 Routes the certification for signing.	None	1-5 minutes	<i>Administrative staff</i>
	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	<i>Administrative staff</i>

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send 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 Supervisor
How complaint is addressed	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the LDS Supervisor
Complaint through 8888 Desk/ Hotline	LDS Supervisor will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff



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

<b>Office or Division:</b>		Learning and Development Section		
<b>Classification:</b>		Highly Technical		
<b>Type of Transaction:</b>		Government to Government		
<b>Who may avail:</b>		Internal Public		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESS-ING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits the requirements as reflected in the checklist to LDS.	1.1 Receives and logs the documents.	None	1-5 minutes	<i>Administrative staff</i>
	1.2 Screens and assesses of the documents.  1.2.1 If the scholar/grantee did not meet the terms and conditions, proceed to step 1.3 under I. Monitoring of Scholars/Grantees under the Educational Program.  1.2.2 If the scholar/grantee meets the terms and	None	5-10 minutes	<i>Technical staff</i>

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

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



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

<b>Office or Division:</b>		Learning and Development Section		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Government to Government		
<b>Who may avail:</b>		Internal Public		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESS-ING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits the request with complete attachments to LDS.	1.1 Receives and logs the documents.	None	1-5 minutes	<i>Administrative staff</i>
	1.2 Screens and assesses the documents.  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.	None	5-10 minutes	<i>Technical staff</i>

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



	1.15 Receives and routes/releases the RSO to the scholar and PAS.	None	5-10 minutes	<i>Administrative staff</i>
	1.16 Files a copy of the RSO to the individual folder of the scholar.	None	1-5 minutes	<i>Administrative staff</i>

#### FEEDBACK AND COMPLAINTS MECHANISM

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

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

<b>Office or Division:</b>	Learning and Development Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Government			
<b>Who may avail:</b>	Internal Public			
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>			
Written request/letter of intent duly endorsed by his/her immediate supervisor and approved by the Regional Director	-From the requesting staff  -From the requesting staff  -From the scholar/grantee  -May be downloaded from the network shared folder.			
For those requesting for an authority to enroll only:				
1. Enrollment form for the current semester  2. Grades from the previous semester  3. Monitoring report for non-scholars				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESS-ING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits the request with complete attachments to LDS.	1.1 Receives and logs the request.	None	1-5 minutes	<i>Administrative staff</i>
	1.2 Prepares the authority to enroll or practice profession.	None	10-20 minutes	<i>Administrative staff</i>
	1.3 Reviews the document.	None	1-5 minutes	<i>LDS Head</i>
	1.4 Routes the document for signing.	None	1-5 minutes	<i>Administrative staff</i>



	<p>1.5 Receives and routes/sends thru email the documents to the concerned staff.</p> <p>1.6. Reminds the enrolled staff to submit his/her enrollment form, grades, and monitoring reports of the current semester.</p>	None	10-20 minutes	<i>Administrative and technical staff</i>
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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 LDS Supervisor
How complaint is addressed	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the LDS Supervisor
Complaint through 8888 Desk/ Hotline	LDS Supervisor will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff

## 7. Processing of Modified Work Schedule

<b>Office or Division:</b>	Learning and Development Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Government			
<b>Who may avail:</b>	Internal Public			
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>			
Records of work schedules and request or memorandum requesting for work schedule	Not applicable (Generic request may be used by the requesting staff)			
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESS-ING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	<i>Technical Staff</i>
	1.2 If eligible, prepares, countersigns, and sends response to the Regional Director for signature	None	1 day	<i>Technical Staff</i>
	1.3 If not eligible, prepares, countersigns, and sends response to the Regional Director for signature			
	1.4 Signs the report	None	5 hours	<i>Regional Director</i>
	1.5 Releases correspondence to Records Section	None	1 day	<i>Administrative Staff</i>



<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send 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 Supervisor
How complaint is addressed	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the LDS Supervisor
Complaint through 8888 Desk/ Hotline	LDS Supervisor will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff



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

<b>Office or Division:</b>		Learning and Development Section		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Government to Government		
<b>Who may avail:</b>		Internal Public		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Records of work schedules and request or memorandum requesting authority to enroll		Not applicable (Generic request may be used by the requesting staff)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESS-ING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	<i>Technical Staff</i>
	1.2 If eligible, prepares, countersigns, and sends response to the Regional Director for signature	None	1 day	<i>Technical Staff</i>
	1.3 If not eligible, prepares, countersigns, and sends response to the Regional Director for signature			
	1.4 Signs the report	None	5 hours	<i>Regional Director</i>
	1.5 Releases correspondence to Records Section	None	1 day	<i>Administrative Staff</i>

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send 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 Supervisor
How complaint is addressed	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the LD S Supervisor.
Complaint through 8888 Desk/ Hotline	LDS Supervisor will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff

## **Sectors (Internal Services)**



# 1. Facilitation of technical assistance for internal clients

<b>Office or Division:</b>		Sectors		
<b>Classification:</b>		Complex		
<b>Type of Transaction:</b>		Government to Government		
<b>Who may avail:</b>		Sectors' Bureau		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request form/Memorandum		Not applicable		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESS-ING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits request for technical assistance	1.1 Receives request and logs in the Data Tracking System or logbook	None	1 day	<i>Administrative Staff</i>
	1.2 Checks, reviews, and verify request	None	1 day	<i>Technical Staff</i>
	1.3 Travel to the place of activity	None	1 day	<i>Technical Staff</i>
	1.4 Delivers required technical assistance	None	1 day	<i>Technical Staff</i>
	1.5 Travel back to station	None	1 day	<i>Head of Sectors</i>
	1.6 Prepares and submit After Activity Report	None	1 day	<i>Head of Sectors</i>

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

## **General Services Section (Internal Services)**



1. Facilitation of use of Training Center or Dormitory:

<b>Office or Division:</b>	General Services Section (GSS)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Government			
<b>Who may avail:</b>	Internal Public			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Signed Request Form		Network shared folder		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESS-ING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits request signed request form to the GSS	1.1 Receives request and review logs	None	1 hour	<i>Administrative Staff</i>
	1.2 Verifies and inspects calendar of use of Training Center or Dormitory	None	1 hour	<i>Administrative staff</i>
	1.3 Calls and informs the requesting staff of confirmation or conflict of schedule	None	1 hour	<i>Administrative staff</i>
	1.4 Adjusts, updates, and confirms schedule with the requesting staff	None	1 hour	<i>Administrative staff</i>
<b>FEEDBACK AND COMPLAINTS MECHANISM</b>				
How to send 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 Supervisor.			
How complaint is addressed	Any complaint written, through private message, text or complaint through quad-media will be immediately addressed by the GSS Supervisor			

Complaint through 8888 Desk/ Hotline	GSS Supervisor will facilitate the response within the reglementary period and send response to 8888 hotline and Internal Audit Unit
How complaints are processed	Concerned Division Chief may issue Show Cause Order for violations committed by permanent or contractual staff or Letter of Explanation for non-permanent staff

## **Personnel Administrative Section (Internal Services)**



1. Preparation of Leave Monetization:

<b>Office or Division:</b>		Personnel Administration Section (PAS)		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Government to Government		
<b>Who may avail:</b>		Internal Public		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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	AGENCY ACTIONS	FEES TO BE PAID	PROCESS-ING TIME	PERSON 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

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

#### FEEDBACK AND COMPLAINTS MECHANISM

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



Department of Social Welfare and Development



### List of Offices

Office	Address	Contact Information
Office of the Regional Director	<b>ARNEL B. GARCIA, CESO II</b> Regional Director DSWD-Field Office CAR No. 40 North Drive, Baguio City	09062767218
Legal Unit	<b>MICHELLE B. GAYAGAY-LEE</b> Attorney III DSWD-Field Office CAR No. 40 North Drive, Baguio City	09399277322
Social Marketing Unit	<b>NERIZZA FAYE G. VILLANUEVA-TRINIDAD</b> Information Officer II DSWD-Field Office CAR No. 40 North Drive, Baguio City	09272815741
Internal Audit Unit	<b>JESSE REY F. RIOS</b> Management and Audit Analyst II DSWD-Field Office CAR No. 40 North Drive, Baguio City	09497840108
Social Technology	<b>BRENDA C. CONSOLACION</b> Project Development Officer III DSWD-Field Office CAR No. 40 North Drive, Baguio City	09123219930
Pantawid Pamilyang Pilipino Program	<b>FATIMA D. FLORENDO</b> Project Development Officer V and Division Chief DSWD-Field Office CAR No. 40 North Drive, Baguio City	091833917282
Policy and Plans Division	<b>MARY ANN G. BUCLAO</b> Social Welfare Officer IV and OIC Division Chief DSWD-Field Office CAR No. 40 North Drive, Baguio City	09178619904
Policy and Plans Development Section	<b>LIEZYL T. ASTODILLO</b> Planning Officer III DSWD-Field Office CAR No. 40 North Drive, Baguio City	09982553511



Standards Section	<b>CLARISSA O. PADIO</b> Project Development Officer III DSWD-Field Office CAR No. 40 North Drive, Baguio City	09196749257
National Household Targeting Unit	<b>DEXTER B. SAMIDAN</b> Regional Field Coordinator DSWD-Field Office CAR No. 40 North Drive, Baguio City	09178540376
Unconditional Cash Transfer	<b>BRENDEN KIM J. QUINTOS</b> Project Development Officer IV DSWD-Field Office CAR No. 40 North Drive, Baguio City	09212813155
Technical Assistance Resource Augmentation Unit	<b>CLAUDINE C. COSI</b> Social Welfare Officer III DSWD-Field Office CAR No. 40 North Drive, Baguio City	09157084366
Office of the Assistant Regional Director for Operations	<b>AMELYN P. CABRERA</b> Social Welfare Officer V and OIC ARDO DSWD-Field Office CAR No. 40 North Drive, Baguio City	09982588561

Social Welfare and Development Provincial Offices	<b>CARMENCITA L. CHALUYEN - PAT ABRA</b> Social Welfare Officer II	0927-809-6630/0947-921-5701
	<b>GRETCHEN P. GARCIA - PAT APAYAO</b> Social Welfare Officer II	0929-370-6802/0997-304-7767
	<b>ELLEN G. WILLIAM - COO BAGUIO</b> Social Welfare Officer III	0998-188-2143
	<b>MANUELA S. ORTIZ - PAT BENGUET</b> Social Welfare Officer II	0998-198-6226
	<b>IMELDA N. TUGUINAY - PAT IFUGAO</b> Social Welfare Officer II	0927-616-0086
	<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. CLAU</b> Social Welfare Officer III DSWD-Field Office CAR No. 40 North Drive, Baguio City	09392614614/09278095675
Regional Haven for Women and Girls	<b>EDNA S. BENITEZ</b> Social Welfare Office IV DSWD-Field Office CAR No. 40 North Drive, Baguio City	09278095635
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 DSWD-Field Office CAR No. 40 North Drive, Baguio City	09155242368
Community Based Services	<b>EDELINE D. GENOVE</b> Social Welfare Officer III DSWD-Field Office CAR No. 40 North Drive, Baguio City	09179780078
Sectors	<b>LIBERTINE A. BALICDANG</b> Social Welfare Officer IV DSWD-Field Office CAR No. 40 North Drive, Baguio City	09477748317
Crisis Intervention Section	<b>JUDITH L. DE GUZMAN</b> Social Welfare Officer IV DSWD-Field Office CAR No. 40 North Drive, Baguio City	09393743541
Capacity Building Section	<b>JERRY D. JULIAN</b> Training Specialist III DSWD-Field Office CAR No. 40 North Drive, Baguio City	09458037518
Disaster Response Management Division	<b>MARIFIL C. JUGAL</b> Planning Officer IV and OIC Division Chief DSWD-Field Office CAR No. 40 North Drive, Baguio City	09982588553
Promotive Services Division	<b>AMELYN P. CABRERA</b> Chief, Promotive Services Division DSWD-Field Office CAR No. 40 North Drive, Baguio City	09982588561



Kapit-bisig Laban Sa Kahirapan	<b>ARNOLD D. LARTEC</b> Social Welfare Officer IV DSWD-Field Office CAR No. 40 North Drive, Baguio City	09981903509
Sustainable Livelihood Program	<b>NOVELIA N. POCDING</b> Social Welfare Officer III DSWD-Field Office CAR No. 40 North Drive, Baguio City	09205650451
Office of the Assistant Regional Director for Administration	<b>ENRIQUE H. GASCON, JR</b> Chief Administrative Officer and ARDA DSWD-Field Office CAR No. 40 North Drive, Baguio City	09154408944/09397514186
Information and Communications Technology Section	<b>LOVEMAR A. CANLAS</b> Information Technology Officer II DSWD-Field Office CAR No. 40 North Drive, Baguio City	09989941446
Administrative Division	<b>RINA CLAIRE L. REYES</b> Supervising Administrative Officer and OIC Chief DSWD-Field Office CAR No. 40 North Drive, Baguio City	09209084230
General Services Section	<b>AILEEN M. BALLESTEROS</b> Administrative Officer II DSWD-Field Office CAR No. 40 North Drive, Baguio City	09982588571
Property, Supply and Asset Management Section	<b>JESSIE F. CHELIM</b> Administrative Officer V DSWD-Field Office CAR No. 40 North Drive, Baguio City	09565406060
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Records and Management Section	<b>RAINIER C. PENA</b> Administrative Officer III DSWD-Field Office CAR No. 40 North Drive, Baguio City	09954890778
Building and Grounds Maintenance Section	<b>JESSIE F. CHELIM</b> Administrative Officer V, Concurrent Head DSWD-Field Office CAR No. 40 North Drive, Baguio City	09565406060
Human Resources Management and Development Division	<b>RONILO R. FLORES</b> Administrative Officer V and OIC Chief DSWD-Field Office CAR No. 40 North Drive, Baguio City	09171281266
Personnel Administration Section	<b>JULIE A. GASCON</b> Administrative Officer V DSWD-Field Office CAR No. 40 North Drive, Baguio City	09997890216
Human Resource Welfare Section	<b>KATHLEEN GLORY V. CASUGA</b> Administrative Officer IV DSWD-Field Office CAR No. 40 North Drive, Baguio City	09957565165
Human Resource Planning and Performance Section	<b>RONILO R. FLORES</b> Administrative Officer V DSWD-Field Office CAR No. 40 North Drive, Baguio City	09171281266
Learning and Development Section	<b>BONAFE B. RAMOS</b> Training Specialist I DSWD-Field Office CAR No. 40 North Drive, Baguio City	09126739037
Financial Management Division	<b>ENRIQUE H. GASCON, JR.</b> Chief, Financial Management Division DSWD-Field Office CAR No. 40 North Drive, Baguio City	09154408944/09397514186



Budget Section	<b>NORIE C. CASTAÑEDA</b> Administrative Officer V DSWD-Field Office CAR No. 40 North Drive, Baguio City	09277176643
Accounting Section	<b>WILBOURN B. BACOLONG</b> Accountant III DSWD-Field Office CAR No. 40 North Drive, Baguio City	09773329242
Cash Section	<b>ROSE C. MOLDERO</b> Administrative Officer V DSWD-Field Office CAR No. 40 North Drive, Baguio City	09266312333

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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**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.

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