



**DEPARTMENT OF SOCIAL WELFARE
AND DEVELOPMENT**

CITIZEN'S CHARTER
2019 (1st Edition)

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Field Office I

Internal Services

1. Application for Leave

Processing of vacation, sick, maternity and other kinds of leave prior spending such.

Office or Division:	Human Resource Management and Development Division – Personnel Administration Section			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	DSWD Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Two (2) original copies of duly accomplished Application for Leave (AFL) form		End user		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished AFL form.	1. Receive AFL and process application.	None	2 Minutes	<i>Administrative Aide III/IV (Personnel Administration Section - PAS)</i>
	1.1 Certify leave credits.	None	1 Minute	<i>Administrative Officer IV (PAS)</i>
	1.2 Approve AFL.	None	5 Minutes	<i>Assistant Regional Director for Administration (Office of the Assistant Regional Director for Administration)/ Regional Director (Office of the Regional Director)</i>
	1.3 Provide copy to concerned staff.	None	5 Minutes	<i>Administrative Aide III/IV (PAS)</i>
TOTAL		None	13 Minutes	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback?	Through client satisfaction measurement mechanism.
How feedbacks are processed?	Consolidate and analyze monthly, quarterly, semi-annually and annually to identify root cause analysis or other known quality management techniques and identify plans and actions that must be recommended for execution to resolve the issues and improve the situation.
How to file a complaint?	A complaint may be filed through any of the established modalities: - a telephone call (072-687-8000 loc. 216) - electronic mail (pas.fo1@dswd.gov.ph) - personal appearance at the PAS - letters addressed to the Regional Director, Mr. Marcelo Nicomedes J. Castillo
How complaints are processed?	Complaints received through the Office of the Regional Director will be forwarded to the Administrative Division for action and resolution. The resolution of all complaints consists of: 1. Submission/Receipt of a complaint 2. Recording and acknowledgement of complaint 3. Data Gathering and Investigation 4. Resolution 5. Final Feedback
Contact Information	Ms. Clarivel C. Banzuela Chief, Human Resource Management and Development Division (072) 687-8000 loc. 216
Contact Information of CCB, PCC, ARTA	ARTA: complaints@arta.gov.ph 8478 5093 PCC: 8888 CCB: 0908-881-6565 (SMS)

2. Cancellation of Property Accountability

In order to effect cancellation of accountability and to secure proper clearance certificate in the event of personnel movement, accountable officers/employees/COS workers request cancellation by proper turnover or surrender to PSMS all properties issued to them.

Office or Division:	Administrative Division – Property and Supply Management Section			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	DSWD Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Furniture and Equipment Slip (FETS)		Property and Supply Management Section (PSMS)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Turn over the equipment to PSMS together with the FETS.	1. Receive the equipment with the FETS.	None	5 Minutes	<i>Administrative Aide IV (PSMS)</i>
	1.1 Keep equipment in the staging area.	None	10 Minutes	<i>Administrative Assistant II (PSMS)</i>
	1.2 Sign the FETS.	None	3 Minutes	<i>Administrative Officer (PSMS)</i>
	1.3 Update the Property Logbook, Property Card, and Database.	None	20 Minutes	<i>Administrative Assistant II (PSMS)</i>
	1.4 Retrieve copy of the documents from the Accountability Folder of the employee.	None	10 Minutes	<i>Administrative Assistant II (PSMS)</i>
	1.5 Prepare Letter of Cancellation of Property Accountability receipt (PAR).	None	10 Minutes	<i>Administrative Assistant II (PSMS)</i>
	1.6 Sign the letter of cancellation.	None	3 Minutes	<i>Administrative Officer (PSMS)</i>
	1.7 Receive copy of the signed letter of cancellation.	None	3 Minutes	<i>Administrative Assistant II (PSMS)</i>

	1.8 Receive signed letter of cancellation for distribution to end user.	None	5 Minutes	<i>Administrative Assistant (PSMS) //</i>
2. Receive original copy of the documents.	-	None	-	
TOTAL		None	1 Hour and 9 Minutes	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback?	Through client satisfaction measurement mechanism.
How feedbacks are processed?	Consolidate and analyze monthly, quarterly, semi-annually and annually to identify root cause analysis or other known quality management techniques and identify plans and actions that must be recommended for execution to resolve the issues and improve the situation.
How to file a complaint?	A complaint may be filed through any of the established modalities: - a telephone call (072-687-8000 loc. 216) - electronic mail (psms.fo1@dswd.gov.ph) - personal appearance at the PSMS - letters addressed to the Regional Director, Mr. Marcelo Nicomedes J. Castillo
How complaints are processed?	Complaints received through the Office of the Regional Director will be forwarded to the Administrative Division for action and resolution. The resolution of all complaints consists of: 1. Submission/Receipt of a complaint 2. Recording and acknowledgement of complaint 3. Data Gathering and Investigation 4. Resolution 5. Final Feedback
Contact Information	Ms. Anniely J. Ferrer Concurrent Chief, Administrative Division (072) 687-8000 loc. 202
Contact Information of CCB, PCC, ARTA	ARTA: complaints@arta.gov.ph 8478 5093 PCC: 8888 CCB: 0908-881-6565 (SMS)

3. Data Sharing - Statistics/Raw Data Request

Generation of source data, unprocessed anonymized data or numerical processed data as requested by the client.

Office or Division:	Policy and Plans Division – National Household Targeting System			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizens G2G – Government to Government G2B – Government to Business			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Request (specify purpose and data requested) or Accomplished Listahanan Statistics Request Form		Applicant or Policy and Plans Division (PPD) – National Household Targeting System (NHTS)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send Letter of Request or accomplished Listahanan Request Form addressed to the Regional Director for request of statistical data/ raw data generated from <i>Listahanan</i> .	1. Receive and record the request in the DocuTrack (<i>DSWD Document Tracking System</i>). The request is forwarded to the Office of the Director.	None	10 Minutes	<i>Administrative Aide IV/VI – AAide IV/VI (Records Administration Management System - RAMS)</i>
	1.1 Receive the letter of request and endorse the letter to the Policy and Plans Division Chief.	None	4 Hours	<i>Regional Director (Office of the Director)</i>
	1.2 Forward request to NHTS/Statistician II	None	5 Minutes	<i>Administrative Aide IV (PPD)</i>
	1.3 Review the request, if the request is: a. <i>Not clear</i> – In case of vague data request, the Statistician will coordinate with the data users to clarify the data requirements. He/ She shall provide recommendations on other possible data that can be	None	4 Hours	<i>Regional Associate Statistician – RAS (NHTS)</i>

	<p>requested if the requested data is not available in the <i>Listahanan</i> database.</p> <p>b. <i>Clear</i> – Statistician generates statistics/ data requested.</p>	None	1 Day	<i>Regional Associate Statistician (NHTS)</i>
	<p>1.4 The generated statistical/raw data shall be submitted to the NHTS Head for review. If the statistical/ raw data is:</p> <p>a. <i>Not accurate</i> – The generated statistical/ raw data will be submitted back to the Statistician for revisions.</p> <p>b. <i>Accurate</i> – The generated data statistical/ raw will be submitted to the Division Chief.</p>	None	4 Hours	<i>Regional Program Coordinator (NHTS)</i>
	<p>1.5 Endorse the facilitated data request to the Regional Director for approval and release.</p>	None	4 Hours	<i>Administrative Aide IV (PPD)</i>
	<p>1.6 Review the facilitated data request for approval to release. If the generated statistics/ raw data is:</p> <p>a. <i>Not accurate and acceptable</i> – The facilitated data request will be submitted back to the Statistician for revisions.</p> <p>b. <i>Accurate and acceptable</i> – The facilitated data request will be</p>	None	4 Hours	<i>Regional Director (Office of the Regional Director)</i>

	approved for release.			
2. Receive the data requested	2. Release the approved data request to the requesting party through email or courier.	None	10 Minutes	RAS (NHTS)/ AAide IV/VI - RAMS
TOTAL		None	3 Days, 4 Hours and 25 Minutes	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback?	Through client satisfaction measurement mechanism.
How feedbacks are processed?	Consolidate and analyze monthly, quarterly, semi-annually and annually to identify root cause analysis or other known quality management techniques and identify plans and actions that must be recommended for execution to resolve the issues and improve the situation.
How to file a complaint?	A complaint may be filed through any of the established modalities: - a telephone call (072-687-8000 loc. 221) - electronic mail (nhts.fo1@dswd.gov.ph) - personal appearance at the NHTS - letters addressed to the Regional Director, Mr. Marcelo Nicomedes J. Castillo
How complaints are processed?	Complaints received through the Office of the Regional Director will be forwarded to the Administrative Division for action and resolution. The resolution of all complaints consists of: 1. Submission/Receipt of a complaint 2. Recording and acknowledgement of complaint 3. Data Gathering and Investigation 4. Resolution 5. Final Feedback
Contact Information	Mr. Melecio C. Ubilas Jr. Chief, Policy and Plans Division (072) 687-8000 loc. 244
Contact Information of CCB, PCC, ARTA	ARTA: complaints@arta.gov.ph 8478 5093 PCC: 8888 CCB: 0908-881-6565 (SMS)

4. Disposal of Unserviceable Government Property

Processing of property that are no longer unserviceable for any cause or are no longer needed.

Office or Division:	Administrative Division – Property and Supply Management Section			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	DSWD Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Request for Disposal of Unserviceable Properties		End user		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter of Request/Memorandum for Disposal of Unserviceable Properties to the Chairperson of the Regional Property Disposal and Awards Committee (RPDAC) requesting for disposal of property.	1. Receive request for disposal.	None	2 Minutes	Secretariat (RPDAC)
	1.1 Prepare Inventory and Inspection Report of Unserviceable Property and Waste Material Report.	None	5 Minutes	Secretariat (RPDAC)
	1.2 Inform the RPDAC regarding the request.	None	5 Minutes	Secretariat (RPDAC)
	1.3 Conduct ocular inspection and inventory of items subject for disposal with the presence of representative from the resident COA.	None	20 Minutes	Members (RPDAC), State Auditor IV (Commission on Audit - COA)
	1.4 Conduct internal evaluation/appraisal of items.	None	20 Minutes	Members (RPDAC)
	1.5 Prepare and consolidate Appraisal Report.	None	10 Minutes	Secretariat (RPDAC)
	1.6 Prepare Request for Appraisal to COA.	None	5 Minutes	Secretariat (RPDAC)
	1.7 Approve Request for Appraisal.	None	5 Minutes	Members (RPDAC)

	1.8 Receive Request for Appraisal.	None	5 Minutes	<i>Position (COA)</i>
	1.9 Receive Appraisal Report from COA.	None	10 Minutes	<i>Secretariat (RPDAC)</i>
	1.10 Post advertisement or Invitation to Bid to DSWD Website and other conspicuous places.	None	3 Minutes	<i>Secretariat (RPDAC)</i>
	1.11 View possible bidders.	None	20 Minutes	<i>Secretariat (RPDAC)</i>
	1.12 Conduct bidding.	None	45 Minutes	<i>Members (RPDAC)</i>
	1.13 Evaluate the bids.	None	15 Minutes	<i>Members (RPDAC)</i>
	a. If failed bidding:			
	1.14 Repost advertisement.	None	3 Minutes	<i>Members (RPDAC)</i>
	b. If not failed bidding:			
	1.4 Submit the Financial Status of the company.	None	5 Minutes	<i>Highest Calculated Offeror (Supplier)</i>
	1.5 Issue sale to the highest calculated offeror through Notice of Award.	None	3 Minutes	<i>Secretariat (RPDAC)</i>
	1.6 Pay final price.	None	5 Minutes	<i>Highest Calculated Offeror (Supplier)</i>
	1.7 Receive payment and remits sale to the Cashier.	None	5 Minutes	<i>Members (RPDAC)</i>
	1.8 Prepare Gate Pass/Tally-Out Sheet for hauling.	None	5 Minutes	<i>Members (RPDAC)</i>

	1.9 Witness the hauling of properties.	None	5 Minutes	<i>State Auditor IV (COA)</i>
	1.10 Haul properties.	None	50 Minutes	<i>Highest Calculated Offeror (Supplier)</i>
	1.11 Update Property Record.	None	15 Minutes	<i>Secretariat (RPDAC)</i>
TOTAL		None	4 Hours and 28 Minutes	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback?	Through client satisfaction measurement mechanism.
How feedbacks are processed?	Consolidate and analyze monthly, quarterly, semi-annually and annually to identify root cause analysis or other known quality management techniques and identify plans and actions that must be recommended for execution to resolve the issues and improve the situation.
How to file a complaint?	A complaint may be filed through any of the established modalities: - a telephone call (072-687-8000 loc. 216) - electronic mail (psms.fo1@dswd.gov.ph) - personal appearance at the PSMS - letters addressed to the Regional Director, Mr. Marcelo Nicomedes J. Castillo
How complaints are processed?	Complaints received through the Office of the Regional Director will be forwarded to the Administrative Division for action and resolution. The resolution of all complaints consists of: 1. Submission/Receipt of a complaint 2. Recording and acknowledgement of complaint 3. Data Gathering and Investigation 4. Resolution 5. Final Feedback
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5. Educational Support for DSWD Employees

Educational Support for DSWD Employees is an educational opportunity for DSWD employees to build and enhance competencies to enable them to become effective contributors in the achievement of the Vision/Mission/Goal of the Department. This program covers baccalaureate and postgraduate degrees leading towards professionalization of the Department's manpower resource.

Office or Division:	Human Resource Management and Development Division – Learning and Development Section	
Classification:	Highly Technical	
Type of Transaction:	G2G - Government to Government	
Who may avail:	Qualified applicants / employees	
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	1. Memorandum from Central Office and at the Field Office on the availability of vacant scholarship slots	Central Office, Human Resource Management and Development Division (HRMDD) – Learning and Development Section (LDS)
	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	Office/Division /Section/Unit of the applicant
	3. Educational Support for DSWD Employees Application Form – Annex C.1	LDS
	4. Service Record	Personnel Administration Section (PAS)
	5. Very Satisfactory (VS) ratings for the last two (2) consecutive rating periods	Human Resource Planning and Performance Management Section (HRPPMS)
	6. Certification of No Pending Administrative / Criminal (CNPAC) Charge filed against the applicant	Human Resource Welfare Section (HRWS)
	7. Certification of No Current Service Obligation and No Pending Nomination related to other Local/Foreign Scholarship or Training Program	LDS
	8. Updated Personal Data Sheet (PDS)	Applicant
	9. Letter of Intent/ Request for Non-Scholarship Grant (Study Leave, Official Time or Fund Augmentation)	Applicant
	10. Accomplished Application for Leave Form (for Study Leave)	Applicant/PAS
	11. Permit to take Board/Licensure Examination or Schedule of Examination (for Study Leave)	Applicant
	12. School Registration/ Enrollment Form/ Schedule of Classes (for DSWD-Sponsored School/ Study Leave/Fund Augmentation for Matriculation)	School where the applicant intends to enroll / study

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request to avail scholarship.	1. Receive the request from the applicant.	None	10 Minutes	<i>Administrative Aide VI (LDS)</i>
2. Wait for the approval of the application.	2. Endorse/recommend request of applicant to the Regional Personnel Development Committee (RPDC) through the LDS.	None	1 Day	<i>Administrative Officer II (LDS)</i>
	2.1 Assess requirements and qualifications, RPDC deliberation and recommend/endorse for approval of the Regional Director.	None	10 Days	<i>Members (Personnel Development Committee - PDC)</i>
	2.2 Approve request.	None	4 Hours	<i>Regional Director (Office of the Regional Director)</i>
	2.3a If disapproved, in form employee of disapproved request.	None	4 Hours	<i>Administrative Officer II (LDS)</i>
	2.3b If approved, inform employee/nominee of approved request and requirements for compliance.	None	4 Hours	<i>Administrative Officer II (LDS)</i>
3. Secure and submit complete requirements	3. Receive the requirements.	None	10 Days	<i>Administrative Aide VI (LDS)</i>
4. Wait for the processing and approval.	4. Submit and endorse nominations and requirements to Central Office (CO) – Personnel Development Committee.	None	2 Days	<i>Administrative Officer II (LDS)</i>
	4.1a If disapproved, Prepare regret letter for the employee.	None	1 Day	<i>Administrative Officer II (LDS)</i>

	4.1b If approved, inform employee on the status of endorsement and prepare Educational Assistance Program Contract.	None	2 Days	<i>Administrative Officer II (LDS)</i>
5. Facilitate the signing of the Educational Assistance Program Contract.	5. Receive the signed/ accomplished Educational Assistance Program Contract.	None	5 Days	<i>Administrative Aide VI (LDS)</i>
6. Wait for the processing.	6. Endorse to CO – PDC for signing and notarization.	None	2 Days	<i>Administrative Officer II (LDS)</i>
	6.1 Sign Scholarship Contract for notarization.	None	5 Days	<i>CO Personnel</i>
	6.2 Inform approval of contract and furnish a copy to the scholar.	None	1 Day	<i>Administrative Officer II (LDS)</i>
7. Submit required documents for the request for sub-allotment/payment.	7. Receive the requirements such as Official Receipt, School Registration, and other supporting documents.	None	10 Days	<i>Administrative Aide VI (LDS)</i>
8. Wait for processing.	8. Endorse to CO – Human Resource Management and Development Service (HRMDS)	None	2 Days	<i>Administrative Officer II (LDS)</i>
	8.1 Assess requirements and issue Sub-Allotment Advice.	None	2 Days	<i>CO Personnel</i>
	8.2 Prepare DV/ORS for payment of school fees.	None	2 Days	<i>Administrative Aide VI (LDS)</i>
	8.3 Process DV/ORS.	None	10 Days	<i>Administrative Officer II/Administrative Assistant III or</i>

	8.4 Sign DV/ORS.	None	1 Day	<i>II/Administrative Aide IV (FMD)</i> <i>Administrative Officer V (LDS)/ Concurrent OIC Chief (HRMDD)/ Administrative Officer V (Budget Section)/ Accountant III (Accounting Section)</i>
9. Receive the Educational Assistance.	9. Issue check or deposit to scholar / grantee's account.	None	1 Day	<i>Scholar/Grantee</i>
10. Provide status / update report of Scholars (Annex C.6) and Monitoring Sheet for DSWD Funded Scholarship (Annex C.7)	10. Prepare Quarterly status report for Educational Support for DSWD Employees.	None	5 Days	<i>Scholar/Grantee /Administrative Officer V (LDS)</i>
TOTAL		None	72 Days, 12 hours and 10 Minutes	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback?	Through client satisfaction measurement mechanism.
How feedbacks are processed?	Consolidate and analyze monthly, quarterly, semi-annually and annually to identify root cause analysis or other known quality management techniques and identify plans and actions that must be recommended for execution to resolve the issues and improve the situation.
How to file a complaint?	A complaint may be filed through any of the established modalities: - a telephone call (072-687-8000 loc. 216) - electronic mail (lds.fo1@dswd.gov.ph) - personal appearance at the Learning and Development Section (LDS) - letters addressed to the Regional Director, Mr. Marcelo Nicomedes J. Castillo
How complaints are processed?	Complaints received through the Office of the Regional Director will be forwarded to the Human Resource Management and Development Division for action and resolution. The resolution of all complaint consists of: <ol style="list-style-type: none"> 1. Submission/Receipt of a complaint 2. Recording and acknowledgement of complaint 3. Data Gathering and Investigation 4. Resolution 5. Final Feedback
Contact Information	Ms. Clarivel C. Banzuela Chief, HRMDD (072) 687-8000 loc. 216
Contact Information of CCB, PCC, ARTA	ARTA: complaints@arta.gov.ph 8478 5093 PCC: 8888 CCB: 0908-881-6565 (SMS)

6. Grant of Cash Advances

Cash Advances are granted to Special Disbursing Officers (SDOs) for the conduct of activities in the implementation of programs and services.

Office or Division:	Finance and Management Division – Accounting Section			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Special Disbursing Officers (SDOs)/ Program Implementers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request for Cash Advance		End User (Program Implementer)		
2. Obligation Request and Status (ORS)		End User (Program Implementer)		
3. Disbursement Voucher (DV)		End User (Program Implementer)		
4. Approved Project Proposal		End User (Program Implementer)		
5. Cash Assistance Payroll/Approved Purchase Request		End User (Program Implementer)		
6. Notice of Obligation Request and Status and Adjustment (NORSA)		Accounting Section (Processor)		
7. Check		Cash Section (CS)		
8. Advice of Check Issued and Cancelled (ACIC)		CS		
9. Masterlist of Beneficiaries (CCAM and ESA)		Local Government Unit (LGUs)		
10. Certificate of Day Care Worker (DCW)		LGUs		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare financial documents for Cash Advance and forwards to Accounting Section (AS).	1. Validate the updated Status of Unliquidated Cash Advances of SDOs:	None	5 Minutes	<i>Administrative Assistant II / III (Accounting Section)</i>
	a. If SDO exceeds the maximum cash accountability: 1.1 Return the financial document to end user and requires liquidation of previous cash advance/s.	None	5 Minutes	<i>Administrative Aide III (Accounting Section)</i>
	b. If not: 1.1 Endorse the request for cash advance to Regional Director or	None	5 Minutes	<i>Accountant III (Accounting Section)</i>

	Designated Signatory. 1.2 Approve the request.	None	10 Minutes	<i>Regional Director (Office of the Regional Director)/ OIC-Assistant Regional Director for Administration (Office of the OIC-Assistant Regional Director for Administration)</i>
2. Forwards Financial Document to Budget Section	2. Process as to availability of Allotment. a. Available: 2.1 Assigns ORS Number. 2.2 Certify the availability of allotment on the ORS. 2.3 Forward the Financial Document to Accounting Section for processing. b. Not Available: 2.1 Return the Financial Document to end user or coordinates with the end-user (in the case of Pantawid Pamilya Pilipino Program.	None None None None	10 Minutes 10 Minutes 5 Minutes 10 Minutes	<i>Position (Budget Section)</i> <i>Administrative Officer V (Budget Section)</i> <i>Position (Budget Section)</i> <i>Administrative Assistant II / III (Budget Section)</i>
a. Available: 3. Wait for the cash advance to be processed and approved. b. Not available: 3. Receive the Financial Document and follow up	3. Assign DV Number and process as to completeness, legality, validity and computation of Cash Advance.	None	10 Minutes	<i>Administrative Aide IV or Administrative Assistant I / II / III (Accounting Section)</i>

allotment to Central Office.	a. If the financial documents are complete			
	3.1 Check if there are any adjustment on the amount of cash advance.	None	5 Minutes	<i>Administrative Aide IV or Administrative Assistant I / II / III (Accounting Section)</i>
	aa. if Yes:			
	3.2 Prepare NORSA.	None	5 Minutes	<i>Administrative Aide IV or Administrative Assistant I / II / III (Accounting Section)</i>
	3.3 Approve NORSA.	None	10 Minutes	<i>Accountant III (Accounting Section)</i>
	3.4 Return the financial document to end user for certification of adjustment.	None	10 Minutes	<i>Administrative Aide III (Accounting Section)</i>
	bb. If No:			
	3.2 Certify the completeness, validity, legality and cash availability on the DV.	None	10 Minutes	<i>Accountant III (Accounting Section)</i>
3.3 Forward financial document to designated signatory on the DV for approval for payment.	None	10 Minutes	<i>A Administrative Aide III (Accounting Section)</i>	
3.4 Approve the DV.	None	10 Minutes	<i>Regional Director or Assistant Regional Director for Operations or OIC-Assistant Regional Director for Administration or Division Chief (ORD or OARDO or OARDA or</i>	

				<i>Concerned Division)</i>
	3.5 Forward the approved financial document to Cash Section for check and ACIC preparation.	None	10 Minutes	<i>Division Clerk (ORD or OARDO or OoARDA or Concerned Division)</i>
	3.6 Prepare Check and ACIC.	None	5 Minutes	<i>Administrative Assistant I / II / III (Cash Section)</i>
	3.7 Sign the ACIC and Check.	None	10 Minutes	<i>Administrative Officer V (Cash Section)</i>
	3.8 Forward the Financial Document to Authorized Signatory for Check and ACIC.	None	5 Minutes	<i>Administrative Assistant I / II / III (Cash Section)</i>
	3.9 Approve the Check and ACIC.	None	10 Minutes	<i>Regional Director or Assistant Regional Director for Operations or OIC-Assistant Regional Director for Administration or Division Chief (ORD or OARDO or OoARDA or Concerned Division)</i>
	3.10 Forward signed documents to Cash Section for releasing of check.	None	5 Minutes	<i>Administrative Assistant II / III (ORD or OARDO or OoARDA OR Finance and Management Division)</i>
	3.11 Release signed check to End user.	None	10 minutes	<i>Administrative Assistant II / III (Cash Section)/ Special Disbursing</i>

	<p>b. If supporting documents are not complete:</p> <p>3.1 Return financial document to End user for compliance of lacking document.</p>	None	10 Minutes	<p><i>Officer (Cash Section)</i></p> <p><i>Administrative Aide III (Accounting Section)</i></p>
<p>aa. If Yes:</p> <p>4. Confirm and prepare new ORS for the adjustment and forward to Budget Section for recording.</p> <p>bb. If No:</p> <p>4. Receive the check and update the Cash Disbursement Record of SDO.</p> <p>4.1 Encash the check.</p> <p>b. If supporting documents are not complete:</p> <p>4. Return the financial document to Accounting Section for re-processing.</p>				
Total:		None	2 Hours and 25 Minutes	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback?	Through client satisfaction measurement mechanism.
How feedbacks are processed?	Consolidate and analyze monthly, quarterly, semi-annually and annually to identify root cause analysis or other known quality management techniques and identify plans and actions that must be recommended for execution to resolve the issues and improve the situation.
How to file a complaint?	A complaint may be filed through any of the established modalities: - a telephone call (072-687-8000 loc. 200) - electronic mail (accounting.fo1@dswd.gov.ph) - personal appearance (walk-in clients) - letters addressed to the Regional Director, Mr. Marcelo Nicomedes J. Castillo
How complaints are processed?	Complaints received through the Office of the Regional Director will be forwarded to the Administrative Division for action and resolution. The resolution of all complaints consists of: 1. Submission/Receipt of a complaint 2. Recording and acknowledgement of complaint 3. Data Gathering and Investigation 4. Resolution 5. Final Feedback
Contact Information	Mr. Crisanto B. Mortera OIC-Chief, Finance and Management Division (072) 687-8000 loc. 251
Contact Information of CCB, PCC, ARTA	ARTA: complaints@arta.gov.ph 8478 5093 PCC: 8888 CCB: 0908-881-6565 (SMS)

7. ICT Technical Service Support (Simple)

Responsible for managing the enterprise wide network connectivity, providing computing support, and managing applications in the production environment.

Office or Division:	Policy and Plans Division – Regional Information and Communications Technology Management Section – Network and Technical Service Support Unit			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	DSWD Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Technical Service Resolved Within the Day				
1. Duly accomplished RICTMS Form 4		Regional Information and Communications Technology Management Section (RICTMS) Office – Network and Technical Service Support Unit (NTSSU)		
For Technical Service Resolved for More Than 1 Day				
1. Duly accomplished RICTMS Form 1 - This is applicable for replacement of defective parts that needs to be purchased and if the equipment is still under supplier warranty		RICTMS Office - NTSSU		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For Technical Service Resolved Within the Day				
1. Request for technical assistance through phone call or at the RICTMS office.	1. Accept request and entertain concerns for initial findings.	None	1 Minute	Computer Maintenance Technologist - CMT (RICTMS) I/II
	1.1 Check and assess the request onsite for issues and problems encountered.	None	5 Minutes	CMT (RICTMS) I/II
	1.2 Inform the client about the problem and perform proper intervention.	None	2 Hours	CMT (RICTMS) I/II
	1.3 Once the issue has been resolved, require client to fill-up and sign the client satisfaction survey portion of the RICTMS Form 4.	None	1 Minute	CMT (RICTMS) I/II

2. Sign the RICTMS Form 3 feedback/ remarks/ comments/ confirmation.	2. Receive client satisfaction feedback form.	None	1 Minute	CMT (RICTMS)	I/II
Total :		None	2 Hours and 8 Minutes		
For Technical Service Resolved for More Than 1 Day (In-house)					
1. Request for technical assistance through phone call or at the RICTMS office.	1. Accept request and entertain concerns for initial findings.	None	1 Minute	CMT (RICTMS)	I/II
	1.1 Check and assess the request onsite for issues and problems encountered.	None	5 Minutes	CMT (RICTMS)	I/II
	1.2 Inform the client about the problem and perform proper intervention.	None	2 Hours	CMT (RICTMS)	I/II
	1.3 If not resolved immediately or within the day, perform further assessment and request client to fill up the client satisfaction survey portion of the RICTMS Form 1.	None	1 Day	CMT (RICTMS)	I/II
2. Fill-up RICTMS Form 1 (Service Request portion)	2. Conduct further assessment if the solution can be solved in house or not.	None	1 Minute	CMT (RICTMS)	I/II
	2.1 Inform the client and perform proper solution to the problem.	None	1 Day	CMT (RICTMS)	I/II
	2.2 Once the issue has been resolved, require client to fill-up and sign the client satisfaction survey portion of the RICTMS Form 1.	None	2 Minutes	CMT (RICTMS)	I/II

3. Fill up RICTMS Form 1 client satisfaction survey	3. Receive client satisfaction feedback form	None	1 Minute	CMT (RICTMS) III
TOTAL In-House		None	2 Days, 2 Hours and 9 Minutes	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback?	Through client satisfaction measurement mechanism.
How feedbacks are processed?	Consolidate and analyze monthly, quarterly, semi-annually and annually to identify root cause analysis or other known quality management techniques and identify plans and actions that must be recommended for execution to resolve the issues and improve the situation.
How to file a complaint?	A complaint may be filed through any of the established modalities: <ul style="list-style-type: none"> - a telephone call (072-687-8000 loc. 226) - electronic mail (rictms.fo1@dswd.gov.ph) - personal appearance (walk-in clients) - letters addressed to the Regional Director, Mr. Marcelo Nicomedes J. Castillo
How complaints are processed?	Complaints received through the Office of the Regional Director will be forwarded to Policy and Plans Division for action and resolution. The resolution of all complaint consists of: <ol style="list-style-type: none"> 1. Submission/Receipt of a complaint 2. Recording of complaint 3. Data Gathering and Investigation 4. Resolution 5. Final Feedback
Contact Information	Mr. Melecio C. Ubilas Jr. Chief, PPD (072) 687-8000 loc. 244
Contact Information of CCB, PCC, ARTA	ARTA: complaints@arta.gov.ph 8478 5093 PCC: 8888 CCB: 0908-881-6565 (SMS)

8. ICT Technical Service Support (Highly Technical)

Responsible for managing the enterprise wide network connectivity, providing computing support, and managing applications in the production environment.

Office or Division:	Policy and Plans Division – Regional Information and Communications Technology Management Section – Network and Technical Service Support Unit			
Classification:	Highly Technical			
Type of Transaction:	G2G - Government to Government			
Who may avail:	DSWD Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Technical Service Resolved for More Than 1 Day				
1. Duly accomplished RICTMS Form 1 - This is applicable for replacement of defective parts that needs to be purchased and if the equipment is still under supplier warranty		Regional Information and Communications Technology Management Section (RICTMS) Office – Network and Technical Service Support Unit (NTSSU)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For Technical Service Resolved for More Than 1 Day (Not In-House)				
1. Request for technical assistance through phone call or at the RICTMS office.	1. Accept request and entertain concerns for initial findings.	None	1 Minute	CMT (RICTMS) I/II
	1.1 Check and assess the request onsite for issues and problems encountered.	None	5 Minutes	CMT (RICTMS) I/II
	1.2 Inform the client about the problem and perform proper intervention.	None	2 Hours	CMT (RICTMS) I/II
	1.3 If not resolved immediately or within the day, perform further assessment and request client to fill up the client satisfaction survey portion of the RICTMS Form 1.	None	1 Day	CMT (RICTMS) I/II
2. Fill-up RICTMS Form 1 (Service Request portion)	2. Conduct further assessment if the solution can be solved in house or not.	None	1 Minute	CMT (RICTMS) I/II

	2.1 Inform client for proper solution or recommendations (external service).	None	1 Day	<i>CMT (RICTMS)</i>	<i>I/II</i>
	2.2 Request for external service if for replacement of defective parts that needs to be procured and equipment still under the supplier warranty.	None	35 days*	<i>CMT (RICTMS)</i>	<i>I/II</i>
	2.3 If external service does not resolve the issue, inform the client and recommend for the disposal of the equipment.	None	2 Minutes	<i>CMT (RICTMS)</i>	<i>I/II</i>
	2.4 Request client to fill-up RICTMS Form 1 client satisfaction survey.	None	1 Minute	<i>CMT (RICTMS)</i>	<i>I/II</i>
3. Fill up RICTMS Form 1 client satisfaction survey	3. Receive client satisfaction feedback form	None	1 Minute	<i>CMT (RICTMS)</i>	<i>I/II</i>
TOTAL		None	37 Days, 2 Hours and 11 Minutes		

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback?	Through client satisfaction measurement mechanism.
How feedbacks are processed?	Consolidate and analyze monthly, quarterly, semi-annually and annually to identify root cause analysis or other known quality management techniques and identify plans and actions that must be recommended for execution to resolve the issues and improve the situation.
How to file a complaint?	A complaint may be filed through any of the established modalities: - a telephone call (072-687-8000 loc. 226) - electronic mail (rictms.fo1@dswd.gov.ph) - personal appearance (walk-in clients) - letters addressed to the Regional Director, Mr. Marcelo Nicomedes J. Castillo
How complaints are processed?	Complaints received through the Office of the Regional Director will be forwarded to Policy and Plans Division for action and resolution. The resolution of all complaint consists of: <ol style="list-style-type: none"> 1. Submission/Receipt of a complaint 2. Recording of complaint 3. Data Gathering and Investigation 4. Resolution 5. Final Feedback
Contact Information	Mr. Melecio C. Ubilas Chief, PPD (072) 687-8000 loc. 244
Contact Information of CCB, PCC, ARTA	ARTA: complaints@arta.gov.ph 8478 5093 PCC: 8888 CCB: 0908-881-6565 (SMS)

9. Inspection of Deliveries

The process of requesting the Regional Inspection Committee (RIC) during delivery of goods through Request for Inspection Form.

Office or Division:	Administrative Division- Property and Supply Management Section			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	DSWD Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Purchase Order (PO)		Procurement Section (PS)		
2. Abstract of Quotation (AOQ)		PS		
3. Request for Quotation (RFQ)		PS		
4. Purchase Request (PR)		PS/End-user		
5. Charge Invoice/Delivery Receipt/Billing Statement		Supplier		
6. Request for Inspection Form		Property and Supply Management Section (PSMS)		
7. Inspection and Acceptance Report (IAR)		PSMS/RIC		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for Inspection Form.	1. Forward Request to the RIC.	None	5 Minutes	<i>Administrative Aide IV (PSMS)</i>
	1.1 Receive request.	None	5 Minutes	<i>Secretariat (RIC)</i>
	1.2 Request for inspector of the items delivered.	None	5 Minutes	<i>Secretariat (RIC)</i>
	1.3 Inspect the items.	None	10 Minutes	<i>Member (RIC)</i>
	a. Not in accordance with the specification: 1.4 Prepare communication/ letter to supplier.	None	10 Minutes	<i>Member (RIC)</i>
b. In accordance with the specification: 1.4 Prepare Inspection and Acceptance Report (IAR).	None	10 Minutes	<i>Member (RIC)</i>	

	aa. If transaction is above Php 15,000: 1.4aa Approve the inspection.	None	3 Minutes	<i>Secretariat/ Chairperson/ Alternate Chairperson (RIC)</i>
	bb. If transaction is below Php 15,000: 1.4bb Sign the document.	None	3 Minutes	<i>Member (RIC)</i>
	1.5 Receive copy of the document to be given to PSMS.	None	2 Minutes	<i>Secretariat (RIC)</i>
TOTAL		None	40 Minutes	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback?	Through client satisfaction measurement mechanism.
How feedbacks are processed?	Consolidate and analyze monthly, quarterly, semi-annually and annually to identify root cause analysis or other known quality management techniques and identify plans and actions that must be recommended for execution to resolve the issues and improve the situation.
How to file a complaint?	A complaint may be filed through any of the established modalities: - a telephone call (072-687-8000 loc. 201) - electronic mail (psms.fo1@dswd.gov.ph) - personal appearance at the PSMS - letters addressed to the Regional Director, Mr. Marcelo Nicomedes J. Castillo
How complaints are processed?	Complaints received through the Office of the Regional Director will be forwarded to the Administrative Division for action and resolution. The resolution of all complaints consists of: 1. Submission/Receipt of a complaint 2. Recording and acknowledgement of complaint 3. Data Gathering and Investigation 4. Resolution 5. Final Feedback
Contact Information	Ms. Anniely J. Ferrer Concurrent Chief, Administrative Division (072) 687-8000 loc. 207
Contact Information of CCB, PCC, ARTA	ARTA: complaints@arta.gov.ph 8478 5093 PCC: 8888 CCB: 0908-881-6565 (SMS)

10. Issuance of Portable Equipment Sticker Pass (PESP)

Portable Equipment that are frequently brought outside DSWD FO1 premises are issued with sticker pass.

Office or Division:	Administrative Division – Property and Supply Management Section			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	DSWD Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Request for Portable Equipment Sticker Pass (PESP) Form		Property and Supply Management Section (PSMS)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished Request for PESP Form.	1. Record the receipt of the document.	None	5 Minutes	<i>Administrative Aide IV (PSMS)</i>
	1.1 Prepare the PESP.	None	5 Minutes	<i>Administrative Assistant II (PSMS)</i>
	1.2 Sign on the Request for PESP form.	None	10 Minutes	<i>Administrative Officer V (PSMS)</i>
	1.3 Tag sticker in the on the portable equipment.	None	5 Minutes	<i>Administrative Assistant II (PSMS)</i>
	1.4 Issue PESP and provide copy of the Request for PESP form to the end user.	None	3 Minutes	<i>Administrative Assistant II (PSMS)</i>
2. Receive the portable equipment and Request for PESP form.				
TOTAL		None	31 Minutes	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback?	Through client satisfaction feedback.
How feedbacks are processed?	Consolidate and analyze monthly to know the data/statistics on satisfaction in processing the request and different purpose of the client/usage of the data requested.
How to file a complaint?	A complaint may be filed through any of the established modalities: <ul style="list-style-type: none"> - a telephone call (072-687-8000 loc. 216) - electronic mail (psms.fo1@dswd.gov.ph) - personal appearance at the PSMS - letters addressed to the Regional Director, Mr. Marcelo Nicomedes J. Castillo
How complaints are processed?	Complaints received through the Office of the Regional Director will be forwarded to the Administrative Division for action and resolution. The resolution of all complaints consists of: <ol style="list-style-type: none"> 1. Submission/Receipt of a complaint 2. Recording and acknowledgement of complaint 3. Data Gathering and Investigation 4. Resolution 5. Final Feedback
Contact Information	Mr. Melecio C. Ubilas Jr. CAO, Administrative Division (072) 687-8000 loc. 207
Contact Information of CCB, PCC, ARTA	ARTA: complaints@arta.gov.ph 8478 5093 PCC: 8888 CCB: 0908-881-6565 (SMS)

11. Notice of Cancellation/Change/Adjustment of Travel

The General Services Section as the implementing arm of the Administrative Division on the provision of logistical support functions shall receive requests for the notice of cancellation/change/adjustment of travel from requesting parties (DSWD Field Office 1 Staff) that shall be received, assessed and facilitated by GSS staff.

Office or Division:	Administrative Division - General Services Section			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	DSWD Staff/Officials			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For the Prescribed Process Using the General Services Electronic Ticketing System (GSETS)				
1. Online application on the Request for Cancellation/Change/Adjustment of Travel		DSWD Field Office 1 Local Area Network using Information Communication Technology (ICT) /Computer-base		
For Manual Process, (GSETS Service downtime)				
2. Accomplished Request for Cancellation/Change/Adjustment of Travel Form		Vehicle Dispatcher of Administrative Division-General Services Section (AD-GSS), Centers and Institution, and Regional Project Management		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request for cancellation/change/adjustment of travel thru GSETS or accomplish the printed form request with complete data.	1. Print/receive request for cancellation/change/adjustment of travel.	None	2 Minutes	<i>Vehicle Dispatcher (General Services Section - GSS)</i>
	For Cancellation: 1.1 Forward request for cancellation of travel for information.	None	3 Minutes	<i>Vehicle Dispatcher (GSS)</i>
	1.2 Review and write notation on the request for cancellation.	None	3 Minutes	<i>Head (GSS)</i>
	1.3 Update GSETS/DTS, logbook, and bulletin board.	None	10 Minutes	<i>Vehicle Dispatcher (GSS)</i>
	For Change/Adjustment of Travel:			

	1.1 Recommend availability of vehicle/s and/or driver/s.	None	3 Minutes	<i>Vehicle Dispatcher (GSS)</i>
	1.2 Review and assess approved trip ticket/s vis-à-vis the request for change/ adjustment of travel vis-à-vis schedule of vehicle/s and/or driver/s.	None	5 Minutes	<i>Head (GSS)</i>
	a. If not available: 1.3 Update GSETS/DTS, logbook, and bulletin board.	None	10 Minutes	<i>Vehicle Dispatcher (GSS)</i>
	1.4 Inform requesting party of the non-availability of driver/s and/or vehicle/s thru phone call and GSETS	None	5 Minutes	<i>Vehicle Dispatcher (GSS)</i>
	b. If available: 1.3 Revise trip ticket/s and other necessary documents (Travel Check-up Checklist, Assessment of Passenger/s and Authority to Transact Business) for the change/adjustment of travel.	None	20 Minutes	<i>Vehicle Dispatcher (GSS)</i>
	1.4 Review and affix initials on the trip ticket/s and other necessary documents.	None	5 Minutes	<i>Head (GSS)</i>
	1.5 Record and endorse trip ticket and other necessary documents for approval of	None	5 Minutes	<i>Any Staff on Duty (GSS)</i>

	Administrative Division Chief.			
	1.6 Review and sign trip ticket/s and other necessary documents.	None	5 Minutes	<i>Chief, Administrative Division</i>
	If not approve: 1.7 Receive and update GSETS/DTS, logbook, and bulletin board.	None	13 Minutes	<i>Vehicle Dispatcher (GSS)</i>
	1.8 Inform requesting party for the non-approval of the request for change or adjustment of travel.	None	5 Minutes	<i>Vehicle Dispatcher (GSS)</i>
	If approve: 1.7 Receive and update GSETS/DTS, logbook, and bulletin board.	None	13 Minutes	<i>Vehicle Dispatcher (GSS)</i>
	1.8 Inform requesting party and the assigned RPV driver on the approved change of travel through phone call and GSETS, and endorse approved trip ticket and necessary documents to SG/Driver.	None	15 Minutes	<i>Vehicle Dispatcher (GSS)</i>
	TOTAL			
	For Change/Adjustment of Travel:			
	If approve	None	1 Hour and 13 Minutes	
	If not approve	None	1 Hour and 3 Minutes	
	For Cancellation:	None	18 Minutes	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback?	Through client satisfaction measurement mechanism.
How feedbacks are processed?	Consolidate and analyze monthly, quarterly, semi-annually and annually to identify root cause analysis or other known quality management techniques and identify plans and actions that must be recommended for execution to resolve the issues and improve the situation.
How to file a complaint?	A complaint may be filed through any of the established modalities: <ul style="list-style-type: none"> - A telephone call (072-687-8000 loc. 246) - Electronic mail (gss.fo1@dswd.gov.ph) - Personal appearance - Letters addressed to the Regional Director or OIC Regional Director for Administration
How complaints are processed?	Complaints received by the Office of the Regional Director will be forwarded to the Administrative Division for action and resolution. The resolution of all complaint consists of: <ol style="list-style-type: none"> 1. Submission/Receipt of a complaint 2. Recording of complaint 3. Data Gathering and Investigation 4. Resolution 5. Final Feedback
Contact Information	Ms. Anniely J. Ferrer Concurrent Chief, Administrative Division (072) 687-8000 Local 202
Contact Information of CCB, PCC, ARTA	ARTA: complaints@arta.gov.ph 8478 5093 PCC: 8888 CCB: 0908-881-6565 (SMS)

12. Reimbursement of Travelling Expenses

Processing of request of reimbursement of Travelling Expenses of staff who went on official business or field work.

Office or Division:	Finance and Management Division – Accounting Section			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	DSWD Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. 3 copies of Itinerary of Expense (IOT)/Certification of Travel Completed (CTC)		Claimant		
2. 3 copies of Obligation Request and Status (ORS)		Claimant		
3. 3 copies of Disbursement Voucher (DV)		Claimant		
4. Certificate of Appearance (CA)		Agency or Entity where the staff conducted the activity		
5. Approved Special Order (SO)/Travel Order (TO)/Locator Slip		Records and Archives Management Section/Personnel Administrative Section		
6. Reimbursement Expense Receipt (RER)/Bus Tickets/Official Receipt (OR)		Business Entity		
7. 4 copies of Notice of Obligation Request and Status and Adjustment (NORSA)		Accounting Section		
8. Certification on the use of Private Vehicle		Claimant		
9. Check		Cash Section (CS)		
10. Certification of Expenses Not Requiring Receipt (CENRR)		Claimant		
11. Advice of Check Issued and Cancelled (ACIC)		CS		
12. Payroll/Payroll Register		CS		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare the financial document for the reimbursement of travelling expenses.	1. Process as to availability of Allotment.	None	5 Minutes	<i>Administrative Assistant II / III (Budget Section)</i>
	a. Available: 1.1 Assign ORS Number.			
	1.2 Certify the availability of allotment on the ORS.			
	1.3 Forward the Financial Document to Accounting Section for processing.	None	5 Minutes	<i>Administrative Assistant II / III (Budget Section)</i>

	<p>b. Not Available: 1.1 Return the Financial Document to end user or coordinates with the end-user (in the case of Pantawid Pamilya Pilipino Program.</p>	None	10 Minutes	<i>Administrative Assistant II / III (Budget Section)</i>
<p>a. Available: 2. Wait for the reimbursement of TE to be processed and approved and credited to his/her account</p> <p>b. Not Available: 2. Receive the Financial Document and follow up allotment to Central Office.</p>	<p>2. Assign DV Number and process as to completeness, legality, validity and computation of Cash Advance.</p> <p>a. If the financial documents are complete: 2.1 Check if there are any adjustment on the amount of cash advance.</p> <p>aa. if Yes: 2.2 Prepare NORSAs.</p> <p>2.3 Approve NORSAs.</p> <p>2.4 Return the financial document to end user for certification of adjustment and prepares a new.</p> <p>bb. If No: 2.2 Certify the completeness, validity, legality and cash availability on the DV.</p> <p>2.3 Forward financial document</p>	None	10 Minutes	<i>Administrative Aide IV or Administrative Assistant I / II / III (Accounting Section)</i>
		None	5 Minutes	<i>Administrative Aide IV or Administrative Assistant I / II / III (Accounting Section)</i>
		None	5 Minutes	<i>Accountant III (Accounting Section)</i>
		None	10 Minutes	<i>Administrative Aide III (Section)</i>
		None	10 Minutes	<i>Accountant III (Accounting Section)</i>
		None	10 Minutes	<i>Administrative Aide III (Section)</i>

	to designated signatory on the DV for approval for payment.			
	2.4 Approve the DV.	None	10 Minutes	<i>Regional Director or Assistant Regional Director for Operations or OIC-Assistant Regional Director for Administration or Division Chief (ORD or OARDO or OoARDA or Concerned Division)</i>
	2.5 Forward the approved financial document to Cash Section for payroll preparation.	None	10 Minutes	<i>Administrative Assistant II / III or Division Clerk (ORD or OARDO or OoARDA or Concerned Division)</i>
	2.6 Prepare Payroll and DV.	None	30 Minutes	<i>Administrative Assistant II / III (Cash Section)</i>
	2.7 Forward Payroll and DV to Accounting Section for processing.	None	5 Minutes	<i>Administrative Assistant II / III (Cash Section)</i>
	2.8 Assign DV Number and process Payroll as to correctness of fund charging and amount.	None	10 Minutes	<i>Administrative Aide IV or Administrative Assistant I / II / III (Accounting Section)</i>
	2.9 Certify the completeness, validity and cash availability.	None	5 Minutes	<i>Accountant III (Accounting Section)</i>
	2.10 Forward the Financial Document	None	10 Minutes	<i>Administrative Aide III</i>

	to Approving Officer.			(Accounting Section)
	2.11 Approve the DV for payment.	None	5 Minutes	Regional Director, OIC-Assistant Regional Director for Administration (ORD, OOARDA)
	2.12 Forward the financial document to Cash Section for Check/ACIC preparation.	None	10 Minutes	Administrative Assistant II / III (ORD / OOARDA)
	2.13 Prepare Check, ACIC and Payroll Register.	None	30 Minutes	Administrative Assistant I / III (Cash Section)
	2.14 Sign the ACIC, Check, and Payroll Register.	None	5 Minutes	Administrative Officer V (Cash Section)
	2.15 Forward the Financial Document to Authorized Signatory for Check, ACIC and Payroll Register.	None	10 Minutes	Administrative Assistant I / III (Cash Section)
	2.16 Approve the Check, ACIC and Payroll Register.	None	10 Minutes	Regional Director or Assistant Regional Director for Operations or OIC-Assistant Regional Director for Administration or Supervising Administrative Officer (ORD or OARDO or OOARDA or Finance and Management Division)
	2.17 Forward signed documents to Cash Section.	None	10 Minutes	Administrative Assistant II / III (ORD or

				OARDO or OOARDA or Finance and Management Division)
	2.18 Forward the ACIC, Payroll Register and Check to Land Bank of the Philippines (LBP) for crediting to the account of claimant.	None	60 Minutes	Administrative Assistant I / II / III (Cash Section)
	b. If supporting documents are not complete:			
	2.1 Prepare memorandum for lacking documents (except for SO/TO/Locator Slip).	None	10 Minutes	Administrative Aide IV or Administrative Assistant I / II / III (Accounting Section)
	2.2 Review and affix initials to the memorandum for lacking document.	None	5 Minutes	Accountant III (Accounting Section)
	2.3 Forward the Financial Document to OARDA for the approval of memorandum.	None	10 Minutes	Administrative Aide III (Accounting Section)
	2.4 Approve the Memorandum.	None	5 Minutes	OIC - Assistant Regional Director for Administration (Office of the OIC- Regional Director for Administration)
	2.5 Return the Financial Document to Accounting Section.	None	10 Minutes	Administrative Assistant II (OOARDA)
	2.6 Return the Financial Document to End User for compliance of lacking documents.	None	10 Minutes	Administrative Aide III (Accounting Section)

<p>aa. if Yes: 3. Confirm and prepares new ORS for the adjustment and forwards to Budget Section for recording.</p> <p>b. If supporting documents are not complete: 3. Return the Financial Document to Accounting Section for re-processing.</p>	<p>aa. if Yes: 3. Forward the Financial Document to Accounting Section for re-processing.</p>	None	10 Minutes	<i>Accountant III (Accounting Section)</i>
<p style="text-align: center;">Total:</p> <p>Complete Supporting Documents with Allotment</p> <p>Incomplete Supporting Documents with Allotment</p>		None	4 Hours and 30 Minutes	
		None	1 Hour and 20 Minutes	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback?	Through client satisfaction measurement mechanism.
How feedbacks are processed?	Consolidate and analyze monthly, quarterly, semi-annually and annually to identify root cause analysis or other known quality management techniques and identify plans and actions that must be recommended for execution to resolve the issues and improve the situation.
How to file a complaint?	A complaint may be filed through any of the established modalities: - a telephone call (072-687-8000 loc. 200) - electronic mail (accounting.fo1@dswd.gov.ph) - personal appearance (walk-in clients) - letters addressed to the Regional Director, Mr. Marcelo Nicomedes J. Castillo
How complaints are processed?	Complaints received through the Office of the Regional Director will be forwarded to the Administrative Division for action and resolution. The resolution of all complaints consists of: 1. Submission/Receipt of a complaint 2. Recording and acknowledgement of complaint 3. Data Gathering and Investigation 4. Resolution 5. Final Feedback
Contact Information	Mr. Crisanto B. Mortera OIC-Chief, Finance and Management Division (072) 687-8000 loc. 251
Contact Information of CCB, PCC, ARTA	ARTA: complaints@arta.gov.ph 8478 5093 PCC: 8888 CCB: 0908-881-6565 (SMS)

13. Request for Document Review and Approval for QMS Documents

Processing of proposed creation, revision and obsolescence of Quality Management System (QMS) – related documents in accordance with the Field Office Control of Documents requirements. This includes identification, distribution and posting to the FO1 Resources Site/Drive.

Office or Division:	Administrative Division – Records and Archives Management Section			
Classification:	Complex			
Type of Transaction:	G2G - Government to Government			
Who may avail:	DSWD Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Document Review and Approval Form		FO1 Resource Site		
2. Soft copy of the proposed document		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit proposed QMS-related documents together with the accomplished Document Review and Approval Form.	1. Receive the documents.	None	3 Minutes	<i>Administrative Aide IV/VI – AAide IV/VI / Administrative Assistant I – AA I (Records and Archives Management Section - RAMS)</i>
	1.1 Review document/s as to completeness and compliance.	None	15 Minutes	<i>Head (RAMS)</i>
	1.2.a If not compliant, return to the client for revision.	None	10 Minutes	<i>AAide IV/VI / AA I (RAMS)</i>
	1.2.b If compliant, determine if it is for creation, revision or obsolescence.	None	5 Minutes	<i>Head (RAMS)</i>
	1.3.a If for creation, assign Document and Revision No.	None	5 Minutes	<i>Head (RAMS)</i>
	1.3.b If for revision, assign Revision No.	None	5 Minutes	<i>Head (RAMS)</i>
	1.4 Inform the client to print the proposed document	None	5 Minutes	<i>AAide IV/VI / AA I (RAMS)</i>

	bearing the Document and Revision No.			
2. Print the proposed document and Division Chief to affix signature as the reviewer. Submit proposed documents to RAMS.	2. Review correctness of Document and Revision No.	None	5 Minutes	<i>Head (RAMS)</i>
	2.1 Review and evaluate the significance of the request.	None	4 Hours	<i>Member (QMS Secretariat)</i>
	2.2 Review and recommend for approval.	None	1 Day (Based on the schedule set)	<i>Member (SPREC/RMDC/RMANCOM)</i>
	2.3 Review and approve request.	None	1 Day	<i>Regional Director - RD (Office of the RD)</i>
	2.4 Stamp the approved document with "Master Copy" and update the Master List. For revised document, retrieve the old revision and stamp with "Obsolete Copy".	None	1 Hour	<i>Head (RAMS)</i>
	2.5 Prepare and/or update Revision History and Distribution and Retrieval List Form.	None	30 Minutes	<i>Head (RAMS)</i>
	2.6 File Master Copy and Revision History.	None	5 Minutes	<i>Head (RAMS)</i>
	2.7 Scan the Master Copy and upload the new document and remove the old document/revision in FO1 Resource Site/Drive.	None	1 Hour	<i>Head (RAMS)</i>
	2.8 Reproduce the Master Copy according to	None	2 Hours	<i>Head (RAMS)</i>

	number of process owners to be distributed and stamp with "Controlled Copy". 2.9 Distribute document to process owners and retrieve old Controlled Copy issued.	None	1 Day	<i>AAide IV/VI / AA I (RAMS)</i>
3. Affix signature on the Distribution and Retrieval List Form	3. File Distribution and Retrieval List Form.	None	10 Minutes	<i>AAide IV/VI / AA I (RAMS)</i>
TOTAL		None	4 Days and 38 Minutes	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback?	Through client satisfaction measurement mechanism.
How feedbacks are processed?	Consolidate and analyze monthly, quarterly, semi-annually and annually to identify root cause analysis or other known quality management techniques and identify plans and actions that must be recommended for execution to resolve the issues and improve the situation.
How to file a complaint?	A complaint may be filed through any of the established modalities: - a telephone call (072-687-8000 loc. 224) - electronic mail (rams.fo1@dswd.gov.ph) - personal appearance at the RAMS - letters addressed to the Regional Director, Mr. Marcelo Nicomedes J. Castillo
How complaints are processed?	Complaints received through the Office of the Regional Director will be forwarded to the Administrative Division for action and resolution. The resolution of all complaints consists of: 1. Submission/Receipt of a complaint 2. Recording and acknowledgement of complaint 3. Data Gathering and Investigation 4. Resolution 5. Final Feedback
Contact Information	Ms. Anniely J. Ferrer Concurrent Chief, Administrative Division (072) 687-8000 loc. 202
Contact Information of CCB, PCC, ARTA	ARTA: complaints@arta.gov.ph 8478 5093 PCC: 8888 CCB: 0908-881-6565 (SMS)

14. Request for Janitorial Services

The General Services Section as the implementing arm of the Administrative Division on the provision of logistical support functions shall receive requests for the reservation for use of facilities from requesting parties (DSWD Field Office 1 Staff) that shall be received, assessed and facilitated by GSS staff.

Office or Division:	Administrative Division - General Services Section			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Government Agency, Government Employees or Officials			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For the Prescribed Process using the General Services Electronic Ticketing System (GSETS)				
1. Online application on the Request for Use of Facility using the GSETS		DSWD Field Office 1 Local Area Network using Information Communication Technology (ICT) /Computer-base		
For Manual Process, GSETS Service Downtime				
1. Reservation for Use of Facility Form		Administrative Division-General Services Section (AD-GSS)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request for Janitorial Services thru GSETS or accomplish the printed request form with complete data.	1. Print/Receive request for Janitorial Services.	None	3 Minutes	<i>Any Staff on Duty (General Services Section - GSS)</i>
	1.1 Recommend availability of Utility Worker/s.	None	3 Minutes	<i>Any Staff on Duty (GSS)</i>
	1.2 Review and assess the request for janitorial service/s vis-à-vis work schedule of Utility Worker/s.	None	5 Minutes	<i>Head (GSS)</i>
	1.3 Approve request for janitorial service/s	None	3 Minutes	<i>Head (GSS)</i>
	If Not Available: 1.4 Inform the requesting party for the non-availability of Utility Worker/s for the requested janitorial service/s.	None	5 Minutes	<i>Any Staff on Duty (GSS)</i>
	1.5 Update GSETS on the non-	None	10 Minutes	<i>Any Staff on Duty (GSS)</i>

	availability of Utility Worker/s for the requested janitorial service/s, close transaction and file document/s.			
	If Available: 1.6 Receive approved request for janitorial service/s.	None	3 Minutes	<i>Any Staff on Duty (GSS)</i>
	1.7 Instruct Utility Worker/s to report to the requesting party and endorse the Client Satisfaction Measurement (CSM) Form and to perform/conduct the requested janitorial service/s.	None	5 Minutes	<i>Any Staff on Duty (GSS)</i>
	1.8 Report to the requesting party, wait for further instruction/s, if any and endorse the CSM.	None	3 Minutes	<i>Utility Worker/s</i>
	1.9 Perform/conduct the requested janitorial services.	None	1 Day (Depending on the nature of the request)	<i>Utility Worker/s</i>
	1.10 Update GSETS and close transaction.	None	10 Minutes	<i>Any Staff on Duty (GSS)</i>
2. Accomplish Client Satisfaction Measurement Form and submit.	2. File Documents	None	8 Minutes	<i>Any Staff on Duty (GSS)</i>
TOTAL		None	1 Day and 43 Minutes	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback?	Through client satisfaction measurement mechanism.
How feedbacks are processed?	Consolidate and analyze monthly, quarterly, semi-annually and annually to identify root cause analysis or other known quality management techniques and identify plans and actions that must be recommended for execution to resolve the issues and improve the situation.
How to file a complaint?	A complaint may be filed through any of the established modalities: <ul style="list-style-type: none"> - A telephone call (072-687-8000 loc. 246) - Electronic mail (gss.fo1@dswd.gov.ph) - Personal appearance - Letters addressed to the Regional Director or OIC Assistant Regional Director for Administration
How complaints are processed?	Complaints received by the Office of the Regional Director will be forwarded to the Administrative Division for action and resolution. The resolution of all complaint consists of: <ol style="list-style-type: none"> 1. Submission/Receipt of a complaint 2. Recording of complaint 3. Data Gathering and Investigation 4. Resolution 5. Final Feedback
Contact Information	Ms. Anniely J. Ferrer Concurrent Chief, Administrative Division (072) 687-8000 Local 202
Contact Information of CCB, PCC, ARTA	ARTA: complaints@arta.gov.ph 8478 5093 PCC: 8888 CCB: 0908-881-6565 (SMS)

15. Request for Supplies and Equipment

Issuance documents are prepared by the Property and Supply Management Section (PSMS) to support the issuance of properties to officers and employees of the Department.

Office or Division:	Administrative Division - Property and Supply Management Section			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	DSWD Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Requisition and Issue Slip (RIS) duly signed by the Division Chief of the end user		PSMS, End user or Designated Property/Supply Custodian		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request supplies and equipment through RIS with DTS number.	1. Receive RIS.	None	3 Minutes	<i>Administrative Aide IV (PSMS)</i>
	1.1 Check availability of stock requested (Stock Card/Database).	None	10 Minutes	<i>Administrative Assistant II (PSMS)</i>
	a. If not available: 1.2 Return the RIS to end user for preparation of Purchase Request.	None	5 Minutes	<i>Administrative Assistant II (PSMS)</i>
	b. If available: 1.2 Recommend the approval of RIS by signing the RIS.	None	5 Minutes	<i>Administrative Assistant II (PSMS)</i>
	1.3 Assign RIS number and update logbook.	None	5 Minutes	<i>Administrative Assistant II (PSMS)</i>
	1.4 Approve RIS.	None	3 Minutes	<i>Administrative Officer V (PSMS)</i>
	1.5 Receive RIS.	None	5 Minutes	<i>Administrative Assistant II (PSMS)</i>
	1.6 Prepare goods for issuance. a. For Common Supplies:	None	10 Minutes	<i>Administrative Assistant II (PSMS)</i>

	1.7 Deliver the supplies to the end user with the RIS.	None	10 Minutes	<i>Administrative Assistant II (PSMS)</i>
	b. For Semi Expendable Inventories:			
	1.7 Prepare Inventory Custodian Slip (ICS).	None	3 Minutes	<i>Administrative Assistant II (PSMS)</i>
	1.8 Approve ICS.	None	10 Minutes	<i>Administrative Officer V (PSMS)</i>
	1.9 Attach ICS to RIS.	None	10 Minutes	<i>Administrative Assistant II (PSMS)</i>
	1.10 Tag Property Sticker to the equipment.	None	10 Minutes	<i>Administrative Assistant II (PSMS)</i>
	c. For Property, Plant and Equipment:			
	1.7 Prepare Property Accountability Receipt (PAR).	None	5 Minutes	<i>Administrative Assistant II (PSMS)</i>
	1.8 Approve PAR.	None	5 Minutes	<i>Administrative Officer V (PSMS)</i>
	1.9 Attach PAR to RIS.	None	3 Minutes	<i>Administrative Assistant II (PSMS)</i>
	1.10 Tag Property Sticker to the equipment.	None	5 Minutes	<i>Administrative Assistant II (PSMS)</i>
2. Receive goods and sign the RIS.	2. Provide copy of the releasing documents to end user.			
	a. For Common Supplies:			
	2.1 One (1) copy of RIS.	None	3 Minutes	<i>Administrative Assistant II (PSMS)</i>
	b. For Semi Expendable Inventories:			

	2.1 One (1) copy of RIS and ICS.	None	5 Minutes	<i>Administrative Assistant II (PSMS)</i>
	c. For Property, Plant and Equipment: 2.1 One (1) copy of RIS and PAR.	None	3 Minutes	<i>Administrative Assistant II (PSMS)</i>
	2.2 Record the issuance on the Stock Card and in the Database.	None	3 Minutes	<i>Administrative Assistant II (PSMS)</i>
	2.3 File three (3) copies of RIS, and three (3) ICS/PAR ready for preparation of RSMI.	None	3 Minutes	<i>Administrative Assistant II (PSMS)</i>
	TOTAL For Common Supplies: b. For Semi Expendable Inventories: c. For Property, Plant and Equipment:	None None None	1 Hour 1 Hour and 25 Minutes 1 Hour and 8 Minutes	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback?	Through client satisfaction measurement mechanism.
How feedbacks are processed?	Consolidate and analyze monthly, quarterly, semi-annually and annually to identify root cause analysis or other known quality management techniques and identify plans and actions that must be recommended for execution to resolve the issues and improve the situation.
How to file a complaint?	A complaint may be filed through any of the established modalities: <ul style="list-style-type: none"> - a telephone call (072-687-8000 loc. 216) - electronic mail (psms.fo1@dswd.gov.ph) - personal appearance at the PSMS - letters addressed to the Regional Director, Mr. Marcelo Nicomedes J. Castillo
How complaints are processed?	Complaints received through the Office of the Regional Director will be forwarded to the Administrative Division for action and resolution. The resolution of all complaints consists of: <ol style="list-style-type: none"> 1. Submission/Receipt of a complaint 2. Recording and acknowledgement of complaint 3. Data Gathering and Investigation 4. Resolution 5. Final Feedback
Contact Information	Ms. Anniely J. Ferrer Concurrent Head, Administrative Division (072) 687-8000 loc. 202
Contact Information of CCB, PCC, ARTA	ARTA: complaints@arta.gov.ph 8478 5093 PCC: 8888 CCB: 0908-881-6565 (SMS)

16. Request for Use of Red Plate (RP) Vehicles

The General Services Section as the implementing arm of the Administrative Division on the provision of logistical support functions shall receive requests for the reservation for use of facilities from requesting parties (DSWD Field Office 1 Staff) that shall be received, assessed and facilitated by GSS staff.

Office or Division:	Administrative Division - General Services Section			
Classification:	Complex			
Type of Transaction:	G2G - Government to Government			
Who may avail:	DSWD Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For the Prescribed Process using the General Services Electronic Ticketing System (GSETS)				
1. Online application on the Request for Use of Facility using the GSETS		DSWD Field Office 1 Local Area Network using Information Communication Technology (ICT) /Computer-base		
For Manual Process, GSETS Service Downtime				
1. Reservation for Use of Facility Form		Administrative Division-General Services Section (AD-GSS)		
2. Online application on the Request for Use of Facility using the GSETS		DSWD Field Office 1 Local Area Network using Information Communication Technology (ICT) /Computer-base		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request for Use of Red Plate (RP) Vehicle thru GSETS or by accomplish the printed request form with complete data. 2.	1. Print/receive request for use of RP vehicle.	None	2 Minutes	<i>Vehicle Dispatcher (General Services Section)</i>
	1.1 Recommend available RP vehicles and Drivers.	None	5 Minutes	<i>Vehicle Dispatcher (GSS)</i>
	1.2 Review and assess request vis-à-vis schedule of vehicles and drivers.	None	3 Minutes	<i>Head (GSS)</i>
	a. If not available: 1.3 Inform the requesting party of the non-availability of drivers and vehicles and update GSETS or DTS.	None	7 Minutes	<i>Vehicle Dispatcher (GSS)</i>

	<p>b. If available: 1.3 Prepare trip ticket and other necessary documents (Travel Check-up Checklist, Client Satisfaction Measurement, Assessment of Passenger/s and Authority to Transact Business) and Petty Cash Voucher if needed.</p>	None	20 Minutes	<i>Vehicle Dispatcher (GSS)</i>
	<p>1.4 Review and affix initial on the trip tickets and other necessary documents.</p>	None	8 Minutes	<i>Head (GSS)</i>
	<p>1.5 Endorse trip ticket and other necessary documents for approval of Administrative Division Chief.</p>	None	3 Minutes	<i>Any Staff on Duty (GSS)</i>
	<p>1.6 Review and sign trip tickets and other necessary documents.</p>	None	5 Minutes	<i>Chief (Administrative Division)</i>
	<p>a. If not approved: 1.7 Receive disapproved Trip Tickets and other necessary documents.</p>	None	3 Minutes	<i>Any Staff on Duty (GSS)</i>
	<p>1.8 Update GSETS/logbook.</p>	None	8 Minutes	<i>Vehicle Dispatcher (GSS)</i>
	<p>1.9 Inform requesting party</p>	None	2 Minutes	<i>Vehicle Dispatcher (GSS)</i>
	<p>b. If approved: 1.7 Receive approved Trip Ticket and other necessary documents.</p>	None	3 Minutes	<i>Any Staff on Duty (GSS)</i>

	1.8 Update GSETS/DTS, logbook, bulletin board.	None	15 Minutes	<i>Vehicle Dispatcher (GSS)</i>
	1.9 Endorse Trip Ticket with Travel Check-up Checklist, Assessment for Passengers, Authority to Transact Business and Cash Advance, if any to Drivers/Security Guard on Duty.	None	7 Minutes	<i>Vehicle Dispatcher (GSS)</i>
	1.10 Conducts vehicle check-up (BLOWBAGETS) before departure.	None	20 Minutes	<i>Vehicle Dispatcher, Driver (GSS); Security Guard on Duty</i>
	a. If for repair: 1.11 Facilitate necessary documents for the repair of vehicle.	None	1 Day (Depending on the nature of the repair to be done)	<i>Vehicle Dispatcher (GSS)</i>
	b. If not for repair: 1.11 Proceed to the scheduled travel.	None	1 Day (Depending on the distance of the travel)	<i>Driver (GSS)</i>
	c. If with defect during travel 1.11 Inform detected defects during the travel	None	10 Minutes	<i>Driver (GSS)</i>
	1.12 Approve emergency repair and/or purchase of goods for the reported defect.	None	5 Minutes	<i>Head (GSS)</i>
	1.13 Facilitate the repair and/or purchase of goods.	None	1 Day (Depending on the repair/availability of parts to be replaced)	<i>Driver (GSS)</i>

	1.14 Conduct vehicle check-up (BLOWBAGETS) upon arrival.	None	20 Minutes	<i>Vehicle Dispatcher, Driver (GSS); Security Guard on Duty</i>
	1.15 Submit accomplished trip tickets and other necessary documents to include charge invoice and/or official receipt, if any.	None	8 Minutes	<i>Driver (GSS)</i>
	1.16 Receive accomplished trip tickets and other necessary documents to include charge invoice and/or official receipt, if any.	None	3 Minutes	<i>Vehicle Dispatcher (GSS)</i>
	1.17 Inform requesting party of the approval of request for travel and endorse Client Satisfaction Measurement.	None	10 Minutes	<i>Vehicle Dispatcher (GSS)</i>
2. Accomplish Client Satisfaction Measurement and submit.	2. Receive duly accomplished Client Satisfaction Measurement and file documents.	None	8 Minutes	<i>Vehicle Dispatcher (GSS)</i>
TOTAL		None	1 Day, 2 Hours and 20 Minutes	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback?	Through client satisfaction measurement mechanism.
How feedbacks are processed?	Consolidate and analyze monthly, quarterly, semi-annually and annually to identify root cause analysis or other known quality management techniques and identify plans and actions that must be recommended for execution to resolve the issues and improve the situation.
How to file a complaint?	A complaint may be filed through any of the established modalities: <ul style="list-style-type: none"> - A telephone call (072-687-8000 loc. 246) - Electronic mail (gss.fo1@dswd.gov.ph) - Personal appearance - Letters addressed to the Regional Director or OIC Assistant Regional Director for Administration
How complaints are processed?	Complaints received by the Office of the Regional Director will be forwarded to the Administrative Division for action and resolution. The resolution of all complaint consists of: <ol style="list-style-type: none"> 1. Submission/Receipt of a complaint 2. Recording of complaint 3. Data Gathering and Investigation 4. Resolution 5. Final Feedback
Contact Information	Ms. Anniely J. Ferrer Concurrent Chief, Administrative Division (072) 687-8000 Local 202
Contact Information of CCB, PCC, ARTA	ARTA: complaints@arta.gov.ph 8478 5093 PCC: 8888 CCB: 0908-881-6565 (SMS)

17. Reservation for Use of Facility

The General Services Section as the implementing arm of the Administrative Division on the provision of logistical support functions shall receive requests for the reservation for use of facilities from requesting parties (DSWD Field Office 1 Staff) that shall be received, assessed and facilitated by GSS staff.

Office or Division:	Administrative Division - General Services Section			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Government Agency, Government Employees or Officials			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For the Prescribed Process using the GSETS				
1. Online application on the Request for Use of Facility using the GSETS		DSWD Field Office 1 Local Area Network using Information Communication Technology (ICT) /Computer-base		
For Manual Process, (General Services Electronic Ticketing System (GSETS) Service Downtime				
1. Reservation for Use of Facility Form		Administrative Division-General Services Section (AD-GSS)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request for the use of Facility thru GSETS or accomplish the printed request form with complete data.	1. Print/Receive request for reservation of facility.	None	3 Minutes	<i>Any Staff on Duty (GSS)</i>
	1.1 Recommend availability of requested facility.	None	5 Minutes	<i>Any Staff on Duty (GSS)</i>
	1.2 Review/assess the request for use of facility.	None	3 Minutes	<i>Head (GSS)</i>
	1.3 Approve request for use of facility.	None	3 Minutes	<i>Head (GSS)</i>
	If Not Available: 1.4 Inform the requesting party for the non-availability of the requested facility through phone call and GSETS.	None	5 Minutes	<i>Any Staff on Duty (GSS)</i>
	1.5 Update GSETS on the non-availability of facility, close transaction and file document/s.	None	10 Minutes	<i>Any Staff on Duty (GSS)</i>

	<p>If Available:</p> <p>1.4 Inform Utility Worker to set up the requested facility.</p> <p>1.5 Prepare the requested facility according to preferred arrangement.</p> <p>1.6 Inform requesting party of the approval of facility to be used thru phone call and GSETS.</p> <p>1.7 Update the bulletin board and logbook for the schedule of the activity and file document/s.</p>	<p>None</p> <p>None</p> <p>None</p> <p>None</p>	<p>5 Minutes</p> <p>20 Minutes</p> <p>5 Minutes</p> <p>15 Minutes</p>	<p><i>Any Staff on Duty (GSS)</i></p> <p><i>Utility Worker</i></p> <p><i>Any Staff on Duty (GSS)</i></p> <p><i>Any Staff on Duty (GSS)</i></p>
Total :		None	59 Minutes	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback?	Through client satisfaction measurement mechanism.
How feedbacks are processed?	Consolidate and analyze monthly, quarterly, semi-annually and annually to identify root cause analysis or other known quality management techniques and identify plans and actions that must be recommended for execution to resolve the issues and improve the situation.
How to file a complaint?	A complaint may be filed through any of the established modalities: <ul style="list-style-type: none"> - A telephone call (072-687-8000 loc. 246) - Electronic mail (gss.fo1@dswd.gov.ph) - Personal appearance - Letters addressed to the Regional Director or OIC Assistant Regional Director for Administration
How complaints are processed?	Complaints received by the Office of the Regional Director will be forwarded to the Administrative Division for action and resolution. The resolution of all complaint consists of: <ol style="list-style-type: none"> 6. Submission/Receipt of a complaint 7. Recording of complaint 8. Data Gathering and Investigation 9. Resolution 10. Final Feedback
Contact Information	Ms. Anniely J. Ferrer Concurrent Chief, Administrative Division (072) 687-8000 Local 202
Contact Information of CCB, PCC, ARTA	ARTA: complaints@arta.gov.ph 8478 5093 PCC: 8888 CCB: 0908-881-6565 (SMS)

18. Review of Information Education and Communication (IEC) Materials

The Social Marketing Unit (SMU) focuses on undertaking advocacy, social marketing, publicity, and networking activities that embody the vision, mission, and goals of the Department to promote social change and nurture relationships with the public and stakeholders. Specifically, SMU is tasked to formulate and implement the DSWD's communication plans and policies; design and implement feedback mechanisms to enable the Field Office to effectively communicate its key messages; develop, produce, and disseminate IEC materials; and provide technical assistance to DSWD Sections and Units in their media relations and networking activities.

Office or Division:	Office of the Regional Director – Social Marketing Unit			
Classification:	Complex			
Type of Transaction:	G2G - Government to Government			
Who may avail:	DSWD Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Not applicable		Not applicable		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for review of IEC material/s	1. Attach IEC Technical Assistance Form.	None	30 Minutes	<i>Administrative Assistant (Social Marketing Unit – SMU)</i>
	1.1 Review and input the IEC material per DSWD Branding	None	2 Days	<i>Information Officer I (SMU)</i>
	1.2 Forward to the Office of the Regional Director for inputs, review, and/or approval.	None	30 Minutes	<i>Administrative Assistant (SMU)</i>
	1.3 Review and/or approval IEC material.	None	2 Days	<i>Regional Director (Office of the Regional Director)</i>
	1.4 Forward the approved IEC material to end-user.	None	1 Hour	<i>Administrative Staff (SMU)</i>
Total :		None	4 Days and 2 Hours	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback?	Through client satisfaction measurement mechanism.
How feedbacks are processed?	Consolidate and analyze monthly, quarterly, semi-annually and annually to identify root cause analysis or other known quality management techniques and identify plans and actions that must be recommended for execution to resolve the issues and improve the situation.
How to file a complaint?	A complaint may be filed through any of the established modalities: - a telephone call (072-687-8000 loc. 223) - electronic mail (smu.fo1@dswd.gov.ph) - personal appearance at the SMU - letters addressed to the Regional Director, Mr. Marcelo Nicomedes J. Castillo
How complaints are processed?	Complaints received through the Office of the Regional Director will be acted upon by the following steps: 1. Submission/Receipt of a complaint 2. Recording and acknowledgement of complaint 3. Data Gathering and Investigation 4. Resolution 5. Final Feedback
Contact Information	Mr. Marcelo Nicomedes J. Castillo Regional Director (072) 687-8000 loc. 223
Contact Information of CCB, PCC, ARTA	ARTA: complaints@arta.gov.ph 8478 5093 PCC: 8888 CCB: 0908-881-6565 (SMS)