



**DEPARTMENT OF**

**SOCIAL WELFARE AND DEVELOPMENT**

**CITIZEN’S CHARTER**

**7th Edition**

**2023**

(1st Revision)

# **Quality Policy**

**DEPARTMENT OF SOCIAL WELFARE AND DEVELOPMENT**

**D**eliver, coordinate, and monitor social protection programs and services to the poor, vulnerable, and disadvantaged population towards a fair, just and peaceful society;

**S**ustain a culture of excellence through continual improvement of systems, mechanisms, and procedures in the delivery of programs and services;

**W**ork with integrity and adhere to ethical standards for customer satisfaction and quality service by complying with the DSWD mandates, and other pertinent laws; and

**D**emonstrate genuine concern for the poor, prompt compassionate service, and free from any form of corruption.

**Patakaran sa Kalidad**

*Dalubhasang maghahatid, makikipag ungnayan, at susubaybay sa mga programa at serbisyo ng pangangalagang panlipunan para sa mga maralita, bulnerable, at kapos-palad sa populasyon tungo sa isang lipunang pantay, may katarungan, at payapa;*

*Sustenidong isasabuhay ang kultura ng kahusayan sa pamamagitan ng patuloy pagpapabuti ng mga Sistema, mekanismo, at pamamaraan sa paghahatid ng mga programs at serbisyo*

*Walang sawang maglilingkod nang me integridad at sumusunod sa mga pamantayan ng etika para sa kasiyahan ng mga customer at de-kalidad na serbuisyo sa pamamagitan ng pagtalima sa mga mandato ng DSWD at ibang mahahalagang batas; at*

*Dibdibang magpapakitang tunay na malasakit sa mga maralita, mabilis at makataong serbisyo, at pagiging Malaya mula sa anumang anyo ng katiwalian.*

# **Mandate:**

The Department of Social Welfare and Development (DSWD) is the primary government agency mandated to develop, implement and coordinate social protection and poverty-reduction solutions for and with the poor, vulnerable and disadvantaged.

*Ang Department of Social Welfare and Development (DSWD) ay ang pangunahing ahensya ng gobyerno na inatasan na bumuo, magpatupad at mag-coordinate ng panlipunang proteksyon at mga solusyon sa pagbabawas ng kahirapan para at sa mga mahihirap, mahina, at mahihirap.*

# **Vision:**

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

*Ang Departamento ng Kagalingang Panlipunan at Pag-unlad ay nakikita ang lahat ng mga Pilipinong malaya sa gutom at kahirapan, may pantay na pag-access sa mga pagkakataon, na pinagana ng isang patas, makatarungan, at mapayapang lipunan.*

# **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.

*Upang mamuno sa pagbabalangkas, pagpapatupad, at koordinasyon ng mga patakaran at programa para sa kapakanang panlipunan at pagpapaunlad para at kasama ng mga mahihirap, mahina, at mahirap.*

# **Service Pledge:**

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

Furthermore, we shall endeavor to complete transactions within the day and in the event that we are unable to do so, we shall inform you promptly of our actions taken so far and clearly explain the reason/s for such delay.

We shall appreciate any positive or negative feedback regarding our services, facilities, and personnel.

All these we pledge for the best interest of the clients/customers we serve.

*Nakatuon kami na magbigay ng kalidad, maagap, at magalang na serbisyo mula Lunes hanggang Biyernes, 8:00 A.M. hanggang 5:00 P.M., nang walang pahinga sa tanghali at sa gayon ay matiyak na ang lahat ng mga aplikante o humihiling na mga partido na nasa loob ng lugar ng DSWD bago matapos ang opisyal na oras ng trabaho at sa oras ng pahinga ng tanghalian ay dadaluhan. Dahil dito, titiyakin natin ang pagkakaroon ng Officers-in-Charge ng ating mga serbisyo sa frontline sa lahat ng oras para sa konsultasyon at payo.*

*Higit pa rito, sisikapin naming kumpletuhin ang mga transaksyon sa loob ng araw at kung sakaling hindi namin magawa, ipapaalam namin sa iyo kaagad ang aming mga aksyon na ginawa sa ngayon at malinaw na ipaliwanag ang dahilan para sa naturang pagkaantala.*

*Pinahahalagahan namin ang anumang positibo o negatibong feedback tungkol sa aming mga serbisyo, pasilidad, at tauhan.*

*Ang lahat ng ito ay ipinangangako namin para sa pinakamahusay na interes ng mga kliyente/customer na aming pinaglilingkuran.*

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**DEPARTMENT OF**

**SOCIAL WELFARE AND DEVELOPMENT**

# **FRONTLINE (EXTERNAL) SERVICES**

# 

# **ADMINISTRATIVE SERVICE**

**(AS)**

**FRONTLINE (EXTERNAL) SERVICES**

**1.** **Issuance of Gate Pass for Service Providers and Suppliers**

***Pagbibigay ng Gate Pass sa mga service providers at suppliers o tagapagtustos***

Issued for properties that are to be used outside of DSWD premises, for properties to be brought outside of DSWD premises for repair or replacement by the supplier, for properties that are to be disposed through sale/transfer/other mode of disposition.

*Ibinigay para sa mga pag-aari na magagamit sa labas ng DSWD, para sa mga pag-aari na ilalabas sa tanggapan ng DSWD para sa pagkukumpuni o kapalit ng tagapagtustos, para sa mga pag-aari na itatapon sa pamamagitan ng pagbebenta / paglilipat / iba pang pamamaraan ng disposisyon*

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Office/Division:**  ***Tanggapan/Dibisyon*:** | | DSWD Field Office XII - Administrative Division - Property and Supply Section (PSS) | | | | |
| **Classification:**  ***Kinabibilangan*:** | | Simple  *Payak* | | | | |
| **Type of Transaction:**  ***Uri ng Transaksyon*** | | G2C – Government to Citizen; G2G - Government to Government;  G2B - Government to Business Entities | | | | |
| **Who may avail:**  ***Sino ang maaaring makinabang?*** | | 1. Department of Social Welfare and Development (DSWD) Employees who are: 2. a. DSWD service providers 3. b. DSWD suppliers | | | | |
| **CHECKLIST OF REQUIREMENTS**  ***MGA KINAKAILANGAN*** | | | **WHERE TO SECURE**  ***SAAN KUKUHA*** | | | |
| 1. Three (3) original copies of duly   accomplished Gate Pass  *Tatlong orihinal na kopya ng marapat naginawang Gate Pass*   1. Property/ies to be brought outside the   DSWD premises  *Mga kagamitan o ari-arian na ilalabas mula sa DSWD*  In the absence of the authorized signatory secure any of the following:  *Kung wala ang awtorisadong lumagda siguruhing*  *nakahanda ang alinman sa mga sumusunod:*    1. Signed by the personnel authorized to sign in behalf of the authorized signatory – with attached one (1) photocopy of Special Order (SO) for order of succession  *Nilagdaan ng mga tauhang pinahintulutan na lumagda sa ngalan ng otorisadong pumirma - na may kalakip na isang (1) kopya ng Special Order para sa order of succession*    2. Digitally signed using the PNPKI registered digital signature  *Digitadong pinirmahan gamit ang naka-rehistrong digital signature ng PNPKI*              3. Printed copy of email using the official DSWD email account allowing the property to be brought outside DSWD premises  *Naka-print na kopya ng email account na nagpapahintulot sa pag-aari na dalhin sa labas ng DSWD*      Properties for repair/replacement attach:  *Para sa mga kagamitan na ipapayos/ipapapalit maglakip:*    1. 1 photocopy of pull-out slip indicating the name of person who will bring out the property or authorization letter  *1 photocopy ng pull-out slip nagpapahiwatig ng pangalan ng tao na maglalabas ng ari-arian o liham ng pahintulot*  *1. 1 photocopy of Technical Assistance Report*  *1 photocopy ng ulat ng Tulong Teknikal*      *2. 1 photocopy of approved Purchase Order (PO) or Purchase Request (PR)*  *1 photocopy ng naaprubahang Purchase Order (PO) o Purchase Request (PR)*    *3. 1 photocopy of PAR/ICS if property is under warranty*  *1 Photocopy ng PAR/ICS kung ang*  *ari-arian ay nasa ilalim ng warranty*    *4. 1 photocopy of government issued ID and company ID of client or representative*  *1 photocopy ng ID na ibinigay ng gobyerno at ID ng kumpanya ng kliyente o kinatawan*    *For loaned properties to be returned to supplier attach:*  *Para sa mga kagamitang ipinahiram ng supplier na kinakailangang ibalik, mag lakip ng:*    *1. 1 photocopy of pull-out slip indicating the name of person who will bring out the property or authorization letter*  *1 photocopy ng pull-out slip na nagpapahiwatig ng pangalan ng tao na maglalabas ng ari-arian o liham ng pahintulot*    *2. Personal Property Item Pass Slip (PPIPS) and/or delivery or acknowledgement receipt*  *Personal Property Item Pass Slip (PPIPS) at/o resibo ng paghahatid o pagkilala*    *3. 1 photocopy of government issued ID and company ID of client or representative*  *1 photocopy ng ID na ibinigay ng gobyerno at ID ng kumpanya ng kliyente o kinatawan* | | | 1. To be prepared by the concerned Office’s Designated Property and Supply Custodian (DPSC) through the Property Records and Equipment Monitoring Inventory System (PREMIS)  *Ihahanda ng Designated Property and Supply Custodian (DPSC) sa pamamagitan ng Property Records at Equipment Monitoring System (PREMIS)*  2. To be prepared by the DPSC of concerned Office without any prescribed format  *Ihahanda ng DPSC ng kinauukulang Opisina nang walang prescribed format*  1. Records and Archives Management Division (RAMD)  2. Digital signature of:  *Digital na lagda ng:*  ● Authorized signatory or;  *Pinahihintulutan na lumagda o;*  ● Authorized representative with attached 1 photocopy of SO for order of succession;  *Pinahintulutang kinatawan na may kalakip na 1 isang kopya ng SO para sa order of succession;*  3. From the:  *Galing sa:*    ● Authorized signatory or;  *Pinahihintulutan na lumagda o;*  ● Authorized representative with attached 1 photocopy of SO for Order of succession  *Pinahintulutan na kinatawan na may kalakip na 1 photocopy ng SO para sa order of succession;*    1. Issued by the supplier/contractor  *Inisyu ng tagapagtustos/kontratista*    *1. From concerned DSWD Office (IT Equipment – ICTMS/RICTMU; Motor Vehicle, Office Equipment, Furniture and Fixtures – GSD/GSS; Maintenance Equipment – BGMD/GSS)*  *Mula sa Opisina ng DSWD (IT Equipment ICTMS/RICTMU; Motor Vehicle, Kagamitan sa Opisina, Muwebles at Fixture - GSD/GSS; Kagamitan sa pagpapanatili - BGMD/GSS)*  *2. Procurement Management Service (PMS)*      *3. From the accountable personnel*  *Mula sa mananagot na tauhan*      *4. From supplier or representative*  *Mula sa tagapagtustos o kinatawan*                  *1. Issued by the supplier/contractor*  *Inisyu ng tagapagtustos/kontratista*            *2. Issued by the Security Personnel upon entry of the property, from supplier or contractor*  *Inisyu ng Security Personnel sa pagpasok ng pag-aari, mula sa tagapagtustos o kontratista*    *3. From supplier or representative*  *Mula sa tagapagtustos o kinatawan* | | | |
| **CLIENT STEPS**  ***MGA HAKBANG*** | **AGENCY ACTION**  ***AKSYON NG AHENSYA*** | | | **FEES TO BE PAID**  ***MGA DAPAT BAYARAN*** | **PROCESSING TIME**  ***PANAHONG KAILANGAN*** | **PERSON RESPONSIBLE**  ***TAONG DAPAT GUMAWA*** |
| 1. Submit duly accomplished gate pass with attachments and present the property / Items requested for validation  *Magsumite ng maayos na natapos na gate pass na may mga kalakip at ipakita ang pag-aari / Mga item na hiniling para sa pagpapatunay* | 1. Receive and review submitted duly accomplished gate pass and attachments vis-à-vis property presented  *Makatanggap at suriin ang isinumite ng maayos na natapos na gate pass at mga kalakip na vis-à-vis na pag-aari na ipinakita* | | | None  *Wala* | 3 Minutes  *Tatlong Minuto* | KHAIRIA D. KAPAMPANGAN |
| 1.1 Review if the Gate Pass is duly accomplished and with attachments (PPIP and other supporting documents)  Complete/Duly Accomplished:  *Kumpleto/Maayos na napunan:*    Update PREMIS through scanning the barcode of the Gate Pass to record the time of receipt of request and endorse the same to the Heads of Property Office for approval  *I-update ang PREMIS sa pamamagitan ng pag-scan ng barcode ng gate pass upang maitala ang oras kung kailan natanggap ang request at ito ay ibibigay sa pinuno ng Property.*    Incomplete/Not Duly Accomplished:  *Hindi kumpleto/Di Maayos na napunan*    Return the Gate Pass to requestor/DPSC for proper accomplishment  *Ibalik ang Gate Pass sa requestor upang ito ay wastong mapunan* | | | None  *Wala* | 5 Minutes  *Limang Minuto* | KHAIRIA D. KAPAMPANGAN |
| 1.2 Approval of Gate Pass from 8:00 AM to 4:00 PM  *Pag-apruba ng Gate Pass mula ika-walo ng umaga hanggang ika-apat ng hapon* | | | None  *Wala* | 2 Minutes  *Dalawang Minuto* | ROMMEL A. CAMAGANACAN  Head of Property Office  *Pinuno Tanggapan ng Property* |
| 1.3 Scan the Gate Pass barcode to record the time of approval.  *I-scan ang Gate Pass barcode upang maitala ang oras ng pag-apruba*    The property staff shall provide the customer feedback form to the requesting party for the service provided  *Ang kawani ng property ay magbibigay ng Customer Feedback Form sa taong humihingi ng serbisyo* | | | None  *Wala* | 2 Minutes  *Dalawang Minuto* | KHAIRIA D. KAPAMPANGAN |
| 1.4 Forward copy of the approved Gate Pass to:  *Ipasa ang kopya ng naaprubahang Gate Pass sa:*    a. Original copy – Security Guard  *Orihinal na kopya – Security Guard*  b. Duplicate copy – Person who shall bring the equipment out of DSWD premises to present to Security Guard On-Duty/Property Officer  *Pangalawang kopya – Taong maglalabas ng kagamitan mula sa DSWD upang iharap sa Security Guard On-Duty / Kawani ng Property*  c. Triplicate – Property Office copy  *Pangatlong Kopya – kopya ng Tanggapan ng Property* | | | None  *Wala* | 5 Minutes  *Limang Minuto* | KHAIRIA D. KAPAMPANGAN |
| 2. Present property together with the duplicate copy of the approved Gate Pass to the security guard  *Ipakita ang \ pag-aari kasama ang duplicate na kopya ng naaprubahang Gate Pass sa security guard* | 2. Review the presented property vis-a-vis the duplicate copy of the approved Gate Pass  *Suriin ang ipinakita kagamitan ng vis-a-vis ang duplicate na kopya ng naaprubahang Gate Pass*  With discrepancy  *May pagkakaiba*  Return gate pass to the person who shall take the equipment out of DSWD premises and instruct the latter to secure new gate pass reflecting the correct details of the property to be brought outside DSWD premises  *Ibalik ang gate pass sa taong kukuha ng kagamitan palabas ng lugar ng DSWD at siguruhin ang bagong gate pass na sumasalamin sa tamang mga detalye ng ilalabas na kagamitan mula sa tanggapan ng DSWD*    Without discrepancy  *Walang Pagkakaiba*  Security Guard On-Duty shall sign the original and duplicate copy of gate pass, return signed duplicate copy to the client  *Ang Security Guard On-Duty ay dapat mag-sign sa orihinal at duplicate na kopya ng gate pass, ibalik ang naka-sign na duplicate na kopya sa kliyente* | | | None  *Wala* | 8 Minutes  *Walong Minuto* | Security Guard On-Duty  *On-Duty na Security Guard* |
| 2.1. Scan the barcode of the Gate Pass to record the time when the property was brought outside DSWD in PREMIS.  *I-scan ang barcode ng Gate Pass upang maitala ang oras kung kailan ang pag-aari ay dinala sa labas ng DSWD sa PREMIS.* | | | None  *Wala* | 3 Minutes  *Tatlong Minuto* | Security Guard On-Duty  *On-duty na Security Guard* |
| 2.2. Surrender the original copy of gate pass to Property, Supply and Asset Management Division (PSAMD)/Property and Supply Section (PSS)  *Ibalik ang orihinal na kopya ng gate pass sa PSAMD/PSS*  The Security Guard will return the copy of the gate pass upon return of the equipment brought outside the DSWD premises for monitoring purposes  *Ibabalik ng Security Guard ang kopya ng gate pass pagka-balik ng kagamitan na dinala sa labas ng DSWD* | | | None  *Wala* | 5 Minutes  *Limang Minuto* | Security Guard On-Duty  *On-duty na Security Guard* |
| 2.3 File gate pass for safekeeping and future reference  *File gate pass para sa pag-iingat at batayan sa hinaharap* | | | None  *Wala* | 10 Minutes  *Sampong Minuto* | KHAIRIA D. KAPAMPANGAN  *Property* |
| **TOTAL:** | | | | **None**  ***Wala*** | **43 MINUTES**  **Apatnapu’t Tatlong Minuto** | |

|  |  |
| --- | --- |
| **Feedback and Complaints Mechanisms** | |
| How to send a feedback  *Paano magpadala ng puna* | Customer Feedback Form shall be provided to the client after issue of the approved property clearance  *Customer Feedback Form ay ibibigay sa kliyente pagkatapos na ma-isyu ang aprubadong clearance mula sa mga kagamitan ng Departamento* |
| How feedback are Processed  *Paano pinoproseso ang mga puna?* | Duly accomplished customer feedback forms shall be consolidated once a month, identifying issues and concerns of the clients which shall be discussed for appropriate action. Status on the identified issues and concerns shall be monitored on a monthly basis.  *Bawat buwan ang mga napunang customer feedback forms ay pagsasama-samahin, itatala ang mga puna o komentaryo ng mga kliyente at ito ay tatalakayin upang mabigyan ng nararapat na aksyon. Ang katayuan ng mga puna o komentaryo ay buwanang susundan/susubaybayan.* |
| How to file a complaint  *Paano magsampa ng reklamo?* | Requesting clients may submit an appeal for the request that have been denied or may send a complaint letter to the Property and Supply Section, DSWD Field Office XII, Regional Center, Brgy. Carpenter Hill, City of Koronadal, South Cotabato email: property.fo12@dswd.gov.ph.  *Ang humihiling na mga kliyente ay maaaring magsumite ng apela para sa kahilingang tinanggihan o maaaring magpadala ng liham ng reklamo sa Property and Supply Section, DSWD Field Office XII, Regional Center, Brgy. Carpenter Hill, City of Koronadal, South Cotabato email: property.fo12@dswd.gov.ph.* |
| How complaints are processed  *Paano pinoproseso ang mga reklamo?* | Upon receipt of complaint the Property and Supply Section shall make necessary evaluation and investigation to create a report for information and appropriate action of the concerned officials. Feedback shall be provided to the client.  For inquiries and follow-ups, clients may contact PSS through:  **ROMMEL A. CAMAGANACAN**  Administrative Officer V / Head,PSS  0999-905-8087  Email: property.fo12@dswd.gov.ph  *Mula sa pagtanggap ng reklamo ang Property and Supply Section ay gagawa ng kinakailangang pagsusuri at pagsisiyasat upang lumikha ng isang ulat para sa impormasyon at naaangkop na aksyon ng mga kinauukulang opisyal. Ang feedback ay dapat ibigay sa kliyente.*  *Para sa mga katanungan at follow-up, maaaring makipag-ugnayan ang mga kliyente sa PSS sa pamamagitan ng:*  **ROMMEL A. CAMAGANACAN**  Administrative Officer V / Head,PSS  0999-905-8087  Email: property.fo12@dswd.gov.ph |
| Contact information of ARTA, CSC, PCC | ARTA: complaints@arta.gov.ph 8478 m-5091 / 8478-5093 / 8478-5099  CSC: 8931-8092 / 8931-7939 / 8931-7935  PCC: pcc@malacanang.gov.ph 8736-8645 / 8736-8603 / 8736-8629 / 8736-8621 |
| Contact Center ng Bayan (CCB) | SMS: 0908 881 6565  Email: email@contactcenterngbayan.gov.ph  Web: [https://contactcenterngbayan.gov.ph](https://contactcenterngbayan.gov.ph/)  FB:<https://facebook.com/civilservicegovph>  Call: 165 65 (P5+VAT per call anywhere in the Philippines via PLDT landlines) |

|  |  |  |
| --- | --- | --- |
| **List of Offices** | | |
| **Office** | **Address** | **Contact Information** |
| Property and Supply Section, Administrative Division, DSWD Field Office XII | DSWD FO XII, Regional Center, Brgy. Carpenter Hill, City of Koronadal, South Cotabato | Contact Number:  0999-905-8087  Email: property.fo12@dswd.gov.ph |

1. **Issuance of Property Clearance for Separated Officials and Employees**

***Pag isyu ng Clearance para sa mga Nakaraang Empleyado ng Departamento mula sa Pananagutan sa mga Ari-arian Nito***

Property Clearance is issued to DSWD employees who are retired/transferred to another government agency/detail separation from the service, promotion/reassignment/transfer from one organizational unit within the Department. Approved Property Clearance shall be issued immediately upon cancellation of property accountability.

*Ang Clearance mula sa mga ari-arian ng Departamento ay ibinibigay sa mga kawani ng DSWD na retirado/ lumipat ng ibang ahensya ng gobyerno/ bumukod mula sa serbisyo/ umangat ang posisyon/ itinalaga sa ibang posisyon/ lumipat ng ibang sangay ng Departamento. Ang naaprubahang Clearance ay kagyat na ibinibigay kung ang mga pananagutan mula sa mga ari-arian ng Departamento ay naipawalang bisa sa pamamagitan ng paglipat at pag sasauli ng nasabing ari-*

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| **Office/Division:**  ***Tanggapan/Dibisyon*** | | DSWD Field Office XII - Administrative Division - Property and Supply Section (PSS) | | | | |
| **Classification:**  ***Kinabibilangan*** | | Simple  *Payak* | | | | |
| **Type of Transaction :**  ***Uri ng Transaksyon*** | | G2C – Government to Citizen  *Pamahalaan sa Mamamayan* | | | | |
| **Who may avail:**  ***Sino ang maaaring makinabang?*** | | Department of Social Welfare and Development (DSWD) Employees who are:  *Mga Kawani ng DSWD na:*  1. Resigned  *Nagbitiw*  2. Transferred to other Government Offices  *Lumipat sa ibang Ahensya ng Gobyerno*  3. Non-renewal of Contract  *Di pagpapanibago ng Kasunduan*  4. Terminated  *Pagtatapos ng Kasunduan*  5. Retired  *Retirado* | | | | |
| **CHECKLIST OF REQUIREMENTS**  ***MGA KINAKAILANGAN*** | | | **WHERE TO SECURE**  ***SAAN KUKUHA*** | | | |
| **A.** **Without Property Accountability**  *Walang Pananagutan mula sa mga kagamitan ng Departamento*     1. Three (3) original copies of Clearance Form   *Tatlong kopya ng dokumento ng Clearance*   1. And/or duly approved request for transfer / resignation / retirement   *Aprubadong samo ng pag lipat / pagbibitiw / pag retiro*    **B. With Property Accountability**  *May pananagutan mula sa mga Ari-arian*     1. Three (3) original copies of Clearance Form   *Tatlong kopya ng dokumento ng Clearance*     1. One (1) Original Copy of Duly Accomplished Furniture and Equipment Transfer Slip (FETS) to transfer/turnover of property accountabilities   *Isang orihinal na kopya ng FETS na marapat na na pirmahan sa pagsasalin/pagbabalik ng pananagutan mula sa mga ari-arian*     1. Duly signed PAR/ICS for transferred property accountability   *Napunang PAR/ICS para sa naisaling pananagutan sa ari-arian*    **In Case of Lost:**     1. With request for relief from property accountability due to loss - one (1) copy of COA decision   *May kahilingan na mapawalang bisa ang pananagutan sa mga ari-arian na idinulot ng pagkawala ng nasabig kagamitan - isang kopya na may hatol ng Komisyon ng Pagsusuri (COA)*     1. With request for replacement / reimbursement of lost property - One (1) photo copy of request for replacement approved by the Undersecretary for General Administration and Support Services Group (GASSG)   *May kahilingan na palitan o isauli ang salaping naigugol sa nawalang gamit - Isang kopya ng kahilingan na inaprubahan ng Undersecretary ng GASSG* | | | **A.** **Without Property Accountability**  *Walang Pananagutan mula sa mga kagamitan ng Departamento*     1. Personnel Administration Division with prescribed format   *PAD na may nakatalagang dokumento*     1. From Client   *Mula sa Kliyente*    **B. With Property Accountability**  *May pananagutan mula sa mga Ari-arian*     1. Personnel Administration Division (PAD) with prescribed format   *PAD, may itinalagang dokumento*     1. To be prepared by the Office’s Designated Property and Supply Custodian (DPSC) through the Property Records and Equipment Monitoring Inventory System (PREMIS)   *Ihahanda ito ng DPSC ng nasabing tanggapan sa pamamagitan ng PREMIS*     1. Submitted by the personnel applying for property clearance with signature of the new end user   *Isinumite ng kawani na naglalayong mabigyan ng clearance*  **In Case of Lost:**   1. DSWD Commission on Audit without prescribed format   *DSWD COA walang itinalagang dokumento*           1. Property Supply and Asset Management Division (PSAMD) without prescribed format   *PSAMD, walang itinalagang dokumento* | | | |
| **CLIENT STEPS**  ***MGA HAKBANG*** | **AGENCY ACTION**  ***AKSYON NG AHENSYA*** | | | **FEES TO BE PAID**  ***MGA DAPAT BAYARAN*** | **PROCESSING TIME**  ***PANAHONG KAILANGAN*** | **PERSON RESPONSIBLE**  ***TAONG DAPAT GUMAWA*** |
| 1. Submit three original copies of clearance form issued by the Personnel Administration Division (PAD)/Personnel Administration Section (PAS) and/or duly approved request for transfer / resignation / retirement 2 months before the effectivity of retirement, 30 days of resignation or transfer from 8 AM to 5 PM, Mondays to Fridays except holidays   *Mag sumite ng 3 kopya ng Clearance Form na isyu ng PAD o aprubadong samo ng pag lipat / pagbibitiw / pag retiro 2 buwan bago ang itinakdang araw ng pag retiro, 30 araw bago ang itinakdang araw ng pagbibitiw o paglipat mula ika-walo ng umaga hanggang ika-lima ng hapon, Lunes hanggang Biyernes maliban sa mga araw na pahinga* | 1. Receive Three copies of clearance issued PAD/PAS and/or duly approved request for transfer / resignation / retirement and review the attached documents from 8 AM to 5 PM, Mondays to Fridays except holidays.  *Pagtanggap ng 3 kopya ng Clearance na isyu ng PAD/PAS at/o ang aprubadong samo ng pag lipat / pagbibitiw / pag retiro. Suriin ang mga kalakip na dokumentong natanggap mula ika-walo ng umaga hanggang ika-lima ng hapon mula Lunes hanggang Biyernes maliban sa araw na pahinga* | | | None  *Wala* | 5 Minutes  *Limang Minuto* | *KHAIRIA KAPAMPANGAN* |
| 1.1 Review and validate recorded property accountability/ies on file using the Property Records and Equipment Monitoring Inventory System (PREMIS) and the individual folder of personnel if cancelled  *Suriin at bigyang patunay kung may pananagutan sa mga kagamitan gamit ang PREMIS at indibidwal na kalupi na naglalaman ng mga dokumento ng mga pananagutan* | | | None  *Wala* | 1 Hour, 30 Minutes  *Isang Oras at Tatlumpung Minuto* | *KHAIRIA KAPAMPANGAN / ROMMEL A. CAMAGANACAN* |
| 1.2  **No Accountability/ies**  *Walang Pananagutan*    Record the date of effectivity of retirement / resignation / transfer / detail of separation / date of issuance of property clearance in PREMIS and process clearance by affixing initial and forward to the Head of Property for approval  *Itala ang itinakdang araw ng pag retiro / pagbibitiw / paglipat / mga dahilan ng pag alis at ang araw ng pag isyu ng clearance mula sa mga kagamitan sa PREMIS, mag lagay ng paunang lagda bago ang pagpapatibay ng Punong Tagapangasiwa ng mga ari-arian*    **With Accountability/ies**  *May mga Pananagutan*    Inform the former Office of the applicant through a Memorandum on the remaining accountability/ies to process its cancellation and/or request submission of other requirements/ proof of cancelled Property Accountability  *Ipabatid ang mga naitalang pananagutan ng dating kawani na marapat na ipawalang bisa ng dati nitong tanggapan sa pamamagitan ng pag liham* | | | None  *Wala* | 25 Minutes  *Dalawampung Minuto* | *KHAIRIA KAPAMPANGAN / ROMMEL A. CAMAGANACAN* |
| 2. Submit documents and other requirements as proof of cancelled property accountability  *Mag sumite ng dokumento at iba pang kailangan na nagpapatunay na nai-pawalang bisa na ang mga pananagutan sa mga kagamitan* | 2. Receive and validate submitted documents and other requirements as proof of cancelled property accountability  *Tanggapin, suriin ang mga isinumiteng dokumento at bigyang patunay na ang pananagutan sa mga kagamitan ay nai-pawalang bisa* | | | None  *Wala* | 30 Minutes  *Tatlumpung Minuto* | *KHAIRIA KAPAMPANGAN / ROMMEL A. CAMAGANACAN* |
| 2.1. If all the property accountability were cancelled, record the date of effectivity or retirement/ resignation/ transfer/ detail/ separation date and date of issuance of property clearance in PREMIS, affix initial and forward to the Head of Property for approval  *Kung ang lahat ng pananagutan mula sa mga kagamitan ay naipawalang bisa, Itala ang itinakdang araw ng pag retiro / pagbibitiw / paglipat / mga dahilan ng pag alis at ang araw ng pag isyu ng clearance mula sa mga kagamitan sa PREMIS, mag lagay ng paunang lagda bago ang pagpapatibay ng Punong Tagapangasiwa ng mga ari-arian* | | | None  *Wala* | *5 Minutes*  *Limang Minuto* | *KHAIRIA KAPAMPANGAN / ROMMEL A. CAMAGANACAN* |
| 2.2. Check the “cleared” box and affix signature in the clearance form  *Markahan ng tsek ang kahon na nagsasaad ng “cleared” at lagdaan ang Clearance Form* | | | None  *Wala* | 5 Minutes  *Limang Minuto* | *ROMMEL A. CAMAGANACAN* |
| 2.3. Scan signed clearance from, record in clearance logbook/monitoring sheet, forward to the next office concerned and provide Client Satisfaction Measurement Form (CSMF) to the requesting party/client  *I-scan ang nalagdaang Clearance Form, itala sa talaan ng clearance, dalhin sa kasunod na tanggapan at magbigay ng CSMF sa kliyente na humingi ng serbisyo* | | | None  *Wala* | 10 Minutes  *Sampung Minuto* | *KHAIRIA KAPAMPANGAN* |
| 2.4. Upload scanned signed clearance in PREMIS  *I-upload ang na-scan na nilagdaang clearance sa PREMIS* | | | *None*  *Wala* | *10 Minutes*  *10 Minuto* | *KHAIRIA KAPAMPANGAN* |
| **TOTAL:** | | | | **None**  ***Wala*** | **3 HOURS**  ***Tatlong Oras*** | |

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| **Feedback and Complaints Mechanisms** | |
| How to send a feedback  *Paano magpadala ng puna* | Customer Feedback Form shall be provided to the client after issue of the approved property clearance  *Customer Feedback Form ay ibibigay sa kliyente pagkatapos na ma-isyu ang aprubadong clearance mula sa mga kagamitan ng Departamento* |
| How feedback are Processed  *Paano pinoproseso ang mga puna?* | Duly accomplished customer feedback forms shall be consolidated once a month, identifying issues and concerns of the clients which shall be discussed for appropriate action. Status on the identified issues and concerns shall be monitored on a monthly basis.  *Bawat buwan ang mga napunang customer feedback forms ay pagsasama-samahin, itatala ang mga puna o komentaryo ng mga kliyente at ito ay tatalakayin upang mabigyan ng nararapat na aksyon. Ang katayuan ng mga puna o komentaryo ay buwanang susundan/susubaybayan.* |
| How to file a complaint  *Paano magsampa ng reklamo?* | Requesting clients may submit an appeal for the request that have been denied or may send a complaint letter to the Property and Supply Section, DSWD Field Office XII, Regional Center, Brgy. Carpenter Hill, City of Koronadal, South Cotabato email: property.fo12@dswd.gov.ph.  *Ang humihiling na mga kliyente ay maaaring magsumite ng apela para sa kahilingang tinanggihan o maaaring magpadala ng liham ng reklamo sa Property and Supply Section, DSWD Field Office XII, Regional Center, Brgy. Carpenter Hill, City of Koronadal, South Cotabato email: property.fo12@dswd.gov.ph.* |
| How complaints are processed  *Paano pinoproseso ang mga reklamo?* | Upon receipt of complaint the Property and Supply Section shall make necessary evaluation and investigation to create a report for information and appropriate action of the concerned officials. Feedback shall be provided to the client.  For inquiries and follow-ups, clients may contact PSS through:  **ROMMEL A. CAMAGANACAN**  Administrative Officer V / Head,PSS  0999-905-8087  Email: property.fo12@dswd.gov.ph  *Mula sa pagtanggap ng reklamo ang Property and Supply Section ay gagawa ng kinakailangang pagsusuri at pagsisiyasat upang lumikha ng isang ulat para sa impormasyon at naaangkop na aksyon ng mga kinauukulang opisyal. Ang feedback ay dapat ibigay sa kliyente.*  *Para sa mga katanungan at follow-up, maaaring makipag-ugnayan ang mga kliyente sa PSS sa pamamagitan ng:*  **ROMMEL A. CAMAGANACAN**  Administrative Officer V / Head,PSS  0999-905-8087  Email: property.fo12@dswd.gov.ph |
| Contact information of ARTA, CSC, PCC | ARTA: complaints@arta.gov.ph 8478 m-5091 / 8478-5093 / 8478-5099  CSC: 8931-8092 / 8931-7939 / 8931-7935  PCC: pcc@malacanang.gov.ph 8736-8645 / 8736-8603 / 8736-8629 / 8736-8621 |
| Contact Center ng Bayan (CCB) | SMS: 0908 881 6565  Email: email@contactcenterngbayan.gov.ph  Web: [https://contactcenterngbayan.gov.ph](https://contactcenterngbayan.gov.ph/)  FB:<https://facebook.com/civilservicegovph>  Call: 165 65 (P5+VAT per call anywhere in the Philippines via PLDT landlines) |

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| **List of Offices** | | |
| **Office** | **Address** | **Contact Information** |
| Property and Supply Section, Administrative Division, DSWD Field Office XII | DSWD FO XII, Regional Center, Brgy. Carpenter Hill, City of Koronadal, SOuth Cotabato | Contact Number:  0999-905-8087  Email: property.fo12@dswd.gov.ph |

1. **Receiving Request for Information**

***Pagtanggap ng Request para sa Impormasyon***

The Administrative Division – Records and Archives Management Section (AD – RAMS) shall be receiving and conducting an initial evaluation of requests on Freedom of Information (FOI) being received by the Department. This process covers requests for information/data of Department through FOI pursuant to Executive Order No. 02, series of 2016, on FOI.

*Ang Administrative Division – Records and Archives Management Section (AD – RAMS) ang naatasan na tumanggap at magsagawa ng paunang pagsusuri ng mga kahilingan sa ilalim ng malayang pagkuha ng impormasyon (FOI) na natatanggap ng Departamento. Ang prosesong ito ay sumasaklaw sa mga kahilingang impormasyon/datos ng Departamento sa pamamagitan ng FOI alinsunod sa Executive Order No. 02, series of 2016.*

These are information involving transactions, general operations, thrusts, and programs of the Department involving public interest subject to the procedures and limitations provided in the Executive Order 02, series of 2016.

*Ang mga impormasyon na ito ay kinabibilangan ng mga transaksyon, pangkalahatang operasyon, punong layunin at mga programa ng Departamento na kinabibilangan ng interest ng publiko na napapailalim sa pamamaraan at limitasyon na ibinigay sa Executive Order No. 2 series of 2016.*

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| **Office or Division:**  **Opisina o Dibisyon:** | | Administrative Division - Records and Archives Management Section (RAMS) | | | | | |
| **Classification:**  ***Klasipikasyon*** | | Covered by special law (Executive Order No. 02, s. of 2016).  *Sakop ng espesyal na Batas (Atas Tagapasunod Bilang 02, serye ng 2016.)* | | | | | |
| **Type of Transaction:**  ***Uri ng Transaksiyon*** | | G2C – Government to Citizens  *G2C Ahensya-sa-Mamamayan* | | | | | |
| **Who may avail:**  ***Sino ang maaaring kumuha ng serbisyo*** | | Individuals with Filipino Citizenship  *Mga Indibidwal na may Filipino Citizenship* | | | | | |
| **CHECKLIST OF REQUIREMENTS** | | | | **WHERE TO SECURE** | | | |
| 1. **Standard Request**    1. One (1) Request letter addressed to Dir. Loreto Jr. V. Cabaya at DSWD- Field Office XII, Brgy. Carpenter Hills, Koronadal City, SOuth Cotabato, 9506.   *Isa (1) Sulat kahilingan na naka pangalan kay Direktor Loreto Jr. V. Cabaya sa DSWD- Field Office XII, Brgy. Carpenter Hills, Koronadal City, South Cotabato, 9506.*   * 1. Attach one (1) FOI Request Form   *Kalakip ang isang (1) FOI Request Form*   * + 1. Must state your complete name, contact information and purpose of your request   *Tiyaking ilagay ang inyong buong pangalan, impormasyon sa pakikipag ugnayan at ang layunin ng inyong kahilingan*   * + 1. Attach one (1) photocopy of government issued I.D or school I.D (for registered students) with photo   *Maglakip ng isang (1) isang kopya ng balidong I.D na inisyu ng pamahalaan o iskul I.D ( para sa mga rehistradong estudyante) na may kasamang litrato*   * + 1. One (1) Receiving copy (for client reference)   *Isang (1) Kopya ng pagtanggap ( para sa katunayan ng kliyente)* | | | | | Requesting party may visit: [https://www.dswd.gov.ph/issuances/MCs/M](https://www.dswd.gov.ph/issuances/MCs/MC_2017-009.pdf) [C\_2017-009.pdf](https://www.dswd.gov.ph/issuances/MCs/MC_2017-009.pdf) for the FOI Request Form  *Ang humihiling na partido ay maaring magpunta sa*[*https://www.dswd.gov.ph/issuances/MCs/MC\_2017-009.pdf*](https://www.dswd.gov.ph/issuances/MCs/MC_2017-009.pdf)  *para sa FOI Request Form*  o  Secure FOI Request Form in the DSWD- AS-RAMD  *Humihingi ng FOI Request Form sa DSWD-AD-RAMS* | | |
| 1. **Online Requests or through eFOI portal**   **Paghiling sa pamamagitan ng eFOI portal**     * 1. Visit the eFOI website   *Bisitahin ang eFOI website*   * + 1. Choose Make a Request icon   *Piliin ang Make a Request icon*   * + 1. Select Department of Social Welfare and Development   *Piliin ang Department of Social Welfare and Development*   * + 1. Click on Write My Request   *Pindutin ang Write My Request*   * + - 1. Ensure all the mandatory fields are filled out   *Siguraduhing napunan lahat ang kinakailangang impormasyon*.   * + 1. Attach a copy of government issued I.D or school I.D (for registered students) with photo   *Maglakip ng isang (1) isang kopya ng balidong I.D na inisyu ng pamahalaan o iskul I.D ( para sa mga rehistradong estudyante) na may kasamang litrato* | | | | | Requesting party may visit the FOI website to place their request: <https://www.foi.gov.ph/>  *Ang humihiling na partido ay maaring bumisita sa FOI website para mag padala ng kanilang kahilingan:*  [*https://www.foi.gov.ph/*](https://www.foi.gov.ph/) | | |
| 1. If unable to make a written request, because of illiteracy or disability   *Kung ang humulihiling ay walang kakayanang gumawa ng nasusulat na kahilingan sa kadahilanang hindi marunong bumasa at sumulat o di kaya’y dahil sa kapansanan*   * 1. Visit the nearest DSWD Office or contact Ms. Hearty Mae C. Loretizo in DSWD-Field Office XII at (083) 228-2086 for inquiries   *Bumisita sa pinakamalapit na DSWD Office o makipag ugnayan kay Bb. Hearty Mae C. Loretizo sa DSWD-Field Office XII na may teleponong (083) 228-2086 para sa mga katanungan*   * 1. Make verbal request to the DSWD FOI Receiving Officer (FRO) who shall reduce the request to FOI Request Form   *Gumawa ng pasalitang kahilingan sa DSWD FOI Receiving Officer (FRO) na mag lalapat ng kahilingan sa FOI Request Form.*   * 1. Provide one (1) copy of government issued I.D or school I.D (for registered students) with photo and authorization   *Magbigay ng isang (1) kopya ng valid I.D na inisyu ng pamahalaan o iskul I.D ( para sa mga rehistradong estudyante) na may kasamang litrato at sulat pahintulot.* | | | | | Requesting may visit the nearest DSWD Office  *Ang partidong humihiling ay maaring bumisita sa pinakamalapit na DSWD Office.* | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | | **FEES TO**  **BE PAID** | | | **PROCESSING**  **TIME** | **PERSON RESPONSIBLE** |
| 1. Submit FOI  Request with attached photocopy of any government issued  I.D or school I.D (for registered students) with photo  *Isumite and FOI Request na may kasamang kopya ng alinmang valid I.D na inisyu ng pamahalaan o iskul I.D ( para sa mga rehistradong estudyante) na may kasamang litrato* | 1. DSWD FRO shall receive and conduct initial evaluation to FOI Request   Check if requested information is already posted and available online:  *Ang DSWD FRO ay siyang tatanggap at mag sasagawa ng paunang pagsusuri sa FOI Request*  1.1.If available, inform the requesting party and provide the link of posted information through the indicated contact details of the requesting party.  *Kung mayroon, ay kailangang ipaalam sa partidong humihiling at ibigay ang link sa impormasyon sa pakikipag ugnayan na ibinigay ng partidong humihiling.*   * 1. Check if the requested information is substantially similar or identical to previous requests by the same requesting party.   *Suriin kung ang hinihiling na impormasyon at katulad ng mga nauna ng hiling ng partido.*   * + 1. If the same, then the request shall be denied.   *Kung may katulad ang hiling, ay maaring tanggihan ang kahilingan.*  1.2.2 Issue a letter signed by the DSWD FDM indicating the full denial and the reason for such denial to the requesting party.  *Magbigay ng pormal na sulat na pirmado ng DSWD FDM na naglalaman ng dahilan ng pagtanggi sa partidong humihiling.*  1.3. If correct and complete, transmit the FOI request to the DSWD FOI Decision Maker (FDM) for further evaluation and onward submission to concerned OBS.  *Kapag tama at kumpleto ang impormasyon ng kahilingan, i padala and FOI request sa DSWD FOI Decision Maker (FDM) para sa mas malalim na pag susuri at patuloy na pag susumite sa opisinang nag tataglay ng hinihiling na impormasyon.* | | None  *wala* | | | 1 hour  *isang oras* | Hearty Mae C. Loretizo  *Administrative Officer IV / DSWD FO* |
| 2.Will received notification/ requested info/data from the contact info provided  *Matatanggap ang hinihiling na impormasyon/ datos mula sa impormasyon sa pakikipag ugnayan ng humihiling na partido*. | * 1. DSWD FRO shall receive the info/ data from the respective office   *Ang DSWD FRO ay dapat makatanggap ng impormasyon/datos mula sa mga opisina ng Departamento.*   * 1. Release of requested info/data to the requesting party through email or courier service   *Ibigay ang hinihiling na impormasyon/datos sa humihiling na partido sa pamamagitan ng email o courier service* | | None  *Wala* | | | 15 mins.  *15 minutos* | Hearty Mae C. Loretizo  *Administrative Officer IV / DSWD FRO* |
| **TOTAL**  ***KABUAN:*** | | | **None**  ***Wala*** | | | **1 hour and 15 minutes**  ***1 oras at 15 minutos*** | |

# **AGENCY OPERATIONS CENTER**

**(AOC)**

**FRONTLINE (EXTERNAL) SERVICES**

1. **Handling of 8888 Complaints and Grievances (Group: Program wide / Division wide)**

In line with President Rodrigo Roa Duterte’s Executive Order No. 06., Series of 2016, “Institutionalizing the 8888 Citizens’ Complaint Hotline and Establishing the 8888 Citizens’ Complaint Center,’’. Hence, The Agency Operation Center will ensure action on concerns, complaints and requests for assistance referred to Department of Social Welfare and Development through 8888 Citizens’ Complaint Hotline in compliance with the 72 - Hour directive of the President.

*Alinsunod sa Executive Order No. 06., Series of 2016 ni Pangulong Rodrigo Roa Duterte, “Institutionalizing the 8888 Citizens’ Complaint Hotline and Establishing the 8888 Citizens’ Complaint Center,’’. Kaya naman, titiyakin ng Agency Operation Center ang aksyon sa mga alalahanin, reklamo at kahilingan para sa tulong na isinangguni sa Department of Social Welfare and Development sa pamamagitan ng 8888 Citizens’ Complaint Hotline bilang pagsunod sa 72 - Oras na direktiba ng Pangulo.*

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| **Office or Division:** | Agency Operation Center – 8888 Action Center | | | | |
| **Classification:** | Simple | | | | |
| **Type of Transaction:** | Government – to – Citizens (G2C); Government – to – Government (G2G) | | | | |
| **Who may avail:** | Person who has concerns and complaints to the Department of Social Welfare and Development received thru 8888 Citizen’s Complaint Hotline.  *Ang taong may mga alalahanin at reklamo sa Department of Social Welfare and Development ay natanggap sa pamamagitan ng 8888 Citizen's Complaint Hotline* | | | | |
| **CHECKLIST OF REQUIREMENTS** | | **WHERE TO SECURE** | | | |
| To process 8888 Citizen’s Complaint Hotline Concerns;  *Upang iproseso ang 8888 Citizen's Complaint Hotline Concerns;*   1. Referral Letter / Reference number from 8888 Citizen’s Complaint Center;   *Referral Letter / Reference number mula sa 8888 Citizen’s Complaint Center*;   1. Client’s Information if any (Name, Address, Telephone number, E-mail Address);   *Impormasyon ng Kliyente kung mayroon man (Pangalan, Address, Numero ng Telepono, E-mail Address)*   1. Complete details of concern.   *Kumpletuhin ang mga detalye ng alalahanin*. | | Agency Operation Center – 8888 Action Center | | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. 8888 Citizen’s Complaint Hotline refer / send the referral letter to DSWD through the 8888 web system.  *8888 Citizen’s Complaint Hotline sumangguni / ipadala ang referral letter sa DSWD sa pamamagitan ng 8888 web system.* | 1. Receive, assess, record, and endorse the ticket to the concerned OBSU, FOs and AA.  *Tanggapin, tasahin, itala, at i-endorso ang tiket sa kinauukulang OBSU, FO at AA*. | | None | 20 Minutes | *Technical Staff*  (AOC – 8888 Action Center) |
| 2. Hotline 8888 client to receive response / action on the concern.  *Hotline 8888 client upang makatanggap ng tugon / aksyon sa alalahanin.* | * 1. Designated   OBSU, FOs and AA receive, review and send ticket requests to their designated Division/Unit for action.  *Itinalaga Ang OBSU, FO at AA ay tumatanggap, nagrepaso at nagpapadala ng mga kahilingan sa tiket sa kanilang itinalagang Dibisyon/Yunit para sa aksyon*.  2.2 The Division / Unit act on the concern of the client.  *Ang Dibisyon / Yunit ay kumilos ayon sa alalahanin ng kliyente*.   * 1. The concerned office to provide a signed official document / proof of action on the ticket request to AOC – DSWD 8888 Action Center.   *Ang kinauukulang tanggapan na magbigay ng nilagdaang opisyal na dokumento / patunay ng aksyon sa kahilingan ng tiket sa AOC – DSWD 8888 Action Center.* | | None | 71 Hours, 10 Minutes | *Technical Staff*  Designated Division / Unit in DSWD  (OBSU/FO/AA) |
| 3. 8888 Citizen’s Complaint Center to receive response / update / feedback.  *8888 Citizen’s Complaint Center para makatanggap ng tugon / update / feedback.* | 3.1 DSWD AOC receive, review and acknowledge the signed official document of responses.  *Ang DSWD AOC ay tumatanggap, nagrepaso at kumikilala sa nilagdaang opisyal na dokumento ng mga tugon.*  3.2 For not concrete and specific response – return the letter to the concerned office and inform them to act on the concern.  *Para sa hindi konkreto at tiyak na tugon – ibalik ang liham sa kinauukulang tanggapan at ipaalam sa kanila na aksyunan ang alalahanin*  3.3 For concrete and specific response – request the closure of the ticket to Hotline 8888 Administrator.  *Para sa konkreto at tiyak na tugon – hilingin ang pagsasara ng tiket sa Hotline 8888 Administrator*. | | None | 25 Minutes | *Technical Staff*  (AOC – 8888 Action Center) |
|  | 4. Update the database and mark it as closed.  *I-update ang database at markahan ito bilang sarado* | | None | 5 Minutes | *Technical Staff*  (AOC – 8888 Action Center) |
| **TOTAL:** | | | **None** | **72 Hours** | |

# **DISASTER RESPONSE MANAGEMENT DIVISION**

**(DRMD)**

**FRONTLINE (EXTERNAL) SERVICES**

1. **Processing of Relief Augmentation Request by DSWD Field Offices**

This process intends to provide a system on receiving, recording, approving and determining the requirements for request for resource augmentation to the Local Government Units (LGUs) in response to the needs of the families affected by disasters, calamities, and pandemic. Likewise, it aims to ensure that management and mobilization of food and non-food items (FNIs) are done in an effective, efficient, timely and coordinated manner.

*Ang prosesong ito ay naglalayong magbigay ng sistema sa pagtanggap, pagtatala, pag-apruba at pagtukoy ng mga kinakailangan para sa kahilingan para sa relief augmentation sa mga Local Government Units (LGUs) bilang tugon sa mga pangangailangan ng mga pamilyang naapektuhan ng mga sakuna, kalamidad, at pandemya. Gayundin, nilalayon nitong tiyakin na ang pamamahala at pagpapakilos ng mga Food and Non-food Items (FNIs) ay ginagawa sa isang epektibo, mahusay, napapanahon at magkakaugnay na paraan.*

This procedure applies to the processes to be undertaken in providing relief augmentation to the LGUs during disaster operations and other calamities and the pandemic. It covers the receipt of the Field Office/s request until the delivery or release of welfare goods. However, special requests from Legislators are not covered by this SOP. Assistance through congressional requests are considered direct assistance from the DSWD to the disaster victims subject to usual accounting and auditing rules. Further, requests for FNIs that are not disaster related are not covered in this process.

*Ang mga pamamaraang ito ay nalalapat sa mga prosesong isasagawa sa pagbibigay ng relief augmentation sa mga LGU sa panahon ng mga operasyon ng kalamidad at iba pang kalamidad at ang pandemya. Sinasaklaw nito ang pagtanggap ng kahilingan ng Field Office hanggang sa paghahatid o pagpapalabas ng mga welfare goods. Gayunpaman, ang mga espesyal na kahilingan mula sa mga Mambabatas ay hindi saklaw ng SOP na ito. Ang tulong sa pamamagitan ng mga kahilingan sa kongreso ay itinuturing na direktang tulong mula sa DSWD sa mga biktima ng kalamidad na napapailalim sa karaniwang mga tuntunin sa accounting at auditing. Dagdag pa, ang mga kahilingan para sa mga FNI na hindi nauugnay sa kalamidad ay hindi saklaw sa prosesong ito.*

|  |  |  |
| --- | --- | --- |
| **Office or Division:**  *Opisina o Dibisyon* | Disaster Response Management Division  ***Dibisyon ng Pamamahala ng Tugon sa Sakuna*** | |
| **Classification**:  *Paguuri*  : | Complex  ***Kumplikado*** | |
| **Type of Transaction:**  *Uri ng Transaksyon:* | G2G – Government to Government  ***PSP – Pamahalaan sa Pamahalaan*** | |
| **Who may avail:**  *sino ang maaring makinabang* | Local Government Units  ***Mga yunit ng Pamahalaan*** | |
| **CHECKLIST OF REQUIREMENTS**  ***LISTAHAN NG MGA KINAKAILANGAN*** | | **WHERE TO SECURE**  ***SAAN MAKUKUHA*** |
| LGU Request, with either of the following attachments: Situational Report / Assessment Report / Disaster Incident Report and its relative attachments based on existing guidelines  *Request ng LGU (Lokal na Pamahalaan), kasama ang alinman sa mga sumusunod na kalakip: Ulat sa Sitwasyon / Ulat Sa Pagsusuri / Ulat sa Pangyayari sa Sakuna at ang mga kamag-anak na kalakip nito batay sa umiiral na mga alituntunin* | | c/o the Concerned LGU  *Pangangalaga sa Kinauukulan ng Lokal na Pamahalaan* |
| Response Letter to LGUs  *Liham Tugon sa Lokal na Pamahalaan* | | DSWD FO XII-DRMD |
| Delivery Receipt  *Resibo sa Paghatid* | | DSWD FO XII-DRMD |
| LGU Request, with either of the following attachments: Situational Report / Assessment Report / Disaster Incident Report and its relative attachments based on existing guidelines  *LGU (Lokal na Pamahalaan) Humiling, kasama ang alinman sa mga sumusunod na kalakip: Ulat sa Sitwasyon / Ulat Sa Pagsusuri / Ulat sa Pangyayari sa Sakuna at ang mga kamag-anak na kalakip nito batay sa umiiral na mga alituntunin* | | c/o the Concerned LGU  *Pangangalaga sa Kinauukulang Lokal na Pamahalaan* |
| Relief Distribution Sheet (RDS)  *Sheet sa Pamamahagi ng Relief (RDS)* | | DSWD FO XII-DRMD |

| **CLIENT STEPS**  ***MGA HAKBANG NG KLYENTE*** | **AGENCY ACTIONS**  ***AKSYON NG AHENSIYA*** | **FEES TO BE PAID**  ***MGA DAPAT BAYARAN*** | **PROCESSING TIME**  ***ORAS NG PAGPOPROSESO*** | **PERSON RESPONSIBLE**  ***TAONG RESPONSABLE*** |
| --- | --- | --- | --- | --- |
| 1. Send request letter with either of the following attachments: Situational Report / Assessment Report / Disaster Incident Report and its relative attachments based on existing guideline   1. *Magpadala ng liham ng kahilingan sa alinman sa mga sumusunod na kalakip: Ulat sa Sitwasyon / Ulat Sa Pagsusuri / Ulat sa Pangyayari sa Sakuna at ang mga kaugnay na mga dokumento nito batay sa umiiral na mga alituntunin* | 1. Receive the request and logs the documents, and route LGU request to DRMD Chief   *Tumanggap ng kahilingan at i-log ang mga dokumento, at i-ruta ang kahilingan ng LGU sa Pinuno ng DRMD* | None  Wala | 5 Minutes  5 Minuto | DRMD Admin Staff (Arifa L. Guro- 09509330241) & DRMD Chief  (Naira S. Aratuc-09499198974) |
| 1. DRMD Chief endorses request to DRRS Section Head for review   *Inirerekomenda ng Punong DRMD ang kahilingan sa Pinuno ng Seksyon ng DRRS para suriin* | None  *Wala* | 10 Minutes  *10 Minuto* | DRMD Chief  (Naira S. Aratuc-09499198974) |
| 1. Conduct desk review / assessment and validation of request: review, validate and assess the request by the concerned Section Head through the LDRRMC of requesting LGUs, or through review of the following reports, if available:   *Magsagawa ng desk review / assessment at validation ng kahilingan: repasuhin, validate at tasahin ang kahilingan ng kinauukulang Section Head sa pamamagitan ng LDRRMC ng humihiling ng mga LGU, o sa pamamagitan ng pagsusuri sa mga sumusunod na ulat, kung mayroon:*   1. latest DROMIC Report 2. RDANA Report 3. DSWD Predictive Analytics   3) *Magsagawa ng pagsusuri / desk rebuy at pagpapatunay ng kahilingan: patunayan at suriin ang kahilingan ng nababahala na seksyon head sa pamamagitan ng LDRRMC ng paghingi ng mga LGU, o sa pamamagitan ng pagsusuri ng mga sumusunod na ulat, kung magagamit:*  *a. pinakabagong ulat ng DROMIC*  *b. Ulat ng RDANA*  *c. Paghuhula ng pagsusuri ng DSWD* | None  *Wala* | 2 hours  *2 Oras* | DRRS Head (Johanisa S. Marohombsar-09294201356) |
| 1. DRMD Chief coordinates with the RROS Head / Staff to validate availability of FNI Resources for augmentation to LGUs, and to determine other logistics requirements   4) *Ang Pinuno ng DRMD ay nakikipag-ugnay sa Pinuno RROS / Mga Tauhan upang mapatunayan ang pagkakaroon ng mapagkukunan ng FNI sa mga LGU, at upang matukoy ang iba pang mga kinakailangan sa logistik* | None  *Wala* | 30 minutes  *30 Minuto* | DRRS Head (Johanisa S. Marohombsar-09294201356)/  Sittie Naira Dita (09177817792)-SK Province  Youngy P. Parami (09094329376)-South Cot Province  Kim Koli Jagonod (09171544044)-Cotabato Province  Hamilyn Gullon (09125449562)-PPALMA Cotabato Province  Regine P. Nievares (09185830041)-Sarangani Province  Bai Abnessa Mayasa -Maguindanao del Norte  Aliudin A. Mangondatu (09668058818)-Maguindanao del Sur |
| 1. If FNIs are not available, prepare Request Letter for Augmentation of FNI Resources from OUSDRMG, with attention DRMB   5*) Kung ang mga FNIs ay hindi sapat, ihanda ang Kahilingan ng Sulat para sa karagdagan ng FNI mula sa OUSDRMG, atensyon sa DRMB* | None  *Wala* | 30 minutes  30 Minuto | RROS Head  (Elsa Dora L. Bautista -09307516554) |
| 1. If FNIs are available, prepare RIS/IF (c/o RROS) and Response Letter to LGUs (c/o DRRS), and endorse to the DRMD Chief   6) *Kung magagamit ang FNIs, ihanda ang RIS / IF ( c / o RROS ) at Sulat ng Tugon sa mga LGU ( c / o DRRS ), at inendorso sa pinuno ng DRMD* | None  *Wala* | 1 hour  1 Oras | DRRS (Johanisa S. Marohombsar-09294201356) / RROS Head (Elsa Dora L. Bautista-09307516554) |
| 1. Division Chief reviews all documents; provide recommendation; initial pertinent documents; and endorse to the ARDO. If documents are not in order, return to Agency Action (AA) #3.   7) *Sinusuri ng Pinuno ng Dibisyon ang lahat ng mga dokumento; magbigay ng rekomendasyon; paunang nauugnay na mga dokumento; at inendorso sa ARDO. Kung ang mga dokumento ay hindi naaayos, bumalik sa Aksyon ng Ahensya (AA) # 3.* | None  *Wala* | 1 hour  *1 Oras* | DRMD Chief (Naira S. Aratuc-09499198974) |
| 1. Review all documents and provide recommendations; sign RIS/IF and initial on other pertinent documents. If documents are not in order, return to AA #7   8) *Suriin ang lahat ng mga dokumento at magbigay ng mga rekomendasyon; pirmahan ang RIS / IF at paunang sa iba pang mga nauugnay na dokumento. Kung ang mga dokumento ay hindi naaayos, bumalik sa AA # 7.* | None  *Wala* | 1 hour  *1 Oras* | Assistant Regional Director for Operations (ARDO)-  (Bonifacio V. Selma, Jr.) |
| 1. If documents are in order, endorse to the RD for approval/disapproval   9) *Kung ang mga dokumento ay nasa pagkakasunud-sunod, mag-endorso sa Direktor ng Rehiyon para sa pag-apruba / hindi pagsang-ayon* | None  Wala | 1 hour  *1 Oras* | Regional Director  (RD) –  (Loreto Jr. V. Cabaya) |
| 1. Receive letter of approved request on the release of goods to LGUs   2) *Tumanggap ng liham ng inaprubahang kahilingan sa pagpapalabas o pagrelis ng mga kalakal sa mga LGU* | 1. Send Response Letter to LGUs through DRMD Admin Staff and forward RIS/IF, Assessment Report, LGU Request Letter to RROS Head / Staff for release of Goods   10) *Magpadala ng Sulat ng Tugon sa mga LGU sa pamamagitan ng DRMD Admin Staff at ipasa ang RIS / IF, Ulat sa Pagtatasa, Sulat ng LGU sa Pinuno ng RROS / Mga tauhan para sa pagpapalabas o pagrelis ng Kalakal* | None  *Wala* | 1 hour  *1 Oras* | DRMD Chief  (Naira S. Aratuc-09499198974) |
| 3) Receive requested goods through hauling or delivery  3) *Tumanggap ng hiniling na mga kalakal sa pamamagitan ng paghatak o paghahatid* | 1. Coordinate with concerned LGUs for the release of goods through delivery or hauling, and facilitate the following:    1. coordination on the schedule of delivery/hauling of goods from DSWD warehouse to LGU;    2. Facilitate preparation and signature of Delivery Receipt by RROS Head; and    3. Facilitate release of goods to LGUs and ensure signed receipts of RIS/IF and Delivery Receipt by receiving LGUs   11) *Makipag-ugnayan sa mga LGU para sa pagpapalabas o pagrelis ng mga kalakal sa pamamagitan ng paghahatid o pagkuha (hauling), at ihanda ang sumusunod:*   1. *isang koordinasyon sa iskedyul ng paghahatid / pagdadala ng mga kalakal mula sa bodega ng DSWD hanggang LGU;* 2. *paghahanda at lagda ng resibo ng paghatid o (delivery receipt) sa pamamagitan ng Pinuno ng RROS; at*   *paglabas ng mga kalakal sa mga LGU at tiyakin ang mga naka-sign na resibo ng paghatid (delivery receipt) ng RIS / IF at resibo ( delivery receipt) sa pamamagitan ng pagtanggap ng mga LGU* | None  *Wala* | 2 hours  *2 Oras* | DRRS (Johanisa S. Marohombsar-09294201356)/RROS  Head (Elsa Dora L. Bautista-09307516554) / Staff  RROS  Head / Staff  RROS / DRRS Staff |
| 4) Fill up Client Satisfaction Measurement Form (CSMF)  4) *Punan ang Porma ng Pagsukat ng Kasiyahan ng Kliyente (CSMF)* | 1. Conduct survey on Client Satisfaction thru release of CSMF to recipient LGUs   12*) Magsagawa ng survey sa Kasiyahan ng Kliyente sa pamamagitan ng paglabas ng CSMF sa mga tatanggap na LGU* | None  Wala | 2 Minutes  (*not included in the processing time)*  *2 Minuto*  *( hindi kasama sa oras ng pagproseso )* | RROS  (Henimae F. Lebaquin-09102833949) / DRRS Staff |
|  | 13) Report on the release of FNIs thru submission of any of the following –  \* Summary Report  \* Feedback Report  \* Signed RIS  \* Delivery Receipts  \* FNI Augmentation and Delivery Report  – reflecting release of goods to the DRMD Head and DROMIC  13) *Mag-ulat sa paglabas ng FNIs sa pamamagitan ng pagsumite ng alinman sa mga sumusunod na –*  *\* Ulat sa Buod*  *\* Ulat sa Puna*  *\* Nilagdaan RIS*  *\*Mga Resibo sa Paghahatid*  *\*Pag ugmenta ng FNI(FNIs Augmentation) at resibo ng paghatid (delivery receipt)*  *– sumasalamin sa paglabas ng mga kalakal sa Pinuno ng DRMD at DROMIC* | None  *Wala* | 1 hour  *1 Oras* | RROS  (Henimae F. Lebaquin-09102833949) / DRRS Staff |
| 5) Submit signed Relief Distribution Sheet  5) *Isumite ang napermahan na Sheet ng pamamahagi ng* *Kaluwagan (Relief Distribution Sheet RDS)* | 14) Gather all RDS submitted by the LGUs for liquidation and accountability purposes.  14*) Ipunin ang lahat ng RDS na isinumite ng mga LGU para sa mga layunin ng likidisyon (liquidation)at pananagutan* | None  *Wala* | within 60 days after receipt of goods  (*not included in the processing time)*  *sa loob ng 60 araw pagkatapos matanggap ang mga kalakal*  *( hindi kasama sa oras ng pagproseso )* | RROS  (Datu Manot Norodin-09169427109) / DRMD Staff |
| **TOTAL** | | **NONE** | **11 Hours,**  **15 Minutes** |  |

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| --- | --- |
| **Feedback and Complaints Mechanisms** | |
| How to send a feedback  *Paano magpadala ng Puna* | Customer Feedback Form shall be provided to the Client LGU upon release of requested goods.  *Ang Porma para sa mga Puna ng Customer ay ibibigay sa Kliyente na LGU sa paglabas ng mga hiniling na produkto.* |
| How feedback are processed  *Paano pinoproseso ang Puna* | 1. Duly accomplished customer feedback forms shall be collated once a month by the DRMD Grievance Focal. 2. Identified issues and concerns of the Client LGU shall be discussed and addressed accordingly.   1) *Ang nararapat na nakamit na mga porma ng puna ng customer ay dapat na kolektahin isang sa isang buwan ng DRMD Grievance Focal.*  *2) Ang mga natukoy na isyu at alalahanin ng Client LGU ay tatalakayin at tutugunan nang naaayon.* |
| How to file a complaint  *Paano magsampa ng Reklamo* | Requesting LGU may submit appeals for request that have been denied or delayed, thru a letter addressed to the concerned DSWD Field Office  *Ang humihiling sa LGU ay maaaring magsumite ng mga apela para sa kahilingan na tinanggihan o naantala, sa pamamagitan ng isang liham na naka-address sa kinauukulang DSWD Field Office* |
| How complaints are processed  *Paano napproseso ang reklamo* | Upon receipt of the complaint, the DRMD Head of the concerned DSWD FO shall make necessary evaluation and investigation, and create a report for information and appropriate action of the DSWD FO. Feedback shall be provided to the Client LGU.  *Kapag natanggap ang reklamo, ang Punong DRMD ng kinauukulang DSWD FO ay dapat gumawa ng kinakailangang pagsusuri at pagsisiyasat, at lumikha ng isang ulat para sa impormasyon at naaangkop na aksyon ng DSWD FO. Ang Puna ay dapat ibigay sa Client LGU.* |
| Contact Person  *Kontak na Tao* | Johanisa S. Marohombsar  09294201356 |
| **Contact information of (ARTA), (CCB), (PCC)**  **Pangalan ng Imbestigador ng (ARTA), (CCB), (PCC)** | ARTA: [complaints@arta.gov.ph](mailto:complaints@arta.gov.ph)  : 8478-5093  PCC: [pcc@malacanang.gov.ph](mailto:pcc@malacanang.gov.ph)  8888  CCB: [email@contactcenterngbayan.gov.ph](mailto:email@contactcenterngbayan.gov.ph)  0908-881-6565 |

# **FINANCE AND MANAGEMENT DIVISION**

**(FMD)**

**FRONTLINE (EXTERNAL) SERVICES**

1. **Processing of BIR Form 2322 (Certificate of Donation)**

***(Donor’s Sertipiko ng Donasyon)***

This covers the request of Donor’s Certificate of Donation / Deed of donation or any document showing proof of donations.

*Ito ay sumasaklaw sa kahilingan ng isang nagkaloob (Donor) na magkaroon ng Sertipiko ng Donasyon / Katibayan ng donasyon o kahit anong dokumento na nagpapatunay ng donasyon.*

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| --- | --- | --- | --- | --- |
| **Office or Division:**  ***Tangapan*** | Accounting Division – Regular Program | | | |
| **Classification:**  ***Uri:*** | Complex  *Kumplikado* | | | |
| **Type of Transaction:**  **Uri ng Transaction:** | Processing of Certificate of Donations  *Pag proseso ng Sertipiko ng Donasyon* | | | |
| **Who may avail:**  ***Sino ang maaaring humingi ng serbisyo*** | Donors of cash and in-kind donations  *Nagkaloob ng salapi at iba pang uri ng donasyon* | | | |
| **CHECKLIST OF REQUIREMENTS**  ***Tseklist ng mga Kahingian*** | | **WHERE TO SECURE**  ***Saan maaaring kunin o hilingin*** | | |
| Electronic or hard copy of request form for Certificate of Donation (DSWD-FMS-GF-002)  *Elektroniko o orihinal na kopya ng request form ng Sertipiko ng Donasyon (DSWD-FMS-GF-002)* | | * 1. The Donor may download and print the request form from <https://www.dswd.gov.ph/about-us-2/citizens-charter/> form is located under General Administration and Support Services Group, select Request form for Certificate of Donation;   -or-   * 1. *Mag download at mag print ng kopya ng request form mula sa*[*https://www.dswd.gov.ph/about-us-2/citizens-charter/*](https://www.dswd.gov.ph/about-us-2/citizens-charter/) *under General Administration and Support Services Group, Request form of Certification; o kaya*     1.2 Personally visit the Accounting Office to fill-up and submit the request form  *1.2 Magpunta ng personal sa tanggapan ng Accounting para magsulat at mag sumite ng request form.*  Schedule of request:  Monday – Friday, 9:00 AM – 5:00 PM  *Schedule na maaring mag request:*  *Lunes – Biyernes, 9:00 ng umaga – 5:00 ng hapon*  Note: Online requests beyond 5 PM will be responded/acknowledge the following working day.  *Tandaan: Ang Online na transaction na lalampas sa 5 ng hapon ay mareresponde/ kikilalanin lamang sa susunod na araw.* | | |
| Electronic or hard copy of the supporting documents:  A. Donor must submit:  1. Filled up request form;  1. Signed and Notarized Deed of Donation;  2. Official receipt for cash donations; or  3. Acknowledgement receipt and delivery receipt for Donations in Kind.  B. Authorized representative must submit:  1. Filled up request form and above mention requirements;  2. Authorization letter from the donor;  3. Photocopy of government issued ID of the donor and the authorized representative (1 copy)  *Elektronikong kopya ng mga dokumentong pang supporta*  *A. Dapat isumite ng donor ang:*  *1 Pirmado at napa notary na Katibayan ng Donasyon*  *2 Opisyal na Resibo para sa Donasyon na Salapi*  *3 Resibo ng Pagkilala at Resibo ng paghatid*    *B. Ang awtorisadong kinatawan ay dapat magsumite*  *1. Punan ang nakalimbag na elektonikong kopya ng Request Form*  *2. Sulat ng pagpapahintulot para sa awtorisadong kinatawan maliban sa dating kawani*  *3. Photocopy ng government issued ID ng donor at ng awtorisadong kinatawan (1 kopya)* | | Requesting Party/Donor  *Humihiling na partido/ Donor* | | |
| **CLIENT STEPS**  ***Mga Hakbang ng Kliyente*** | **AGENCY ACTIONS**  ***Aksiyon ng Ahensya*** | **FEES TO BE PAID**  ***Halaga ng Bayad*** | **PROCESSING TIME**  ***Tagal ng Proseso*** | **PERSON RESPONSIBLE**  *Nakatalagang/Responsableng Kawani* |
| * 1. The Donor may download and print the request form (DSWD-FMS-GF-002) from <https://www.dswd.gov.ph/about-us-2/citizens-charter/> (the form is located under General Administration and Support Services Group, select Request Form for Certificate of Donation);   -or-  *Mag download at mag-print ng kopya ng request form mula sa*[*https://www.dswd.gov.ph/about-us-2/citizens-charter/*](https://www.dswd.gov.ph/about-us-2/citizens-charter/) *under General Administration and Support Services Group, Request form of Certification; o kaya* | None  *Wala* | None  *Wala* | 5 minutes- walk-in/email  5 minuto  walk-in / email | Donor  *Donor* |
| 1.2 Personally visit the Accounting Office to fill-up and submit the request form  *1.2 Personal na punatahan o bisitahin ang tanggapan ng Accounting para magsulat at mag sumite ng request form.* | Accounting Office shall issue the request form  1.2 Ang tanggapan ng Accounting ay mag isyu ng request form | None  Wala |  | Accounting Staff    *1.2 Kawani ng Accounting* |
| 2.1 Scan the filled-up form and email together with the supporting documents to [accounting@dswd.gov.ph](mailto:accounting@dswd.gov.ph);  -or-    *2.1 I-scan ang napunan na kopya at I email kasama ng mga dokumentong sumusuporta*    Personally submit the filled-up form together with the supporting documents to Accounting Office.  *Personal na Ipakita ang pinunan na kopya kasama ng mga dokumentong sumusuporta sa tanggapan ng Accounting* | For E-mail - The Accounting staff shall acknowledge and review the received documents as to completeness and request for original copy upon claiming.  *Ang kawani ng Accounting ay susuriin ang mga dokumentong naipadala kung ito ay kumpleto at hihiling ng orihinal na kopya para sa pagtanggap*  For Walk-in- The Accounting Staff shall receive and check the completeness of the request form and required supporting documents  *Ang kawani ng Accounting ay tatanggapin at susuriin ang pagkakumpleto ng request from at mga kinakailangan pang supporting na dokumento*  Note: Only request with complete requirements will be accepted and processed. All request with incomplete requirements shall be returned to client.  *Tandaan:*  *Ang request na may kumpletong dokumento lamang ang tatanggapin* | None  Wala | 5 minutes- walk-in/email | Accounting Staff    *Kawani ng Accounting* |
| 1. Wait for the acknowledgement receipt through email or ask for the claim stub for walk-in requests with schedule to claim the certificate   *Maghintay ng resibo ng pagkilala sa pamamagitan ng e-mail o manghingi ng Claim Stub para sa mga walk-in na pag request na may iskedyul ng pagkuha.* | The Accounting Staff shall record the details of donation and indicate the schedule of release of BIR Form 2322: Certificate of Donation.  *Ang Kawani ng Accounting ay mag tatala ng detalye ng donasyon at ilalagay doon ang iskedyul ng pagkuha ng sertipiko*  Preparation of Certificate of Donation for Signature of the Secretary or the Authorized Representative  *Paggawa ng Sertipiko ng Donasyon na pinirmahan ng Kalihim o Awtorisadong Kinatawan* | None  *Wala* | 6 minutes walk-in/email  *6 minuto*  *walk-in / email*  Schedule: Six (6) days and seven (7) hours  Iskedyul:  6 araw at 7 oras | Accounting Staff  *Kawani ng Accounting* |
| 1. Present the following:   4.1 Donor must present the following  (Walk in) Claim stub  (Email) printed Email of Acknowledgement Receipt and original copy of supporting documents.  *4.2 The Authorized representative must present the following:*  *Above mention supporting documents*  Authorization letter for the representative, if claimed by person other than the former employee, together with the photocopy of the latter’s  *4.1 Ipakita ng partidong humiling ang (walk in) Claim Stub (Email) naka-print na Email ng Acknowledgment Receipt at orihinal na kopya sa araw o pagkatapos ng iskedyul na nakalagay at tanggapin ang document na ni request.*  *4.2 Dapat ipakita ng Awtorisadong kinatawan ang sumusunod:*  Nabanggit na sumusuportang dokumento sa itaas Liham ng pahintulot para sa kinatawan, kung angkinin ng tao maliban sa dating empleyado | The Accounting Staff shall update the status of request for certificate on the monitoring file. All certificates that are ready for release shall be issued to the requesting party/ies  *Ang kawani ng Accounting ay papatunayan/ i-update ang monitoring na file upang maari na ibigay ang Sertipiko sa humihingi na Partido.* A*ng lahat ng mga sertipiko na handang ilabas ay dapat ibigay sa humihiling na partido* | None  *Wala* | 10 minutes  *10 minuto* | Accounting Staff  *Kawani ng Accounting* |
| 1. Accept the requested certificate and sign the logbook for acknowledgement   *Pirma sa logbook para sa tanda ng pagtanggap* | The Accounting Staff shall issue and assist the requesting party to receive the certificate and sign the logbook for acknowledgement of the BIR Form 2322: Certificate of Donation.  *Ang Kawani ng Accounting ay tutulungan ang humiling na partido na tanggapin at pirmahan ang logbook* para sa tanda ng pagtanggap ng BIR Form 2322: *Donor’s Sertipiko ng Donasyon* | None  *Wala* | 1. minutes   *2 minuto* | Accounting Staff  *Kawani ng Accounting* |
| 1. 6. Provide Customer Feedback Form to the requesting party   *Magbigay ng Customer Feedback Form sa humiling na partido* | The Accounting staff shall provide the customer feedback to the requesting party for the service provided.  *Ang Kawani ng Accounting ay magbibigay ng customer feedback form sa humiling na partido sa serbisyong kanyang pinagkaloob* | None  *Wala* | 1. minutes   *2 minuto* | Accounting Staff  *Kawani ng Accounting* |
| **TOTAL :**  ***Kabuuan*** | | **None**  ***Wala*** | **6 days, 7 hours and 30 minutes**  **6 na araw, 7 oras at 30 Minuto** | |

1. **Processing of Request for Accounting Certification of Former DSWD Employees**

***(Pag proseso ng kahilingan para sa Sertipiko ng Accounting ng mga dating kawani ng DSWD)***

This covers the processing of requests by DSWD separated employees for the certifications in the Accounting e.g., certifications of remittances to the government agencies for the mandatory deductions such as GSIS, HDMF and Philhealth

*Ito ay pag proseso ng mga kahiligan ng mga dating kawani ng DSWD para sa sertipiko ng Accounting halimbawa, sertipikasyon ng pagpapadala ng pera sa mga ahensya ng mga kinakailangan binabawas kagaya ng GSIS, HDMF at Philhealth.*

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| **Office or Division:**  **Tanggapan** | Accounting Division – Regular Program | | | | |
| **Classification:**  **Uri** | Complex  Kumplikado | | | | |
| **Type**  **of Transaction:**  **Uri ng Transaksyon** | Processing of Request for Accounting Certification of Former DSWD Employees  *(Pag proseso ng kahilingan para sa Sertipiko ng Accounting ng mga dating kawani ng DSWD)* | | | | |
| **Who may avail:**  ***Sino ang maaaring humingi ng serbisyo*** | Former employees of the Department; or His/Her authorized representative  Dating Kawani ng Departamento; o kaya ng kanyang awtorisadong kinatawan | | | | |
| **CHECKLIST OF REQUIREMENTS**  ***Tseklist ng mga Kahingian*** | | **WHERE TO SECURE**  ***Saan maaaring kunin o hilingin*** | | |
| 1. Electronic or hard copy of the request form for Accounting Certification of Former DSWD Employees (DSWD-FMS-GF-001)   *Elektroniko o orihinal na kopya ng request form ng Sertipiko ng Donasyon* (DSWD-FMS-GF-001) | | * 1. . The former DSWD employee or his/ he authorized representative may download and print the request form via <https://www.dswd.gov.ph/about-us-2/citizens-charter/>(form is located under General Administration and Support Services Group, select Request Form for Accounting Certification of the Former DSWD Employees);   *1.1 Mag download at mag print ng kopya ng request form mula sa*[*https://www.dswd.gov.ph/about-us-2/citizens-charter/*](https://www.dswd.gov.ph/about-us-2/citizens-charter/) *under General Administration and Support Services Group, Request form of Certification; o kaya*    1.2. Personally visit the Accounting Office of Central Office and/or Field Offices and submit the request form    *1.2 Magpunta ng personal sa tanggapan ng Accounting para magsulat at mag sumite ng request form.*  Schedule of request:  Monday – Friday, 9:00 AM – 5:00 PM  *1.3* *Schedule na maaring mag request:*  *Lunes – Biyernes, 9:00 ng umaga – 5:00 ng hapon*    *Note: On-line requests beyond 5 pm will be responded/acknowledge the following working day.*  *Tandaan: Ang On-line na transaction na lalampas sa 5 ng hapon ay ma reresponde/ kikilalanin lamang sa susunod na araw.* | | |
| 1. Supporting documents:   *Pang suportang mga dokumento*    A. Former DSWD employee must submit:  • Filled-up request form;  • Photocopy of the former employee government-issued ID (1 copy)  *Ang dating kawani ay kailangan mag sumite ng*  *napunan na request form; Photocopy ng ID na ng isyu ng gobyerno (1 kopya)*  B. Authorized representative must submit:  • Filled-up request form:  • Authorization letter for the representative, if claimed by person other than the former employee;  • Photocopy of the former employee government-issued ID and the authorized representative (1 copy)  *Ang awtorisadong kinatawan ay kailangan mag sumite ng:*  · *napunan na request form;*  · *Liham ng pahintulot para sa kinatawan, kung inaangkin ng tao maliban sa dating empleyado;*  · *Photocopy ng ID ng dating empleyado na ng isyu ng gobyerno*   1. Upon claiming of the certification:   •Claim Stub or Printed Email Acknowledgement Receipt must be presented;  • Identification card (ID) of the former employee or authorized representative;  • Authorization letter for representative, if claimed by person other than the former employee, together with the photocopy of the latter’s ID  *Sa pagkuha ng sertipiko:*  *Ang Claim Stub o printed na email ng pag kakilala ay kailangan ipakita ID ng pagkakakilanlan ng dating Kawani o ng kanyang awtorisadong kinatawan*  *Sulat ng pagpapahintulot para sa awtorisadong kinatawan maliban sa dating kawani na may photocopy ng ID.* | | Former DSWD employees of the Department; or  His/Her authorized representative  *Dating kawani ng DSWD ng Departamento o ng kaniyang awtorisadong kinatawan* | | |
| **CLIENT STEPS**  ***Mga Hakbang ng Kliyente*** | **AGENCY ACTIONS**  ***Aksiyon ng Ahensya*** | **FEES TO BE PAID**  ***Halaga ng Bayad*** | **PROCESSING TIME**  ***Tagal ng Proseso*** | **PERSON RESPONSIBLE** | |
| * 1. The former DSWD employee or his/ he authorized representative may access, download and print the request form (DSWD-FMS-GF-001) via <https://www.dswd.gov.ph/Download> (form is located under General Administration and Support Services Group, select Request Form for Accounting Certification of the Former DSWD Employees);   -or-  *1.1 A. Ang dating empleyado o ang kanyang awtorisadong kinatawan ay maaaring mag download at mag print ng kopya ng request form mula sa*[*https://www.dswd.gov.ph/about-us-2/citizens-charter/*](https://www.dswd.gov.ph/about-us-2/citizens-charter/) *sa General Administration and Support Services Group, Request form of Certification; o kaya*    Personally visit the Accounting Office of Central Office and/or Field Offices and submit the request form  *Magpunta ng personal sa tanggapan ng Accounting para magsulat at mag sumite ng request form.* | None  *Wala*  *Accounting Certifications*  *Sertipiko ng Accounting*   * 1. Cost of Service (COS) worker:   • Last Cost of Services Processed;  *(Huling sweldo ng Cost of Service* na *prinoseso)*  1.2 Permanent, Casual and Contractual employee:  • Last Salary Processed;  *-Huling Sweldo na prinoseso*  • Pag-IBIG Loan Amortization Withheld and Remittances;  • GSIS Loan Amortization Withheld and Remittances   * Philhealth Contribution and Remittances (maximum of one year) | None  *Wala* | 5 minutes  *5 minuto* | Former employees of the Department; or  His/Her authorized representatives  *Dating Kawani ng Departamento o kanyang awtorisadong kinatawan*  Accounting staff  *Kawani ng Accounting* | |
| * 1. The former employee of the Department; or his/her authorized representative may send the scanned form and supporting documents to Accounting Office address ([accounting@dswd.gov.ph](mailto:accounting@dswd.gov.ph))   or  ([fo\_@dswd.gov.ph](mailto:fo_@dswd.gov.ph) for Field Offices)  *Ang dating kawani ng Departamento o kanyang awtorisadong kinatawan ay maaring mag padala ng na I-scan na form at supporting documents at i email sa (accounting@dswd.gov.ph) or (fo\_@dswd.gov.ph) para sa* Field Offices);    Personally submit the filled-up form together with the supporting documents to the Accounting Office of Central Office and/or Field Offices concerned.  *Personal na Ipakita ang pinunan na kopya kasama ng mga dokumentong sumusuporta sa tanggapan ng Accounting o kaya ng Field Office Concerned* | Email) - The accounting staff shall acknowledge and review the received documents as to completeness and request for original copy or print the emailed scanned documents;  *Ang kawani ng Accounting ay tatanggapin at susuriin ang mga dokumentong naipadala kung ito ay kumpleto at hihiling ng orihinal na kopya o kaya i-email ang mga na iscan na dokumento*  (Walk-in) - The Accounting Staff shall receive and secure the completeness of the request form and required supporting documents.  (Personal na pumupunta)-    *Ang kawani ng Accounting ay tatangapin at susuriin ang pagkakumpleto ng request from at mga kinakailangan na pang supporting dokumento*    *Note:*  *Only request with complete requirements will be accepted and processed. All request with incomplete requirements shall be returned to the client.*  *Tandaan:*  *Ang request na may kumpletong dokumento lamang ang tatanggapin* | None  *Wala* | 10 minutes  *10 minuto* | Former employees of the Department; or  His/Her authorized representatives  *Dating Kawani ng Departamento o kanyang awtorisadong kinatawan*  Accounting staff  *Kawani ng Accounting* | |
| * 1. Wait for the acknowledgement receipt through email or ask for the claim stub for walk-in requests with schedule to claim the certificate   *Hintayin ang resibo ng pagkilala o acknowledgement receipt sa pamamagitan ng e-mail o manghingi ng Claim Stub para sa mga walk-in na pag request na may iskedyul ng pagkuha ng sertipiko* | The Accounting Staff shall record to the monitoring sheet the details of the request and indicate the schedule to claim the certificate with control number.  *Ang Kawani ng Accounting ay magtatala ng detalye ng sa monitoring sheet at ilalagay doon ang iskedyul ng pagkuha ng sertipiko na may numero ng kontrol*  The accounting staff shall respond to the email of the former DSWD employee for the schedule of the release with reference number of the document or claim stub for the walk-in  *Ang kawani ng accounting ay kailangan tumugon sa email ng dating kawani ng DSWD para sa iskedyul na may reference number para sa dokumento o claim stub para sa walk-in client.* | None  *Wala* | 15 minutes – walk-in/ email  *15 minuto* | Accounting staff  *Kawani ng Accounting* | |
|  | Preparation of Certificate for Accounting Certification for former DSWD Employees:  *Paggawa ng Sertipiko ng Accounting para sa dating kawani ng DSWD*  The Accounting Staff shall collect the data to the concerned Division/Section/Unit (Cash and HR-PAD) and prepare the request for Accounting Certification of Former DSWD-Employees.  *Ang kawani ng Accounting ay nangongolekta ng mga datus para sa kinakailangan na Dibisyon/Seksyon/Unit*  *(Cash and HR-PAD) at gagawa ng request para sa Sertipiko ng Accounting ng dating kawani*  The Unit Head shall review the certification and the Head of Accounting shall sign the reviewed certification.  Susuriin ng Unit Head ang sertipikasyon at pipirmahan ng Head of Accounting ang narepasong sertipikasyon. | None  *Wala* | 6 days and 35 minutes  6 na araw at 35 minuto | Accounting,  Cash and HR-PAD Staff  *Kawani ng Accounting, Cash at HR-PAD* | |
| * 1. Present the following:      + Former DSWD Employees:        - Claim stub or Printed Email        - Acknowledgement Receipt   Ang dating kawani ng DSWD:  •Claim stub o printed email  •Acknowledgement receipt    *The Authorized representative must present the following:*  Authorization letter for the representative, if claimed by person other than the former employee, together with the photocopy of the latter’s government- issued ID (1 copy)  *Ang Awtorisadong Kinatawan ay kailangan magpakita ng mga sumusunod:*    *Ang Claim Stub o printed na email ng pag kakilala*  *Sulat ng pagpapahintulot para sa awtorisadong kinatawan maliban sa dating kawani na may photocopy ng ID (1 kopya )* | The Accounting Staff shall update the status of request for certificate on the monitoring file. All certificates that are ready for release and shall be issued to the requesting party/ies  *Ang kawani ng Accounting ay papatunayan/ i-update ang monitoring na file upang maari na ibigay ang Sertipiko sa humihiling na Partido* | None  *Wala* | 15 minutes  *15 minuto* | Accounting Staff  *Kawani ng Accounting* | |
| * 1. Accept the requested certificate and sign the logbook for acknowledgement   *Tanggapin ang hiniling na sertipiko at lumagda sa logbook para sa pagkilala ng pagtanggap* | The Accounting Staff shall issue and assist the requesting party to receive and sign in the logbook for acknowledgement of the Certificate for Accounting Certification of Former DSWD Employees.  *Ang Kawani ng Accounting ay mag-iisyu at tutulungan ang humiling na partido na tanggapin at pirmahan ang logbook para sa Sertipiko ng Accounting ng dating kawani ng DSWD* | None  *Wala* | 5 minutes  *5 minuto* | Accounting Staff  *Kawani ng Accounting* | |
| * 1. Provide Customer Feedback Form to the requesting party   *Magbigay ng Customer Feedback Form sa humiling na partido* | The Accounting staff shall provide the customer feedback to the requesting party for the service provided.  *Ang Kawani ng Accounting ay magbibigay ng customer feedback form sa humiling na partido sa serbisyong kanyang pinagkaloob* | None  *Wala* | 2 minutes  *2 minuto* | Accounting Staff  *Kawani ng Accounting* | |
| **TOTAL:**  **KABUUAN** | | **None**  ***Wala*** | **6 days, 1 hour and 27 minutes**  **6 na araw, 1 oras at 27 minuto** | |

# **HUMAN RESOURCE MANAGEMENT AND DEVELOPMENT DIVISION**

**(HRMDD)**

**FRONTLINE (EXTERNAL) SERVICES**

1. **Issuance of Service Record to Separated Officials and Employees**

***Pagbibigay ng Service Record sa mga Hiwalay na Opisyal at Empleyado***

The Service Record (SR) is being issued to separated Officials and employees in the Central Office who have been cleared of money, property, and legal accountabilities. As requested, the SR provides and certifies their detailed government service, to include: Full Name, Date and Place of Birth, Positions, Status of Employment and Equivalent Periods and Salaries

*Ang Service Record (SR) ay ibinibigay sa mga hiwalay na mga Opisyal at empleyado sa Field Office XII na na-clear sa money, property, and legal accountabilities. Tulad ng hiniling, ang SR ay nagbibigay at nagpapatunay sa kanilang detalyadong serbisyo ng gobyerno, upang isama ang: Buong Pangalan, Petsa at Lugar ng Kapanganakan, Mga Posisyon, Katayuan ng Trabaho at Katumbas na Panahon at Mga sweldo*

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| **Office or Division:** | Personnel Administration Division (PAS) | | | |
| **Classification:** | Complex / *Komplikado* | | | |
| **Type of Transaction:**  ***Uri ng Transaksyon:*** | G2C – Government to Transacting Public | | | |
| **Who may avail:**  ***Sino ang maaaring mag-avail:*** | Separated Field Office XII (FO XII) Officials and Employees  *Pinaghiwalay na mga Opisyal at Empleyado ng Field Office XII (FO XII)* | | | |
| **CHECKLIST OF REQUIREMENTS**  ***CHECKLIST NG MGA KINAKAILANGAN*** | | **WHERE TO SECURE**  ***SAAN SIGURADO*** | | |
| HRMDD-PAS Request Form or formal letter or e-mail request  *HRMDD-PAS Request Form o pormal na liham o kahilingan sa e-mail* | | PAS Receiving Area Client  *Lugar ng Pagtanggap para sa Kliyente ng PAS* | | |
| CO Clearance Certificate | | Client or if none, FILE 201 / PER 16 | | |
| Special Power of Attorney (If authorized representative) | | Client | | |
| **CLIENT STEPS**  ***MGA HAKBANG NG CLIENT*** | **AGENCY ACTIONS**  ***MGA AKSYON NG AHENSYA*** | **FEES TO BE PAID**  ***MGA BAYAD NA BAYAD*** | **PROCESSING TIME**  ***ORAS NG PAGPROSESO*** | **PERSON RESPONSIBLE**  ***TAONG RESPONSABLE*** |
| 1. Send mail/e-mail or for walk-in without any written request, accomplish the HRMDD-PAS Request Form (write contact details as well if preferred mode of receipt is via courier purposes, as needed) and submit to PAS together with complete supporting documents. 2. *Magpadala ng mail/e-mail o para sa walk-in nang walang nakasulat na kahilingan, gawin ang HRMDD-PAS Request Form (isulat din ang mga detalye ng contact kung ang gustong paraan ng pagtanggap ay sa pamamagitan ng courier purposes, kung kinakailangan) at isumite sa PAS kasama ang kumpletong mga sumusuportang dokumento.* | 1. Receive the complete documents submitted 2. *Tanggapin ang kumpletong mga dokumentong isinumite* | None  *wala* | 10 minutes  *10 minuto* | *Incoming / Outgoing Clerk*  *PAS Receiving Area*  *Incoming / Outgoing Clerk*  *Lugar ng Pagtanggap ng PAS* |
| 1. Wait for advice of the assigned PAS Focal Person   *2. Maghintay ng payo ng nakatalagang PAS Focal Person* | * 1. Review the Service Card data, if updated, review documents submitted and check the FILE 201 / PER 16 if needed.   2.1. Suriin ang data ng Service Card, kung naisumite ang mga na-update na dokumento ng pagsusuri at suriin ang FILE 201 / PER 16 kung kinakailangan. | None  Wala | 2 Days, 4 hours (depending on the period of retrieving the files)  *2 Araw, 4 na oras (depende sa panahon ng pagkuha ng mga file)* | *PAS Focal Person*  *CO & FOs Personnel Transactions Section*  *PAS Focal Person*  *Seksyon ng Mga Transaksyon ng Tauhan ng CO at FOs* |
| * 1. Encode/check details of SR, print the issuance and attach the necessary documents   2.2 I-encode/suriin ang mga detalye ng SR, i-print ang pagpapalabas at ilakip ang mga kinakailangang dokumento | None  Wala | *PAS Focal Person*  *CO & FOs Personnel Transactions Section*  *PAS Focal Person*  *Seksyon ng Mga Transaksyon ng Tauhan ng CO at FOs* |
| * 1. Review and Sign/initial the SR   *2.3. Suriin at Lagdaan/inisyal ang SR* | None  *Wala* | 2 hours  (depending on the availability of signatories)  *2 oras (depende sa pagkakaroon ng mga lumagda)* | *Section Head or Personnel Officer*  *CO & FOs Personnel Transactions Section*  *OIC/Chief Admin. Officer*  *Personnel Admin. Division* |
| 1. Inform PAS on method of receiving the duly-signed SR. 2. *Ipaalam sa PAS ang paraan ng pagtanggap ng nararapat na nilagdaan na SR.* | 1. Inform the client that the SR is ready and ask if for pick-up or for courier service (either through chat, e-mail or phone call)   *3. Ipaalam sa kliyente na handa na ang SR at tanungin kung para sa pick-up o para sa courier service (sa pamamagitan ng chat, e-mail o tawag sa telepono)* | None  Wala | 10 minutes  *10 minuto* | *PAS Focal Person*  *CO & FOs Personnel Transactions Section* |
| * 1. If the SR is to be sent via courier service, wait until the parcel is sent to given address.   2. *Kung ang SR ay ipapapadala sa pamamagitan ng courier service, maghintay hanggang ang parsela ay ipapdala sa ibinigay na address.* | * + 1. Prepare and print the transmittal letter with information on how to return customer feedback. Attach one originally signed SR and one Customer Feedback Form for accomplishment   *4.1.1 Ihanda at i-print ang transmittal letter na may impormasyon kung paano ibabalik ang feedback ng customer. Maglakip ng isang orihinal na nilagdaan na SR at isang Form ng Feedback ng Customer para sa katuparan* | None  *Wala* | 1. Minutes   *10 Minuto* |
| * + 1. Review and Sign/Initial the transmittal letter   *4.1.2. Suriin at Lagdaan/Initial ang transmittal letter* | None  *Wala* | 1 hour  *1 Oras* | *Section Head or Personnel Officer*  *CO & FOs Personnel Transactions Section*  *OIC/Chief Admin. Officer*  *Personnel Admin. Division* |
| * + 1. Encode tracking details in the e-DTMS   *4.1.3 I-encode ang mga detalye ng pagsubaybay sa e-DTMS* | None  Wala | 5 minutes  *5 Minuto* | *Incoming / Outgoing Clerk*  *PAS Receiving Area* |
| * + 1. Forward the document to the AS-RAMD for courier service   *4.1.4. Ipasa ang dokumento sa AS-RAMD para sa serbisyo ng courier* | None  Wala | 5 minutes  *5 Minuto* | *Incoming / Outgoing Clerk*  *PAS Receiving Area*  *Incoming / Outgoing Clerk*  *AS-RAMD* |
| * 1. If the SR is for pick-up, proceed to PAS and get the requested document.   *4.2. Kung ang SR ay para sa pick-up, tumuloy sa PAS at kunin ang hiniling na dokumento.* | * + 1. Provide one originally signed SR to the client and have it properly received. Ask the client to accomplish Customer Feedback Form   *4.5.1 Magbigay ng isang orihinal na nilagdaan na SR sa kliyente at matanggap ito nang maayos. Hilingin sa kliyente na gawin ang Form ng Feedback ng Customer* | None  *Wala* | 10 minutes  *10 Munito* | *Incoming / Outgoing Clerk*  *PAS Receiving Area* |
| TOTAL:  *KABUUAN* | | None  Wala | 3 Days  *3 Araw* | *May be extended depending on the volume of transactions handled*  *Maaaring palawigin depende sa dami ng mga transaksyong pinangangasiwaan* |

1. **Issuance of Completed Office Clearance Certificate for Money, Property, and Legal Accountabilities to Separated Officials and Employees**

***Pag-isyu ng Nakumpletong Sertipiko sa Pag-clear ng Tanggapan para sa Pera, Ari-arian, at Legal na Pananagutan sa mga Hiwalay na Opisyal at Empleyado***

The CO Clearance Certificate is being provided to Officials and employees who were separated from the Department which certifies that the former Official/employee no longer has money, property and legal accountabilities. The provision of the CO Clearance Certificate may be requested by separated Officials and employees if the CO Clearance Certificate initially-issued to them was lost, damaged, etc., or the Official/employee was not able to secure the duly-accomplished CO Clearance Certificate at the time of their separations.

*Ang CO Clearance Certificate ay ibinibigay sa mga Opisyal at empleyado na nahiwalay sa Departamento na nagpapatunay na ang dating Opisyal/empleyado ay wala nang pera, ari-arian at legal na pananagutan. Ang probisyon ng CO Clearance Certificate ay maaaring hilingin ng mga hiwalay na Opisyal at empleyado kung ang CO Clearance Certificate na unang ibinigay sa kanila ay nawala, nasira, atbp., o ang Opisyal/empleyado ay hindi nakakuha ng nararapat na CO Clearance Certificate sa oras ng kanilang paghihiwalay.*

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| **Office or Division:** | Personnel Administration Division (PAS) | | | |
| **Classification:** | Complex | | | |
| **Type of Transaction:**  ***Uri ng Transaksyon:*** | G2C – Government to Transacting Public | | | |
| **Who may avail:**  ***Sino ang maaaring mag-avail:*** | Separated Central Office (CO) Officials and Employees who already has a duly-accomplished CO Clearance Certificate on file/submitted to PAS and without any money, property, and legal accountabilities.  *Mga Hiwalay na Opisyal at Empleyado ng Central Office (CO) na mayroon nang nararapat na natapos na CO Clearance Certificate na naka-file/isumite sa PAS at walang anumang pera, ari-arian, at legal na pananagutan.* | | | |
| **CHECKLIST OF REQUIREMENTS**  ***CHECKLIST NG MGA KINAKAILANGAN*** | | **WHERE TO SECURE**  ***SAAN SIGURADO*** | | |
| HRMDD-PAS Request Form or  formal letter or e-mail request  *HRMDD-PAS Request Form o*  *pormal na liham o kahilingan sa e-mail* | | PAS Receiving Area  Client  *Lugar ng Pagtanggap para sa Kliyente ng PAS* | | |
| CO Clearance Certificate | | Client or if none, FILE 201 / PER 16 | | |
| Special Power of Attorney (If authorized representative)  *Special Power of Attorney (Kung awtorisadong kinatawan)* | | Client  *Kliyente* | | |
| **CLIENT STEPS**  ***MGA HAKBANG NG CLIENT*** | **AGENCY ACTIONS**  ***MGA AKSIYON NG AHENSYA*** | **FEES TO BE PAID**  ***MGA BAYAD NA BAYAD*** | **PROCESSING TIME**  ***ORAS NG PAGPOPROSESO*** | **PERSON RESPONSIBLE**  ***TAONG RESPONSABLE*** |
| 1. Send mail/e-mail or for walk-in without any written request, accomplish the HRMDD-PAS Request Form (write contact details as well for courier purpose) and submit to PAS, together with complete supporting documents 2. *MagPASala ng mail/e-mail o para sa walk-in nang walang anumang nakasulat na kahilingan, gawin ang HRMDS-PAS Request Form (isulat din ang mga detalye ng contact para sa layunin ng courier) at isumite sa PAS,kasama ang kumpletong mga sumusuportang dokumento* | 1. Receive the documents submitted 2. *Tanggapin ang mga dokumentong isinumite* | None  Wala | 10 minutes  10 Minuto | *Incoming / Outgoing Clerk*  *PAS Receiving Area* |
| 1. Wait for advice of the assigned PAS Focal Person   *2. Maghintay ng payo ng nakatalagang PAS Focal Person* | * 1. Review the documents submitted and check the FILE 201 / PER 16 to retrieve the CO Clearance Certificate on file.   2. *Suriin ang mga dokumentong isinumite at suriin ang FILE 201 / PER 16 upang makuha ang CO Clearance Certificate sa file.* | None  Wala | 2 days, 6 hours  (may take longer hours depending on the period of retrieving the files)  *2 araw, 6 na oras*  *(maaaring tumagal ng mas mahabang oras depende sa panahon ng pagkuha ng mga file)* | *PAS Focal Person*  *Leave Administration Section* |
| * 1. If there is an extra original copy of the CO Clearance Certificate on file, remove it from the FILE 201 / PER 16.   If there is only one (1) original copy of the CO Clearance Certificate on file, have it photocopied then put a “Certified True Copy” stamp on it.  *2.2 Kung mayroong karagdagang orihinal na kopya ng CO Clearance Certificate sa file, alisin ito sa FILE 201 / PER 16.*  *Kung mayroon lamang isang (1) orihinal na kopya ng CO Clearance Certificate na nasa file, ipa-photocopy ito at lagyan ng stamp na "Certified True Copy".* | None  Wala | *PAS Focal Person*  *Leave Administration Section* |
| * 1. Sign the photocopied CO Clearance Certificate as to the “Certified True Copy”   *2.3. Lagdaan ang na-photocopy na CO Clearance Certificate bilang sa "Certified True Copy"* | None  Wala | *Section Head*  *Leave Administration Section*  *Or*  *OIC/Chief Admin. Officer*  *Personnel Admin. Division* |
| 1. Inform PAS of preferred method of receiving the original/CTC copy of the CO Clearance Certificate   *3. Ipaalam sa PAS ang gustong paraan ng pagtanggap ng orihinal/CTC na kopya ng CO Clearance Certificate* | 1. Inform the client that the original/CTC copy of his/her CO Clearance Certificate is ready and ask if for pick-up or for courier service (either through chat, e-mail, or phone call) 2. *Ipaalam sa kliyente na ang orihinal/CTC na kopya ng kanyang CO Clearance Certificate ay handa na at tanungin kung para sa pick-up o para sa courier service (sa pamamagitan man ng chat, e-mail, o tawag sa telepono)* | None  Wala | 10 minutes  10 Minuto | *PAS Focal Person*  *Leave Administration Section* |
| 1. If the original/CTC copy of the CO Clearance Certificate is to be sent via courier service, wait until the parcel is sent to given address 2. *Kung ang orihinal/CTC na kopya ng CO Clearance Certificate ay ipaPASala sa pamamagitan ng courier service, maghintay hanggang ang parsela ay ipapadala sa ibinigay na address* | * 1. Prepare and print the transmittal letter with information on how to return customer feedback. Attach one original/CTC copy of the CO Clearance Certificate and one Customer Feedback Form for accomplishment   2. *Ihanda at i-print ang transmittal letter na may impormasyon kung paano ibabalik ang feedback ng customer. Maglakip ng isang orihinal/CTC na kopya ng CO Clearance Certificate at isang Customer Feedback Form* | None  Wala | 30 minutes  30 Minuto | *PAS Focal Person*  *Leave Administration Section* |
| * 1. Review and Sign/initial the transmittal letter   *4.2. Suriin at Lagdaan/initial ang transmittal letter* | None  Wala | 1 hour  1 Oras | *Section Head or Personnel Officer*  *Leave Administration Section*  *OIC/Chief Admin. Officer*  *Personnel Admin. Division* |
| * 1. Encode tracking details in the e-DTMS   *4.3. Suriin at Lagdaan/initial ang transmittal letter* | None  Wala | 5 minutes  5 Minuto | *Incoming / Outgoing Clerk*  *PAS Receiving Area* |
| * 1. Forward the document to the AS-RAMD for courier service   *4.4. Ipasa ang dokumento sa AS-RAMD para sa serbisyo ng courier* | None  Wala | 5 minutes  5 Minuto | *Incoming / Outgoing Clerk*  *PAS Receiving Area*  *Incoming / Outgoing Clerk*  *AS-RAMD* |
| TOTAL:  *KABUUAN* | | None  Wala | 3 Days  *3 Araw* | *May be extended depending on the volume of transactions handled*  *Maaaring palawigin depende sa dami ng mga transaksyong pinangangasiwaan* |

1. **Issuance of Certificate of Employment to separated Officials, Employees and Contract of Service Workers**

***Pagbibigay ng Certificate of Employment sa mga hiwalay na Opisyal, Empleyado at Kontrata ng mga Manggagawa sa Serbisyo***

The COE is issued to separated Officials and employees in the Central Office who have been cleared of money, property, and legal accountabilities, which certifies their services rendered in the Department.

*Ang COE ay ibinibigay sa mga hiwalay na Opisyal at empleyado sa Central Office na na-clear sa pera, ari-arian, at legal na pananagutan, na nagpapatunay sa kanilang mga serbisyong ibinigay sa Departamento.*

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| --- | --- | --- | --- | --- |
| **Office or Division:** | Personnel Administration Division (PAS) | | | |
| **Classification:** | Complex | | | |
| **Type of Transaction:**  ***Uri ng Transaksyon:*** | G2C – Government to Transacting Public | | | |
| **Who may avail:**  ***Sino ang maaaring mag-avail:*** | Separated Field Office XII (FO XII) Officials and Employees who already has a duly-accomplished CO Clearance Certificate on file/submitted to PAS and without any money, property, and legal accountabilities.  *Ang mga Hiwalay na Opisyal at Empleyado ng Central Office (CO) na mayroon nang nararapat na natapos na CO Clearance Certificate na naka-file/isumite sa PAS at walang anumang pera, ari-arian, at legal na pananagutan.* | | | |
| **CHECKLIST OF REQUIREMENTS**  ***CHECKLIST NG MGA KINAKAILANGAN*** | | **WHERE TO SECURE**  ***SAAN SIGURADO*** | | |
| HRMDD-PAS Request Form or  formal letter or e-mail request | | PAS Receiving Area  Client | | |
| CO Clearance Certificate | | Client or if none, FILE 201 / PER 16 | | |
| Special Power of Attorney (If authorized representative)  *Special Power of Attorney (Kung awtorisadong kinatawan)* | | Client  *Kliyente* | | |
| **CLIENT STEPS**  ***MGA HAKBANG NG CLIENT*** | **AGENCY ACTIONS**  ***MGA AKSYON NG AHENSYA*** | **FEES TO BE PAID**  ***MGA BAYAD NA BAYAD*** | **PROCESSING TIME**  ***ORAS NG PAGPROSESO*** | **PERSON RESPONSIBLE**  ***TAONG RESPONSABLE*** |
| 1. Send mail/e-mail or for walk-in without any written request, accomplish the HRMDD-PAS Request Form (write contact details as well for courier purposes, if needed) and submit to PAS, together with complete supporting documents. 2. *Magpadala ng mail/e-mail o para sa walk-in nang walang anumang nakasulat na kahilingan, gawin ang HRMDS-PAS Request Form (isulat din ang mga detalye ng contact para sa mga layunin ng courier, kung kinakailangan) at isumite sa PAS, kasama ang kumpletong mga sumusuportang dokumento.* | 1. Receive the complete documents submitted 2. *Tanggapin ang kumpletong mga dokumentong isinumite* | None  Wala | 10 minutes  10 Minuto | ***Incoming / Outgoing Clerk***  *PAS Receiving Area* |
| 1. Wait for advice of the assigned PAS Focal Person 2. *Maghintay ng payo ng nakatalagang PAS Focal Person* | * 1. Review the documents submitted and check the FILE 201 / PER 16 if needed.   2. *Suriin ang mga dokumentong isinumite at suriin ang FILE 201 / PER 16 kung kinakailangan.* | None  Wala | 2 days, 4 hours  (may take longer hours depending on the period of retrieving files, if needed)  *2 araw, 4 na oras*  *(maaaring tumagal ng mas mahabang oras depende sa panahon ng pagkuha ng mga file, kung kinakailangan)* | ***PAS Focal Person***  *CO & FOs Personnel Transactions Section* |
| * 1. Encode/ check details to COE, print the issuance and attach the necessary documents   *2.2. I-encode/ suriin ang mga detalye sa COE, i-print ang pagpapalabas at ilakip ang mga kinakailangang dokumento* | None  Wala |
| * 1. Review and Sign/initial the COE   *2.3. Suriin at Lagdaan/Inisyal ang COE* | None  Wala | 2 hours  2 Oras | ***Section Head or Personnel Officer***  *CO & FOs Personnel Transactions Section*  ***OIC/Chief Admin. Officer***  *Personnel Admin. Division* |
| 1. Inform PAS of preferred method of receiving the duly signed COE 2. *Ipaalam sa PAS ang gustong paraan ng pagtanggap ng nararapat na nilagdaan na COE* | 1. Inform the client that the COE is ready and ask if for pick up or for courier service (either through chat, e-mail, or phone call)   *3. Ipaalam sa kliyente na handa na ang COE at tanungin kung para sa pick up o para sa courier service (sa pamamagitan man ng chat, e-mail, o tawag sa telepono)* | None  Wala | 10 minutes  10 Minuto | ***PAS Focal Person***  *CO & FOs Personnel Transactions Section* |
| If COE is to be sent via courier service, wait until the parcel is sent to given address.  *Kung ang COE ay ipaPASala sa pamamagitan ng courier service, maghintay hanggang ang parsela ay iPASala sa ibinigay na address.* | * 1. Prepare and print the transmittal letter with information on how to return customer feedback. Attach one originally signed COE and one Customer Feedback Form for accomplishment.   2. *Ihanda at i-print ang transmittal letter na may impormasyon kung paano ibabalik ang feedback ng customer. Maglakip ng isang orihinal na nilagdaan na COE at isang Form ng Feedback ng Customer para sa katuparan.* | None  Wala | 1. Minutes   20 Minuto |
| * 1. Review and Sign/Initial the transmittal letter   *1.2 Suriin at Lagdaan/Initial ang transmittal letter* | none  Wala | 1 Hour  1 Oras | ***Section Head or Personnel Officer***  *CO & FOs Personnel Transactions Section*  ***OIC/Chief Admin. Officer***  *Personnel Admin. Division* |
| * + 1. Encode tracking details in the e-DTMS   *1.2.1 I-encode ang mga detalye ng pagsubaybay sa e-DTMS* | None  Wala | 5 minutes | ***Incoming / Outgoing Clerk***  *PAS Receiving Area* |
| * + 1. Forward the document to the AS-RAMD for courier service   *1.2.2 Ipasa ang dokumento sa AS-RAMD para sa serbisyo ng courier* | None  Wala | 5 minutes | ***Incoming / Outgoing Clerk***  *PAS Receiving Area*  ***Incoming / Outgoing Clerk***  *AS-RAMD* |
| * 1. If COE is for pick-up, proceed to PAS and get the requested document.   *1.3. Kung ang COE ay para sa pick-up, tumuloy sa PAS at kunin ang hiniling na dokumento.* | * + 1. Provide one originally signed COE to the client and have it properly received by him/her. Ask the client to accomplish Customer Feedback Form     2. *Magbigay ng isang orihinal na nilagdaan na COE sa kliyente at ipatanggap ito sa kanya nang maayos. Hilingin sa kliyente na gawin ang Form ng Feedback ng Customer* | None  Wala | 10 minutes  10 Minuto | ***Incoming / Outgoing Clerk***  *PAS Receiving Area* |
| TOTAL:  *KABUUAN* | | None  Wala | 3 Days  *3 Araw* | *May be extended depending on the volume of transactions handled*  *Maaaring palawigin depende sa dami ng mga transaksyong pinangangasiwaan* |
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1. **Issuance of Certificate of Leave Without Pay (LWOP)/No LWOP to Separated Officials and Employees**

***Pag-isyu ng* Certificate of Leave Without Pay (LWOP)/No LWOP to Separated Officials and Employees**

The Certificate of Leave Without Pay (LWOP)/No LWOP is issued to separated Officials and employees in the Central Office who have been cleared of money, property, and legal accountabilities, which certifies that they have/do not have Leave Without Pay (LWOP) for a certain period.

*Ang Certificate of Leave Without Pay (LWOP)/No LWOP ay ibinibigay sa mga hiwalay na Opisyal at empleyado sa Central Office na na-clear sa pera, ari-arian, at legal na pananagutan, na nagpapatunay na mayroon/wala silang Leave Without Pay (LWOP). ) para sa isang tiyak na panahon.*

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| **Office or Division:** | Personnel Administration Division (PAS) | | | |
| **Classification:** | Complex | | | |
| **Type of Transaction:**  ***Uri ng Transaksyon:*** | G2C – Government to Transacting Public | | | |
| **Who may avail:**  ***Sino ang maaaring mag-avail:*** | Separated Field Office XII (FO XII) Officials and Employees | | | |
| **CHECKLIST OF REQUIREMENTS**  ***CHECKLIST NG MGA KINAKAILANGAN*** | | **WHERE TO SECURE**  ***SAAN SIGURADO*** | | |
| HRMDD-PAS Request Form or  formal letter or e-mail request | | PAS Receiving Area  Client | | |
| CO Clearance Certificate | | Client or if none, FILE 201 / PER 16 | | |
| Special Power of Attorney (If authorized representative)  *Special Power of Attorney (Kung awtorisadong kinatawan)* | | Client  *Kliyente* | | |
| **CLIENT STEPS**  ***MGA HAKBANG NG CLIENT*** | **AGENCY ACTIONS**  ***MGA AKSYON NG AHENSYA*** | **FEES TO BE PAID**  ***MGA BAYAD NA BAYAD*** | **PROCESSING TIME**  ***ORAS NG PAGPROSESO*** | **PERSON RESPONSIBLE**  ***TAONG RESPONSABLE*** |
| 1. Send mail/e-mail or for walk-in without any written request, accomplish the HRMDD-PAS Request Form (Write contact details as well for courier purposes, if needed) and submit to PAS together with complete supporting documents. 2. *Magpadala ng mail/e-mail o para sa walk-in nang walang anumang nakasulat na kahilingan, gawin ang HRMDS-PAS Request Form (Isulat din ang mga detalye sa pakikipag-ugnayan para sa mga layunin ng courier, kung kinakailangan) at isumite sa PAS kasama ang kumpletong mga sumusuportang dokumento.* | 1. Receive the complete documents submitted 2. *Tanggapin ang kumpletong mga dokumentong isinumite* | None  Wala | 5 minutes  5 Minuto | Incoming / Outgoing Clerk  PAS Receiving Area |
| 1. Wait for advice of the assigned Focal Person   2. *Maghintay ng payo ng nakatalagang Focal Person* | * 1. Review the documents submitted and check if the client already has an encoded ELARS[[1]](#footnote-1).   2. *Suriin ang mga dokumentong isinumite at suriin kung ang kliyente ay mayroon nang naka-encode na ELARS[[2]](#footnote-2).*   If there is none, encode the ELARS.  *Kung wala, i-encode ang ELARS.*  If there is an encoded ELARS, proceed to step 4.  *Kung mayroong naka-encode na ELARS, magpatuloy sa hakbang 4.*  If there is an encoded and reviewed ELARS, proceed to step 6.  *Kung mayroong naka-encode at nasuri na ELARS, magpatuloy sa hakbang 6.*   * 1. Review/check the ELARS vis-à-vis the leave card.   *2.2 Suriin/suriin ang ELARS vis-à-vis sa leave card.*   * 1. Reprint the corrected ELARS, if errors are found.   *2.3 I-print muli ang itinamang ELARS, kung may nakitang mga error.*   * 1. Encode the needed details to the CLWOP/CNLWOP, print the issuance and attach the necessary documents.   *2.4*  *I-encode ang mga kinakailangang detalye sa CLWOP/CNLWOP, i-print ang issuance at ilakip ang mga kinakailangang dokumento.* | None  Wala | 6 days, 4 hours and 35 minutes  *(May be shortened if there is already a reviewed ELARS, or may be extended depending on the number of ELARS being encoded/ reviewed at a given time, the time needed to review the ELARS, or length of service of the client.)*  *6 na araw, 4 na oras at 35 minuto*  *(Maaaring paikliin kung mayroon nang nasuri na ELARS, o maaaring palawigin depende sa bilang ng ELARS na na-encode/ nire-review sa isang partikular na oras, ang oras na kailangan upang suriin ang ELARS, o tagal ng serbisyo ng kliye* | **Focal Person**  Leave Administration Section (LAS)  **Administrative Staff**  LAS  **Focal Person**  LAS  **Focal Person**  LAS |
|  | * 1. The Focal Person shall forward the CLWOP/CNLWOP to the Certifying Authority for certification.   The Certifying Authority shall sign the CLWOP/ CNLWOP.  *2.5 Dapat ipasa ng Focal Person ang CLWOP/CNLWOP sa Certifying Authority para sa sertipikasyon.*  *Ang Awtoridad sa Pagpapatibay ay lalagda sa CLWOP/CNLWOP.* | None  Wala | 2 hours  2 Oras | **Focal Person**  LAS  **Certifying Authority**  PAS  ***Awtoridad na nagpapatunay***  *PAS* |
| 1. Inform PAS of preferred method of receiving the duly-signed Certificate. 2. *Ipaalam sa PAS ang gustong paraan ng pagtanggap ng Certificate na nalagdaan nang nararapat.* | * 1. Inform the client that the Certificate is ready and ask if for pick-up or for courier service (either through chat, e-mail or phone call)   2. *Ipaalam sa kliyente na handa na ang Certificate at tanungin kung para sa pick-up o para sa courier service (sa pamamagitan ng chat, e-mail o tawag sa telepono)* | None  Wala | 10 minutes  *10 minuto* | PAS Focal Person  Leave Administration Section |
| 3. Inform PAS of preferred method of receiving the duly-signed Certificate.  *3. Ipaalam sa PAS ang ginustong paraan ng pagtanggap ng Sertipiko na nilagdaan nang nararapat.* | * 1. Ensure that the CLWOP/CNLWOP has a security feature (e.g. barcode, dry seal, etc.) to avoid data fraud or falsification of document.   2. *Tiyakin na ang CLWOP/CNLWOP ay may tampok na panseguridad (hal. barcode, dry seal, atbp.) upang maiwasan ang data fraud o falsification ng dokumento.*   3. Inform the client that the CLWOP/ CNLWOP is ready for releasing via email/SMS/call/chat   *3.2 Ipaalam sa kliyente na ang CLWOP/ CNLWOP ay handa nang ilabas sa pamamagitan ng email/SMS/tawag/chat*   * 1. Ask the client of the preferred method of receiving the duly signed CLWOP/ CNLWOP:   *3.3 Tanungin ang kliyente ng gustong paraan ng pagtanggap ng nararapat na nilagdaan na CLWOP/CNLWOP:*  If through courier service, proceed to step 12.  *Kung sa pamamagitan ng courier service, magpatuloy sa hakbang 12.*  If the CLWOP/ CNLWOP will be picked up at the office, proceed to step 13.  *Kung kukunin ang CLWOP/CNLWOP sa opisina, magpatuloy sa hakbang 13.* | None  Wala | 5 minutes  5 Minuto | **Outgoing Clerk or Email Custodian or Focal Person**  PAS/LAS  **Outgoing Clerk or Email Custodian or Focal Person**  PAS/LAS  **Outgoing Clerk or Email Custodian or Focal Person**  PAS/LAS  Client  *Kliyente*  Client  *Kliyente* |
| 1. If the Certificate is to be sent via courier service, wait until the parcel is sent to given address.   *4. Kung ang Sertipiko ay ipaPASala sa pamamagitan ng courier service, maghintay hanggang ang parsela ay iPASala sa ibinigay na address.* | * 1. Outgoing Clerk or Email Custodian shall return the CLWOP/ CNLWOP to the Focal Person.   2. *Ibabalik ng Outgoing Clerk o Email Custodian ang CLWOP/ CNLWOP sa Focal Person.*   3. The Focal Person shall prepare the transmittal with information on how to return the CSMF. Attach the duly signed CLWOP/ CNLWOP and one (1) CSMF for accomplishment   *4.2 Dapat ihanda ng Focal Person ang transmittal na may impormasyon kung paano ibabalik ang CSMF. Ilakip ang nararapat na nilagdaan na CLWOP/ CNLWOP atisang (1) CSMF para sa accomplishment*   * 1. Certifying Authority shall sign the transmittal letter.   *4.3 Ang Awtoridad sa Pagpapatibay ay lalagda sa liham na ipinadala.*   * 1. Encode tracking details in the applicable document tracking system used by the office or through logs.   *4.4I-encode ang mga detalye ng pagsubaybay sa naaangkop na sistema ng pagsubaybay sa dokumento na ginagamit ng opisina o sa pamamagitan ng mga log.*   * 1. Forward the document to the Records and Archives Management Division/Section for courier service.   *4.5 Ipasa ang dokumento sa Records and Archives Management Division/Section para sa courier service.*  (The CSMF will be followed-up within 3 working days upon receipt of the document.)  *(Ang CSMF ay susundan sa loob ng 3 araw ng trabaho pagkatapos matanggap ang dokumento.)* | none  Wala | 1 hour and 5 minutes  1 Oras at 5 Minuto | **Outgoing Clerk or Email Custodian**  PAS  **Focal Person**  LAS  **Certifying Authority**  PAS  **Outgoing Clerk**  PAS  **Outgoing Clerk**  PAS  **Focal Person**  LAS |
| 1. If the Certificate is for pick-up, proceed to PAS and get the requested document.   *5.Kung ang Sertipiko ay para kunin, tumuloy sa PAS at kunin ang hiniling na dokumento.* | * 1. If the CLWOP/ CNLWOP is for pick-up, provide one (1) duly signed CLWOP/CNLWOP to the client and request the client to accomplish the CSMF to be submitted via drop box, email or Google form.   *5.1Kung ang CLWOP/CNLWOP ay para sa pick-up, magbigay ng isang (1) nararapat na nilagdaan na CLWOP/CNLWOP sa kliyente at hilingin sa kliyente na isagawa ang CSMF na isusumite sa pamamagitan ng drop box, email o Google form.* | None  Wala | 10 minutes  10 Minuto | **Focal Person**  LAS |
| **TOTAL:**  ***KABUUAN*** | | **None**  **Wala** | **7 days**  May be extended depending on the volume of transactions handled and the length of service of the separated Official/employee as recorded in the Leave Ledger  ***7 araw***  *Maaaring palawigin depende sa dami ng mga transaksyong pinangangasiwaan at ang haba ng serbisyo ng hiwalay na Opisyal/empleyado na nakatala sa Leave Ledger* | |

*Ang pamamaraang ito ay nalalapat sa mga prosesong isasagawa sa pagbibigay ng relief augmentation sa mga LGU sa panahon ng mga operasyon ng kalamidad at iba pang kalamidad at ang pandemya. Sinasaklaw nito ang pagtanggap ng kahilingan ng Field Office hanggang sa paghahatid o pagpapalabas ng mga welfare goods. Gayunpaman, ang mga espesyal na kahilingan mula sa mga Mambabatas ay hindi saklaw ng SOP na ito. Ang tulong sa pamamagitan ng mga kahilingan sa kongreso ay itinuturing na direktang tulong mula sa DSWD sa mga biktima ng kalamidad na napapailalim sa karaniwang mga tuntunin sa accounting at auditing. Dagdag pa, ang mga kahilingan para sa mga FNI na hindi nauugnay sa kalamidad ay hindi saklaw sa prosesong ito.*

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# **NATIONAL HOUSEHOLD TARGETTING OFFICE**

**(NHTO)**

**FRONTLINE (EXTERNAL) SERVICES**

* + - 1. **Walk-in Name Matching Data Request (Walk-in na Proseso ng Pagtutugma ng Pangalan)**

**Provision of data corresponding to the individual/s name matching request to determine if a household is in the Listahanan database and its poverty status.**

*Pagbibigay ng kaukulang datos batay sa hiling na pagtutugma ng pangalan ng isang indibidwal o mga indibidwal. Ito ay upang malaman kung ang isang sambahayan ay nasa database ng Listahanan at kung ano ang kahirapang istado nito.*

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| --- | --- | --- | --- | --- |
| **Office or Division:  (Opisina or Dibisyon)** | **National Household Targeting Office (NHTO) / National Household Targeting Section (NHTS)  (Listahanan: Talaan ng Pamilyang Nangangailangan)** | | | |
| **Classification:**  **(Klasipikasyon)** | **Simple** | | | |
| **Type of Transaction:**  **(Uri ng transaksyon)** | **Government to Citizen (G2C)**  **(Gobyerno sa Mamamayan)** | | | |
| **Who may avail:  (Sino ang maaaring kumuha)** | **All walk-in clients**  **(Lahat ng Walk-in na mga Kliyente)** | | | |
| **CHECKLIST OF REQUIREMENTS**  **(LISTAHAN NG MGA KINAKAILANGAN)** | | **WHERE TO SECURE**  **(SAAN MAAARING MAKUHA)** | | |
| 1. One (1) Valid Identification Card / Proof of Identity  *Isang (1) Valid ID o patunay ng pagkakilanlan*  2. Walk-in Name Matching Form (1 Original copy)  *Form ng Walk-in para sa pagtutugma ng pangalan (Isang (1) Orihinal na kopya* | | 1. Provided by the Client.  1. Ibinigay ng kliyente.    Grievance Officer (GO) – NHTO / NHTS. | | |
| CLIENT STEPS  (MGA HAKBANG NG KLIYENTE) | AGENCY ACTIONS  (MGA AKSYON NG AHENSYA) | FEES TO BE PAID  (KAUKULANG BAYAD) | PROCESSING TIME  (TAGAL NG PAG PROSESO) | PERSON RESPONSIBLE  (NAKATALAGANG KAWANI) |
| 1. Provide Valid Identification Card / Proof of Identity  (1. Ibigay ang balidong pagkakakilanlan o patunay ng pagkakakilanlan.)                            1.1. Fill-out the name matching form  1.1 Punan ang form ng pagtutugma ng pangalan. | 1. Interview the client to evaluate the validity of the request as to its purpose:  (1. Interbyuhin ang kliyente upang suriin kung katanggap-tanggapan ang kahilingan tungkol sa layunin nito    *Invalid* – Inform the client on the grounds for the denial of the request based on the DSWD MC 15, s. 2021. End of process  *Hindi Tanggap-* Ipabatid sa kliyente ang dahilan ng pagtanggi sa kahilingan batay sa DSWD MC 15, s. 2021. Katapusan ng proseso.    *Valid* – Provide the name matching form upon confirming the validity of the request and proceed for processing the name matching  *Tanggap-* Ibigay ang form ng pagtutugma ng pangalan pagkatapos sigurado ang katanggap-tanggap ng kahilingan at simulant ang proseso ng pagtutugma ng pangalan. | None  (Wala) | 30 minutes  (Tatlompong Minuto) | *Sittie Shahada K. Benito*  *Grievance Officer* |
| 2. Receive the Name Matching result  Tanggapin ang resulta ng pagtutugma ng pangalan | 2. Explain the result of Name Matching  Ipaliwanag ang resulta ng pagtutugma ng pangalan. |  | 5 minutes    5 Minuto | *Sittie Shahada K. Benito*  *Grievance Officer* |
| 3. Fill-out the Client Satisfactory Measurement Survey (CSMS)  Punan ang Client Satisfactory Measurement Survey (CSMS). | 3. Provide the client the CSMS form per Committee on Anti-Red Tape (CART) guidelines  Ibigay sa kliyente ang CSMS form alinsunod sa mga panuntunang inilabas ng Committee ng Anti-Red Tape (CART). | None    Wala | 5 minutes    5 Minuto | *Grievance Officer*  *Sittie Shahada K. Benito* |
| TOTAL:  KABUUAN: | | None  Wala | 40 minutes  40 Minuto |  |

* + - 1. **Data Sharing – Name Matching Request  
         *Pagbabahagi ng Datos – Proseso ng Pagtutugma ng Pangalan***

Provision of data corresponding the individual/s name matching request to determine if a household is in the Listahanan database and its poverty status.

*Pagbibigay ng datos na kaugnay ng kahilingan ng pagtutugma ng pangalan ng indibidwal upang matukoy kung ang isang kasamabahayan ay nasa Database ng Listahanan at ang katayuan nito sa kahirapan.*

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| --- | --- | --- | --- | --- |
| Office or Division:  *Opisina or Dibisyon:* | National Household Targeting Office (NHTO) / National Household Targeting Section (NHTS)  *Listahanan: Talaan ng Pamilyang Nangangailangan* | | | |
| Classification:  Klasipikasyon: | Complex, Highly Technical  *Lubhang Teknikal* | | | |
| Type of Transaction:  *Uri ng transaksyon:* | Government to Government (G2G), Government to Business (G2B), Government to Citizen (G2C)  *Gobyerno sa Gobyerno (G2G), Gobyerno sa Mangangalakal) Gobyerno sa Mamamayan (G2C)* | | | |
| Who may avail:  *Sino ang maaaringkumuha:* | All National Government Agencies (NGAs), Local Government Units (LGUs), Government-Owned and Controlled Corporations (GOCCs) Non-Governmental Organizations (NGOs), Civil Society Organizations (CSOs), the Academe, and Private Foundations.  *Lahat ng National Government Agencies (NGAs), Local Government Units (LGUs), Government-Owned and Controlled Corporations (GOCCs) Non-Governmental Organizations (NGOs), Civil Society Organizations (CSOs), ang Academe, at Private Foundations para sa layunin ng paggamit ang data para sa mga programa sa proteksyong panlipunan.* | | | |
| CHECKLIST OF REQUIREMENTS  (LISTAHAN NG MGA KINAKAILANGAN) | | WHERE TO SECURE  (SAAN MAAARING MAKUHA) | | |
| 1. Letter of request (Indicate reason for name matching)  *Liham ng Kahilingan (nagsasaad ng mga dahilan para sa kahilingan ng pagpapatugma ng pangalan*    2. Electronic copy (Preferably in CSV format) of the name to be matched which includes the following:  *Elektronikong kopya (Mas mainam kung nasa ayos ng CVS) ng pangalan na itutugma kasama ang mga sumusunod*:  Complete name (Last name, First Name, Middle Name, Extension Name)  Buong Pangalan (Apelyido, Pangalan, Gitnang Pangalan)  Birth Date (YYYY-MM-DD format)  *Petsa ng kapanganakan (YYYY-MM-DD)*  Philippine Standard Geographic Classification of (PSGC) Province, City/Municipality, and Barangay  *Philippine Standard Geographic Classification of (PSGC) ng Probinsya, Lungsod/Bayan, at Barangay*.    3. Valid Proof of Identities of the Personal Information Controller (PIC), Data Privacy Officer (DPO), Compliance Officer (COP)  *Tanggapang patunay ng pagkakakilanlan ng Personal Information Controller (PIC), Data Privacy Officer (DPO), Compliance Officer (COP)*    4. Data Sharing Agreement (DSA) signed by the: (1) Head of Office as PIC, (2) designated DPO or COP  *Kasunduang Pagbabahagi ng Data (DSA) na pinirmahan ng: (1) Punong Opisyal bilang PIC, (2) Itinalagang DPO or COP*  5. List of Personnel who will access, process, and safeguard the Listahanan data, including the employed data processing  *Talaan ng mga Kawani na magkakaroon ng access, magproseso, at mag-iingat sa mga datos ng Listahanan kasama na ang mga empleyadong nagsasagawa ng proseso ng datos.*    6. Original Copy of the Resolution of Governing Board authorizing head of agency (NGOs, CSOs, and Private Foundations)  *Orihinal ng kopya ng Resolusyon ng Pinunong lupon na nag-oautorisa sa pinuno ng ahensya (NGOs, CSOs, at Pribadong Pundasyon)*    *For Local Government Unit (LGU)*:  *Para sa Local Government Unit (LGU)*:  The letter of request shall be signed by the Local Chief Executive (LCE) accompanied by a Sanggunian resolution authorizing the LCE to enter a data sharing agreement with the DSWD  *Ang sulat ng kahilingan ay dapat lagdaan ng Local Chief Executive (LCE) at may kasamang resolusyon ng Sanggunian na nag-oautorisa sa LCE na makipagsunduan sa DSWD.*    The DSWD Regional Director (RD) and the incumbent LCE shall sign the DSA  Lagdaan ng DSWD Regional Director (RD) at ang kasalukuyang LCE ang DSA | | 1. Provided by the Requesting Party  Magmumula sa Partidong Humihingi | | |
| CLIENT STEPS  MGA HAKBANG NG KLIYENTE | AGENCY ACTIONS  MGA AKSYON NG AHENSYA | FEES TO BE PAID  KAUKULANG BAYAD | PROCESSING TIME  TAGAL NG PAG PROSESO | PERSON RESPONSIBLE  TAONG RESPONSABLE |
| 1. Provide the letter of request together with the electronic copy of the names for name matching  Ang humihinging panig ay mag-endorso ng kanilang liham ng Paghingi kalakip ng e-copy ng mga Pangalan na itutugma sa DSWD FO XII | 1. Receive the request  Tanggapin ang kahilingan    1.1. Record the request in the DSWD EDTMS / any other tracking system  *Isulat ang kahilingan sa DSWD EDTMS o anumang iba pang Sistema ng pagtutukoy.*    1.2. Endorse request to the NHTO Director / Regional Director  I*-endorso ang kahilingan sa NHTO Director/ Regional Director*. | None  Wala | 15 minutes  15 minuto | *Grievance Officer*  *Sittie Shahada K. Benito* |
|  | 2. Provide instruction to facilitate/review the request  *Magbigay ng tagubilin upang mapadali/repasuhin ang kahilingan.*    2.1. Endorse to the NHTO OD Chief / Policy and Plans Division (PPD) Chief  *I-endorso sa NHTO OD Chief/Pangasiwaan ng mga Pangangailangan at mga plano (PPD) Chief.* | None    Wala | 2 hours    2 Oras | *NHTO Director / Regional Director*    *Loreto Jr. V. Cabaya* |
|  | 3. Provide recommendations on the request  *Magbigay ng mga rekomendasyon sa kahilingan*    3.1. Endorse to the assigned Project Development Officer (PDO) to inform the client on the status of their request  *I-endorso sa itinalagang Project Development* *Officer (PDO) upang ipaalam sa kliyente ang stado ng kanilang kahilingan.* | None    Wala | 1 hour    1 Oras | *NHTO-OD Chief / PPD Chief*  *Sohra P. Guialel* |
|  | 4. Status of the approval / disapproval of the data request based on the DSWD MC 15, s.2021.  *Kalagayan ng pag-aprub/ pagtanngi sa kahilingan ng datos batay sa DSWD MC 15, s.202.*    Disapproved – Sign the letter of disapproval and endorse to the client. End of process.  *Hindi Aprobado- Lagdaan ang sulat ng pagtanggi at iendorso sa kliyente. Tapos ang proseso.*    Approved – Notify and provide the DSA and documentary requirements to the client  *Aprobado – Ipabatid at ibigay ang DSA at mga kinakailangang dokumento sa kliyente.* | None    Wala | 1 hour    1 Oras | *NHTO Director/ Regional Director / Administrative Unit (AU)*  *Loreto Jr. V. Cabaya*          *NHTO-PDO / NHTS-Regional Field Coordinator (RFC)*    *MASLAMA B. HASSAN/AMINAH P. MACODI* |
| 2. Provide the documentary requirements and the DSA signed by the Head of Office (HOO) as Personal Information Controller (PIC) and the designated Data Privacy Officer (DPO) / Compliance Officer for Privacy (COP)  *Ibigay ang mga kinakailangang dokumento at ang DSA na pinapermahan ng Punong Opisyal (HOO) bilang Personal Information Controller (PIC) at ang itinalagang Data Privacy Officer (DPO)/ Compliance* Officer for Privacy (COP) | 5. Review all documentary requirements including the DSA submitted by the client  *Suriin ang lahat ng mga kinakailangang dokumento kasama na ang DSA na isinumite ng kliyente.*    Non-Compliant – Inform the client regarding the incomplete requirement via email.  *Hindi sumasang ayon sa Alintuntunin – Ipabatid sa kliyente ang hindi kumpletong kinakailangang dokumento sa pamamagitan ng email.*  *Compliant: Sumunod sa Alintuntunin:*  a. Sign the DSA and endorse to the DPO and the Office of the Secretary for signature  *Lagdaan ang DSA at i-endorso sa DPO at Opisina ng* *kalihim para sa lagda.*    b. Endorse the signed DSA to Information Technology Division (ITD) for processing  *I-endorso ang pinirmahang DSA sa Information Technology Division (ITD) para sa proseso.* | None    Wala | 2 hours    2 Oras | NHTO-PDO / NHTS-RFC  Sittie Shahada K. Benito/Maslama B. Hassan/ Aminah P. macodi                    OD / IT Chief / AU  RYAN A. IBOBES    AU |
|  | 6. Review the compliance of the electronic copy of names with the required template/format:  *Suriin ang pagkasunod-sunod sa Alintuntunin ng elektronikong kopya ng mga pangalan sa kanilang pormat:*    Non-Compliant – Inform the client about the findings via email.  *Hindi sumasang ayon sa Alintuntunin – Ipabatid sa kliyente ang mga natuklasan sa pamamagitan ng email.*    Compliant Process the request within the set deadline depending on the volume or number of names to be matched  *Sumunod sa Alintuntunin – Prosesuhin ang kahilingan sa loob ng itinakdang takdang oras batay sa dami o* *bilang ng mga pangalan na kailangang itugma.* | None  Wala | 1 hour  1 Oras    1 day  (5,000 and below)  1 Araw  (Limang Libo Pababa)    3 days  (5,001 – 50,000)  3 Araw (Limang Libo Hanggang Limampot Libo)    7 days  (50,001 –400,000)  7 Araw(Limampot isang Libo Hanggang Apat na raang Libo)    20 days  (400,001 – 1,000,000)  20 Araw(Apat na Daan at isang libo Hanggang Isang Milyon) | *ITO – Database Management Section (DMS) / NHTS*  *RYAN A. IBONES*                *ITO – NHTO / NHTS*    *RYAN A. IBONES* |
| 3. Provide a storage device that is approved by the IT Chief or request for a Google Drive link  *Magbigay ng storage device na inaprubahan ng IT Chief o humiling ng link sa Google Drive* | 7. Secure the data by adding a password to the file  *I-secure ang data sa pamamagitan ng pagdaragdag ng password sa file*    7.1. Prepare the Data Release Form (DRF)  *Ihanda ang Data Release Form (DRF*)  7.2. Draft the response memorandum  *I-draft ang response memorandum*  7.3. Save the results in a compact disc (CD), Universal Serial Bus (USB) stick, or hard drive  *I-save ang mga resulta sa isang compact disc (CD), Universal Serial Bus (USB) stick, o hard drive*    7.4. Sign the DRF  *Ladaan ang DRF*    7.5. Endorse the finalized documents to NHTO Director / PPD Chief  *I-endorso ang mga pinal na dokumento sa Direktor ng NHTO / PPD Chief* | None    Wala | 3 hours    3 Oras | *ITO – DMS / NHTS*  *RYAN A. IBONES*                      *IT Chief / NHTS – RFC / ITO*  *RYAN A. IBONES/MASLAMA B. HASSAN/AMINAH P. MACODI* |
|  | 8. Sign the memorandum and endorse to AU / AA for releasing  *Lagdaan ang memorandum at i-endorso sa AU / AA para sa releasing.* | None  Wala | 1 hour  1 Oras | *NHTO Director/ Regional Director*  *LORETO JR. V. CABAYA* |
| 4. Receive the documents  *Tanggapin ang mga dokumento* | 9. Track the documents in the EDTMS / any other tracking system  Subaybayan ang mga dokumento sa EDTMS o anumang ibang sistema ng pagsubaybay  9.1. Scan a copy of the documents for record keeping  *Mag-scan ng kopya ng mga dokumento para sa talaan o record*  9.2. Release the document to the client  Ibigay ang dokumento sa kliyente | None    Wala | 10Minutes    10 Minuto | *PDO*    *SITTIE SHAHADA K. BENOTO* |
| 5. Fill-out the Satisfactory Measurement Survey (CSMS)  *Punan ang Satisfactory Measurement Survey (CSMS)* | 10. Provide the client the CSMS form per Committee on Anti-Red Tape (CART) guidelines.  *Ibigay sa kliyente ang CSMS form sa bawat Committee on Anti-Red Tape (CART) na alituntunin.* | None  Wala | 10 minutes  10 Minuto | *ITO – DMS / NHTS*  *RYAN A. IBONES* |
| TOTAL:  *\*With possible extension on the actual data processing depending on the number of names required but shall not exceed forty (40) days as reference in RA-IRR-11032.Rule 7.Section 3.c.*  *KABUOAN:*  *\** *May posibleng pagpapalawig sa aktwal na pagproseso ng data depende sa dami ng mga kinakailangan na datos, bilang ng mga pangalan na kinakailangan, at ang pagsunod at pagsusumite ng mga kinakailangang dokumentaryo ng humihinging partido.* | | None            Wala | Minimum – 2 days, 3 hours, 45 minutes    Maximum – 21 days, 3 hours and 45 minutes    *Hindi bababa sa dalawang (2) araw, tatlong (3) oras at apatnapu't limang minuto*    *Hindi tataas sa dalawampu’t isang (21) araw, tatlong (3) oras at apatnapu't* *limang (45) minuto* |  |

1. **Data Sharing - List of Data Subjects (**

***Pagbabahagi ng Datos-Listahan ng mga paksa ng datos)***

Generation of data sets with Personal Information (PI) and Sensitive Personal Information (SPI) with a Memorandum of Agreement (MOA).

***Pagbuo ng mga set ng datos na may Personal na Impormasyon (PI) at Sensitive Personal na Impormasyon (SPI) na may Memorandum of Agreement (MOA).***

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| **Office or Division**  **Opisina o Dibisyon:** | National Household Targeting Office/ National Household Targeting System | | | |
| **Classification:**  **Klasipikasyon:** | Highly Technical  **Lubhang Teknikal** | | | |
| **Type of Transaction:**  **Uri ng Transaksyon:** | Government to Government (G2G), Government to Citizen (G2C),    **Gobyerno sa Gobyerno (G2G), Gobyerno sa Mamamayan (G2C)** | | | |
| Who may avail:  Sino ang maaaring kumuha: | All National Government Agencies (NGAs), Local Government Units (LGUs), Government-Owned and Controlled Corporations (GOCCs) Non-Governmental Organizations (NGOs), Civil Society Organizations (CSOs), the Academe, and Private Foundations for the purpose of utilizing the data for social protection programs.  *Lahat ng National Government Agencies (NGAs), Local Government Units (LGUs), Government-Owned and Controlled Corporations (GOCCs) Non-Governmental Organizations (NGOs), Civil Society Organizations (CSOs), ang Academe, at Private Foundations para sa layunin ng paggamit ang data para sa mga programa sa proteksyong panlipunan*. | | | |
| **CHECKLIST OF REQUIREMENTS**  **LISTAHAN NG MGA KINAKAILANGAN** | | **WHERE TO SECURE**  **SAAN MAAARING MAKUHA** | | |
| 1. Letter of Request (indicating reasons for the request and specific data sets expected to be acquired from the Listahanan database)  *Liham ng Kahilingan (nagsasaad ng mga dahilan para sa kahilingan at mga tiyak na set ng data na inaasahang makukuha mula sa database ng Listahanan*)    2. Accomplished Data Sharing Agreement (DSA)  *Kontrata sa Pagbabahagi ng Datos*    3. Document indicating the appointed and NPC-registered Data Protection Officer (DPO)  *Dokumentong nagsasaad ng itinalaga ng rehistrong opisyal na mangangalaga ng mga datos*.    4. Privacy Manual or approved document/s on the security measures in place which indicates the data protection procedures and processes of the office/agency in addressing breaches  *Privacy Manual o naaprubahang dokumento sa mga hakbang sa seguridad na ipinapatupad na nagsasaad ng mga pamamaraan at proseso ng proteksyon ng data ng opisina/ahensiya sa pagtugon sa mga paglabag*    5. List of identified staff who will access, process, and safeguard the Listahanan data including the data processing to be employed  *Listahan ng mga natukoy na kawani na mag-a-access, magpoproseso, at mag-iingat ng Listahanan data kasama ang pagproseso ng datos na gagamitin*    6. Hardware and Security Component with supporting images and specifications  *Hardware at Security Component na may mga sumusuportang larawan at mga detalye*    7. Documentation of physical security measures in place  Dokumentasyon ng mga pisikal na hakbang sa seguridad ng lugar    8. Original Copy of the Resolution of Governing Board authorizing head of agency to enter into a data sharing agreement with DSWD (only for NGOs, CSOs, and Private Foundations)  Orihinal na Kopya ng Resolution of Governing Board na nagpapahintulot sa pinuno ng ahensya na pumasok sa isang kasunduan sa pagbabahagi ng data sa DSWD (para lamang sa mga NGO, CSO, at Private Foundation)    9. Valid Proof of Identities of the agency head and their designated DPO/s (only for NGOs, CSOs, and Private Foundations)  Wastong Patunay ng Pagkakakilanlan ng pinuno ng ahensya at ang kanilang mga itinalagang DPO/s (para lamang sa mga NGO, CSO, at Pribadong Pundasyon)    10. Valid documents indicating the legitimacy of the organization (only for NGOs, CSOs, and Private Foundations)  Mga wastong dokumento na nagsasaad ng pagiging lehitimo ng organisasyon (para lamang sa mga NGO, CSO, at Private Foundation)    *For Local Government Unit (LGU)*:  *Para sa Local Government Unit (LGU)*:    · The letter of request shall be signed by the Local Chief Executive (LCE) accompanied by a Sanggunian resolution authorizing the LCE to enter a data sharing agreement with the DSWD  Ang liham ng kahilingan ay dapat na permado ng Local Chief Executive (LCE) kasama ang resolusyon ng Sanggunian na nagpapahintulot sa LCE na pumasok sa isang kasunduan kasama ang DSWD.    · The DSWD Regional Director (RD) and the incumbent LCE shall sign the DSA  Ang DSWD Regional Director (RD) at ang kasalukuyang LCE ay lalagda sa DSA | | Provided by the Requesting Party  Magmumula sa Partidong Humihingi | | |
| **CLIENT STEPS**  **MGA HAKBANG NG KLIYENTE** | **AGENCY ACTIONS**  **MGA AKSYON NG AHENSYA** | **FEES TO BE PAID**  **KAUKULANG BAYAD** | **PROCESSING TIME**  **TAGAL NG PAG PROSESO** | **PERSON RESPONSIBLE**  **TAONG RESPONSABLE** |
| 1. Submit the letter of request with attached electronic copy of the data requirements (if available) to NHTO/ NHTS.  *IMagsumite ang liham ng kahilingan na may kalakip na elektronikong kopya ng mga kinakailangang datos (kung meron) sa NHTO/NHTS.* | 1. Receive and record the request in the document transaction/ tracking system.  *Tanggapin at itala ang kahilingan sa dokumentong transaksyon/sistema ng pagsubaybay.*  1.1. Advise the requesting party that they will receive an email or call after 2-3 working days on the approval of their request and the expected schedule of release of the results.  *Payuhan ang humihiling na partido na makakatanggap sila ng email o tawag pagkatapos ng 2-3 araw ng oras ng trabaho sa pag-apruba ng kanilang kahilingan at ang inaasahang iskedyul ng paglalabas ng mga resulta.*    1.2. Forward the request to the Director for approval.  *Ipasa ang kahilingan sa Direktor para sa pag-apruba*. | None    Wala | 15 minutes    15 Minuto | Project Development Officer I  AIRA K. MOCADI |
|  | 2. Input comments and decide if the request is for processing or not, then endorse it to the NHTO Operations Division Chief/ NHTS Policy and Plans Division (PPD) Chief.  *Maglagay ng mga komento at magpasya kung ipagpapatuloy ang pag proseso ng kahilingan o hindi, pagkatapos ay i-endorso ito sa NHTO Operations Division Chief/ NHTS Policy and Plans Division (PPD) Chief.* | None  Wala | 6 hours  6 Oras | *NHTO Director/ Regional Director*  *LORETO JR. V. CABAYA* |
|  | 3. Input recommendations ~~a~~nd endorse it to the assigned Project Development Officer (PDO).  *Maglagay ng mga rekomendasyon at i-endorso ito sa nakatalagang Project Development Officer (PDO).* | None  Wala | 3 hours  3 Oras | *NHTO Operations Division Chief/ NHTS PPD Chief*  SOHRA P. GUIALEL |
|  | 4. Inform the requesting party on the approval or disapproval of the data request based on the DSWD MC 15, s. 2021.  *IIpaalam sa humihinging na partido ang pag-apruba o hindi pag-apruba ng kanilang kahilingan na nakabatay sa data ng DSWD MC 15, s. 2021.*  · If approved- the orientation will be scheduled including the preparation of the other documentary requirements not included in the submission of letter of request.  *Kung maaprubahan ang oryentasyon ay iiskedyul kasama ang paghahanda ng iba pang mga kinakailangang dokumentaryo, hindi kasama sa isusumite ang liham ng kahilingan.*  · If disapproved-Inform the requesting party of the disapproval highlighting the grounds for such denial through writing. End of process.  *Kung hindi naaprubahan - iipaalam sa humihinging partido na hindi na-aprubahan at bigyang linaw ang mga batayan kung bakit hindi naaprubahan ang kanilang kahilingan sa pamamagitan ng pagsulat ng liham.*    *Tapos ang proseso.* | None  Wala | 2 hours  2 Oras | *Project Development Officer*  MASLAMA B. HASSAN/AMINAH P. MACODI/AIRA K. MOCADI |
| 2. Requesting Party will attend the scheduled orientation with the NHTO ACBS & Inspection Team/ NHTS designated personnel & Inspection Team.  Ang humihinging Partido ay dapat dumalo sa nakatakdang oryentasyon kasama ang NHTO ACBS & Inspection Team/ NHTS designated personnel & Inspection Team. | 5. Orient the requesting party about the Listahanan, Data Privacy Act of 2012, MC 12, s. 2021, and data sharing requirements.  II-orient ang humihinging partido tungkol sa Listahanan, Data Privacy Act of 2012, MC 12, s. 2021, at mga kinakailangan sa pagbabahagi ng data.    5.1. Issuance of Certificate of Orientation on the Data Privacy Act (DPA) of 2012  Pag-isyu ng sertipiko ng Oryentasyon sa Data Privacy Act (DPA) ng 2012    5.2. Send to the requesting party via email the copy of the law, IRR and the issuances of NPC together with the issuance of Certification on the Acknowledgement Receipt of the said law/policies.  IIpadala sa humihinging partido sa pamamagitan ng email ang kopya ng batas, IRR at ang mga pagpapalabas ng NPC kasama ang pagpapalabas ng sertipiko ng pagtanggap ng nasabing batas/mga patakaran. | None  Wala | 2 hours  2 Oras | *NHTO Advocacy and Capacity Building Section & Inspection Team/ NHTS designated personnel & Inspection Team*    *Maslama B. Hassan/Edon M. Onto/ Aminah P. Macodi/Aira K. Mocadi* |
| S 3. Submission of signed Data Sharing Agreement (DSA)and other documentary requirements not included in the submission of letter of request to the NHTO/ NHTS for review on completeness  *Pagsusumite ng nilagdaang Data Sharing Agreement (DSA) at iba pang mga kinakailangan sa dokumentaryo na hindi nasama sa pagsumite ng liham ng kahilingan sa NHTO/NHTS para masuri kung kompleto na ang mga dokumentaryo na kinakailangan.* | 6. Review all documentary requirements including DSA submitted by the requesting party.  *Suriin ang lahat ng mga kinakailangan sa dokumentaryo kabilang ang DSA na isinumite ng humihiling na partido.*    6.1 Make a schedule with the requesting party on the conduct of virtual/physical inspection meeting  *Gumawa ng iskedyul kasama ang humihiling na partido sa pagsasagawa ng pagpupulong birtuwal/pisikal inspeksyon.* | None  Wala | 2 hours  2 Oras | *NHTO designated Project Development Officer & IT Division Chief/designated IT personnel/NHTS Information Technology Officer & Regional Field Coordinator*    *Aira K. Mocadi/Ryan A. Ibones Maslama B. Hassan/Aminah P. Macodi* |
| R 4. Requesting party will present their IT facilities to the NHTO Inspection Team.  *Ang partidong humihiling ay magpapakita ng kanilang mga pasilidad sa IT sa Koponan ng Inspeksyon ng NHTO.* | 7. Virtual/physical Inspection of IT facilities of the requesting party  Birtuwal/pisikal na iinspeksyon ng mga IT sa pasilidad ng humihinging partido.    7.1. Issuance of Certifications (Physical and Technical Set-up Certification and Organizational Set-up Certification)  *Pag-isyu ng Mga Sertipikasyon (Sertipikasyon ng Pisikal at Teknikal na Set-up at Sertipikasyon ng Organisasyonal na Set-up)* | None  Wala | 1 day  1 Araw | *NHTO/NHTS IT Inspection Team*  *Ryan A. Ibones/Maslama B. Hassan/Aminah P. Macodi/ Edon M. Onto/ Aira K. Mocadi* |
|  | 8. Certifications and documentary requirements will be attached to the accomplished DSAand for endorsement by the NHTO Director/Regional Field Coordinator to the Department’s/Regional DPO.  *Ang mga sertipikasyon at mga kinakailangan sa dokumentaryo ay isasama sa natapos na DSA para sa pag-endorso sa Direktor ng NHTO/Regional Field Coordinator ng* *Departamento/Rehiyonal na DPO.* | None  Wala | 2 hours  2 Oras | *NHTO Director/ Regional Field Coordinator*  *Maslama P. Hassan/Aminah P. Macodi* |
|  | 9. Assess the accomplished DSA, and documentary attachments. Once approved, the DPO will endorse the DSA for the Department Secretary’s signature/Regional Director.  *Suriin ang natapos na DSA, at mga kalakip na dokumentaryo. Kapag naaprubahan, ieendorso ng DPO ang DSA para sa lagda ng Rehiyonal na Direktor ng Kalihim ng Kagawaran.* | None  Wala | 1 day  1 Araw | *DSWD CO/RegionalData Protection Officer*    *Jackiya A. Lao* |
|  | 10. Review and sign the DSA. The signed DSA will be endorsed to the NHTO/NHTS for data processing.  *Suriin at lagdaan ang DSA. Ang nilagdaang DSA ay ieendorso sa NHTO/NHTS para sa pagproseso ng data*. | None  Wala | 3 days  3 Araw | *DSWD Secretary/ Regional Director*    *Loreto Jr. V. Cabaya* |
|  | 11. Generate the requested data.  *Buuin ang hiniling na datos.*  *Wala* | None  Wala | 1 day  1 Araw | *NHTO/NHTS Information Technology Officer*  *Ryan A. Ibones* |
|  | 12. Review result of the data generation  *Suriin ang resulta ng nabuong datos* | None  Wala | 1 day 1 day  1 Araw | *NHTO Quality Management Section/*  *NHTS Regional Field Coordinator*  *Maslama B. Hassan/ Aminah P. Macodi* |
|  | 13. Secure the data by adding password protection to the file.  *II-secure ang data sa pamamagitan ng pagdaragdag ng proteksyon ng password sa file.*    13.1. Prepare Data Release Form (DRF), draft memorandum reply[ARSA1] , and burn results in a compact disc (CD), USB stick, or hard drive.  *Maghanda ng Data Release Form (DRF), gumawa ng tugon sa memorandum, at mag-burn ng mga resulta sa isang compact disc (CD), USB stick, o hard drive.*  · Other electro-mechanical storage device may apply as long as it is approved by the IT Head and the storage device is provided by the requesting party.  *Maaaring gumamit ng ibang electro-mechanical storage device hangga't inaprubahan ito ng IT Head at ang storage device ay ibinigay ng humihiling na partido.*    · Google drive may also be used as a storage of the requested data as long as it is encrypted and password-protected. Further, the password will only be released to the authorized personnel of the requesting party.[ARSA2]  *Ang Google drive ay maaari ding gamitin bilang imbakan ng hiniling na datos hangga't ito ay naka-encrypt at protektado ng password. Dagdag pa, ang password ay ilalabas lamang sa mga awtorisadong tauhan ng humihiling na partido.*    13.2. Counter sign in the DRF.  *Pagpapapirma ng DRF.*  13.3. Finalize the memo, attach the Data Release Form (DRF) and secure data then forward it to the Administrative unit.  *Tapusin ang memo, kalakip ang Data Release Form (DRF) at i-secure ang data pagkatapos ay ipasa* i*to sa Administrative unit.* | None  Wala | 1 day  1 Araw | *NHTO Quality Management Section & IT Division Chief/ NHTS Information Technology Officer*    *Ryan A. Ibones* |
|  | 14. Track and scan the documents upon releasing the result to the requesting Party.  *Subaybayan at suriin ang mga dokumento sa pagbibigay ng resulta sa humihiling Partido.* | None  Wala | 10 minutes  10 Minuto | *Project Development Officer I*  *Aira K. Mocadi* |
| 15. 5. Call NHTO/NHTS for retrieval of password upon receipt of the result.  *Tumawag sa NHTO/NHTS para sa pagkuha ng password kapag natanggap na ang resulta.* | 15. Provide the password of the file to the requesting party thru phone upon inquiry and administer the Client Satisfactory Measurement Survey (CSMS) form per Committee on Anti-Red Tape (CART) guidelines.  *IIbigay ang password ng file sa humihinging partido sa pamamagitan ng pagtawag sa telepono at pangasiwaan ang Client Satisfactory Measurement Survey (CSMS) form sa bawat mga alituntunin ng Committee on Anti-Red Tape (CART).* | None  Wala | 10 minutes  10 Minuto | *NHTO/NHTS Information Technology Officer*    *Ryan A. Ibones* |
| Total:  *\*with possible extension on the actual data processing depending on the volume of data requirements, number of names required, and the compliance and submission of the documentary requirements by the requesting party.*  Kabuuan:  *\** *May posibleng pagpapalawig sa aktwal na pagproseso ng data depende sa dami ng mga kinakailangan na datos, bilang ng mga pangalan na kinakailangan, at ang pagsunod at pagsusumite ng mga kinakailangang dokumentaryo ng humihinging partido.* | | None                Wala | 10 days, 1 hour, and 35 minutes            Sampong Araw, Isang Oras at Labing tatlumpong Minuto |  |

**4.** **Data Sharing - Statistics/Raw Data Request**

***Pagbabahagi ng Datos - Istatistika/Hinihinging Datos na hindi pa naproseso***

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

*Pagbuo ng source data, hindi naprosesong anonymized na data o numerical na naprosesong data gaya ng hiniling ng kliyente.*

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| **Office or Division  Opisina o Dibisyon:** | NHTO – Operations Division | |
| **Classification:**  **Klasipikasyon:** | Complex  *Kumplikado* | |
| **Type of Transaction:**  **Uri ng Transaksyon:** | Government to Government (G2G), Government to Citizen (G2C), Government to Business (G2B)  *Gobyerno sa Gobyerno (G2G), Gobyerno sa Mamamayan (G2C), Gobyerno sa Mangangalakal (G2B)* | |
| **Who may avail:**  **Sino ang maaaring kumuha:** | All National Government Agencies (NGAs), Local Government Units (LGUs), Government-Owned and Controlled Corporations (GOCCs) Non-Governmental Organizations (NGOs), Civil Society Organizations (CSOs), the Academe, and Private Foundations for the purpose of utilizing the data for social protection programs.  *Lahat ng National Government Agencies (NGAs), Local Government Units (LGUs), Government-Owned and Controlled Corporations (GOCCs) Non-Governmental Organizations (NGOs), Civil Society Organizations (CSOs), ang Academe, at Private Foundations para sa layunin ng paggamit ang data para sa mga programa sa proteksyong panlipunan.* | |
| **CHECKLIST OF REQUIREMENTS**  **LISTAHAN NG MGA KINAKAILANGAN** | | **WHERE TO SECURE**  **SAAN MAAARING MAKUHA** |
| 1.Letter of Request (specify purpose and data requested)  **Liham ng Kahilingan (tiyakin ang layunin at hinilinging data)** | | Provided by the Requesting Party    **Magmumula sa Partidong Humihiling** |
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| CLIENT STEPS  MGA HAKBANG NG KLIYENTE | AGENCY ACTIONS  MGA AKSYON NG AHENSYA | FEES TO BE PAID  KAUKULANG BAYAD | PROCESSING TIME  TAGAL NG PAG PROSESO | PERSON RESPONSIBLE  TAONG RESPONSABLE |
| 1. The requesting party (NGAs, CSOs / NGOs, LGUs, academe etc.) submits a letter of request for Listahanan data –addressed to the NHTO Director/ Regional Director.  *Ang humihinging partido (NGAs, CSOs / NGOs, LGUs, academe etc.) ay nagsusumite ng sulat ng kahilingan para sa Listahanan data – na naka-address sa NHTO Director/ Regional Director.* | 1. Receive and record the request in the Document Transaction/ tracking system  *Tanggapin at itala ang kahilingan sa Document Transaction/tracking system*  1.1. Forward request to the Office of the NHTO Director or PPD Chief  *Ipasa ang kahilingan sa Opisina ng Direktor ng NHTO o PPD Chief* | None  Wala | 30 minutes  30 Minuto | *Project Development Officer I*  *Aira K. Mocadi* |
|  | 2. Review the merit of request based on MC 15 s.2021. Upon approval of the request, endorse to the NHTO Operations Division (OD) / Policy and Plans Division (PPD).  *Suriin ang merito ng kahilingan batay sa MC 15 s.2021. Sa Oras na naaprubahan ang kahilingan, i-endorso ito sa NHTO Operations Division (OD) / Policy and Plans Division (PPD).* | None  Wala | 5 hours  5 Oras | *NHTO Director/ Regional Director*  *Loreto Jr. V. Cabaya* |
|  | 3. Input comment/s then endorse to the OD - Statistics Section/ NHTS  *Maglagay ng komento/s pagkatapos ay i-endorso sa OD - Statistics Section/ NHTS* | None  Wala | 1 hour  1 Oras | *Operations Division Chief/*  *PPD Chief*  *Sohra P. Guialel* |
|  | 4. Provide instruction based on the data requested, then forward to the Associate Statistician for data generation.  *Magbigay ng batay sa hiniling na data, pagkatapos ay ipasa sa Associate Statistician para sa pagbuo ng data.* | None  Wala | 1 hour  1 Oras | *Statistics Section Head/*  *NHTS – RFC*  *Edon M. Onto/Maslama B. Hassan/Aminah P. Macodi* |
|  | 5. If the request is:  Kung ang kahilingan ay:  · *Not clear*  a. In case of vague data request, the Associate Statisticians shall coordinate with the data users (through emails, recorded calls or text) to clarify the data requirement.  *Kung hindi malinaw ang kahilingan ng data, ang Associate Statistician ay dapat makipag-ugnayan sa mga gumagamit ng data (sa pamamagitan ng mga email, mga naitalang tawag o text) upang linawin ang kinakailangan ng data.*    b. In case the requested data is not available in the Listahanan database, the Associate Statistician shall provide recommendations to the requesting party on other possible data available.  *Kung ang hiniling na datos ay hindi magagamit sa Listahanan database, ang Associate Statistician ay dapat magbigay ng mga rekomendasyon sa humihiling na partido sa* *iba pang posibleng data na maaaring makuha.*    · *Clear*  5.1 Generate the requested data from the Listahanan database (in excel or in any format available).    5.2 Draft response letter/ memorandum to the requesting party and attach routing slip.    5.3 Submit to the Statistics Section Head/ RFC.  · *Malinaw*  5.1 *Buuin ang kahilingang datos mula sa Listahanan Database*    *5.2 Gumawa ng sulat tugon/memorandum para sa humihinging partido kalakip ng routing slip.*    *5.3 Isumite sa Statistics Section Head/ RFC*. | None  Wala | 1 day  1 Araw | *Associate Statisticians*    Edon M. Onto |
|  | 6. Review the generated statistical /raw data. In case the generated data is:  *Suriin ang nabuong istatistikal/raw data. Kung sakaling ang nabuong data ay:*  Not accurateReturn the generated statistical/raw data to the Associate Statisticians for revision.  *Hindi tugma* – Ibalik ang nabuong statistikal/raw data sa Associate Statisticians para baguhin.    *Accurate* – Submit to the NHTO Operations Division Chief / PPD Chief for approval and data release.  *Tugma* – Isumeti sa NHTO Operations Division Chief / PPD Chief para sa pag-apruba at pagpapalabas ng datos. | None  Wala | 4 hours  4 Oras | *Statistics Section Head/RFC* |
|  | 7. Countersign response letter/ memorandum then endorse to the NHTO Director/ Regional Director for approval.  *Gumawa ng response letter at i-endorse ito sa NHTO Director/ Regional Director para ipaaproba.* | None  Wala | 1 hour  1 Oras | *Operations Division Chief/*  *PPD Chief*  *Sohra P. Guialel* |
|  | 8. Approval of the facilitated data request for release to the requesting party.  *Madaliin ang pag-apruba sa hinihiling na mga datos para mabigay sa humuhinging partido.*  *Not approved* – Return the facilitated request to the NHTO Operations Division / NHTS for revision.  *Hindi na-aprub – Ibalik ang response letter sa NHTO Operations Division / NHTS para maiwasto.*    *Approved* – Sign the response letter/ memorandum with the attached facilitated data request for release.  *Approved – Lagdaan ang sulat ng tugon/ memorandum kasama ang kalakip na kahilingan sa pagpapadali ng datos para sa pagpapalabas.* | None  Wala | 5 hours  5 Oras | *NHTO Director/ Regional Director*    *Loreto Jr. V. Cabaya* |
| 2. Receive the data requested and fill-out the CSMS form  *Tanggapin ang data na hiniling at punan ang CSMS form* | 9. Track and facilitate the release of the approved data request to the requesting party.  *Subaybayan at suriin ang mga dokumento sa pagbigay ng resulta sa humihiling Partido*.  9.1. Administer Client Satisfaction Measurement Form (CSMF) during the release of approved data request.  *Pangasiwaan ang Client Satisfactory Measurement Survey (CSMS) sa oras ng pagpapalabas ng aprubadong datos na hiniling.*    9.2. Update and close transaction in the document/ tracking system.  *I-update at isara ang transaksyon sa dokumento/tracking system.* | None  Wala | 30 minutes  30 Minuto | *Project Development Officer I*  *Aira K. Mocadi* |
| Kabuuan: | | Wala | Tatlong Araw at Dalawang Oras |  |

**NATIONAL HOUSEHOLD TARGETING OFFICE**

**Internal Services**

**1.** **Data Sharing with DSWD OBSUs – Name Matching Request**

***Pagbabahagi ng Datos kasama ang DSWD OBSUs– Proseso ng Pagtutugma ng Pangalan***

Provision of data corresponding the individual/s name matching request to determine if a household is in the Listahanan database and its poverty status.

*Pagbibigay ng datos na kaugnay ng kahilingan ng pagtutugma ng pangalan ng indibidwal upang matukoy kung ang isang kasambahayan ay nasa Database ng Listahanan at ang katayuan nito sa kahirapan.*

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| **Office or Division  Opisina o Dibisyon:** | National Household Targeting Office (NHTO) / National Household Targeting Section (NHTS) | | | |
| **Classification:**  **Klasipikasyon:** | Complex, Highly Technical  ***Lubhang Teknikal*** | | | |
| **Type of Transaction:**  **Uri ng Transaksyon:** | Government to Government (G2G), Government to Business (G2B), Government to Citizen (G2C)  ***Gobyerno sa Gobyerno (G2G), Gobyerno sa Mamamayan (G2C), Gobyerno sa Mangangalakal (G2B)*** | | | |
| **Who may avail:**      **Sino ang maaaring kumuha:** | All DSWD Offices, Bureaus, Services, Units (OBSUs) at the Central and Field Offices, Centers, Residential Care Facility, Sections, and Units (CRCFU) at the regional level, and attached agencies.  ***Lahat ng National Government Agencies (NGAs), Local Government Units (LGUs), Government-Owned and Controlled Corporations (GOCCs) Non-Governmental Organizations (NGOs), Civil Society Organizations (CSOs), ang Akademya at mga Pribadong Pundasyon.*** | | | |
| **CHECKLIST OF REQUIREMENTS**  **LISTAHAN NG MGA KINAKAILANGAN** | | **WHERE TO SECURE**  **SAAN MAAARING MAKUHA** | | |
| 1. Letter of Request (Indicate reason for name matching)  *Liham ng kahilingan (Ipahayag ang dahilan para sa pagtutugma ng pangalan)*  2. Electronic copy (Preferably in CSV format) of the name to be matched which includes the following:  *Elektronikong kopya (Mas mainam kung nasa ayos ng CVS) ng pangalan na tugma na kasama ang mga sumusunod:*  ·  Complete name (Last name, First Name, Middle Name, Extension Name)  *Buong pangalan (Apelido, Pangalan, Gitnang Pangalan)*  · Birth Date (YYYY-MM-DD format)  *Petsa ng kapanganakan (YYYY-MM-DD)*  ·  Philippine Standard Geographic Classification of (PSGC) Province, City/Municipality, and Barangay  *Philippine Standard Geographic Classification of (PSGC) ng Probinsya, Lungsod/Bayan at Barangay.*  3. Non-Disclosure Agreement (NDA) signed by the: (1) Head of Office as Personal Information Controller (PIC), (2) designated Data Privacy Officer (DPO) or Compliance Officer (COP)  *Kasunduang Pagbabahagi ng Data (DSA) na pinirmahan ng: (1) Punong Opisyal bilang PIC, (2) Itinalagang DPO or COP*  4. List of Personnel who will access, process, and safeguard the Listahanan data, including the employed data processing  *Talaan ng mga Kawani na magkakaroon ng access, mag–proseso, at mag-iingat sa mga datos ng Listahanan kasama na ang mga empleyadong nagsasagawa ng proseso ng datos.* | | Provided by the Client | | |
| **CLIENT STEPS**  **MGA HAKBANG NG KLIYENTE** | **AGENCY ACTIONS**  **MGA AKSYON NG AHENSYA** | **FEES TO BE PAID**  **KAUKULANG BAYAD** | **PROCESSING TIME**  **TAGAL NG PAG PROSESO** | **PERSON RESPONSIBLE**  **TAONG RESPONSABLE** |
| 1. Provide the letter of request together with the electronic copy of the names for name matching  *Ang humihinging panig ay mag-endorso ng kanilang liham ng Paghingi kalakip ng e-copy ng mga pangalan na itutugma sa DSWD FO XII* | 1. Receive the request  1.1. Record the request in the DSWD EDTMS / any other tracking system  1.2. Endorse request to the NHTO Director / Regional Director  1*. Matanggap ang kahilingan.*  *a. .Isulat ang kahilingan sa DSWD EDTMS o anumang iba pang sistema ng pagtukoy*.  *I-endorso ang kahilingan sa NHTO Director/ Regional Director.* | None  Wala | 15 minutes  15 Minuto | *Project Development Officer I*  *Sittie Shahada K. Benito* |
|  | 2. Provide instruction to facilitate/review the request  2.1. Endorse to the NHTO OD Chief / Policy and Plans Division (PPD) Chief  2. *Magbigay ng tagubilin upang mapadali/repasuhin ang kahilingan.*  2.*1 I-endorso sa NHTO OD Chief/Pangasiwaan ng mga Pangangailangan at mga plano (PPD) Chief.* | None  Wala | 2 hours  2 Oras | *NHTO Director / Regional Director*  *Loreto Jr. V. Cabaya* |
|  | 3. Provide recommendations on the request  Magbigay ng mga rekomendasyon sa kahilingan  3.1. Endorse to the assigned Project Development Officer (PDO) to inform the client about the status of their request  *I-endorso sa itinalagang Project* *Development Officer (PDO) upang ipaalam sa kliyente ang estado ng kanilang kahilingan.* | None  Wala | 1 hour  1 Oras | *NHTO-OD Chief / PPD Chief*    *Sohra P. Guialel* |
|  | 4. Status of the approval / disapproval of the data request based on the DSWD AO 19, s.2021  *Kalagayan ng pag-aprub/ pagtanggi sa kahilingan ng datos batay sa DSWD MC 15, s.2021*  Disapproved – Sign the letter of disapproval and endorse to the client. End of process.  *Hindi Aprobado- Lagdaan ang sulat ng pagtanggi at i-endorso sa kliyente. Tapos ang proseso*    Approved – Notify and provide the NDA and documentary requirements to the client  *Aprobado – Ipabatid at ibigay ang DSA at mga kinakailangang dokumento sa kliyente* | None  Wala | 1 hour  1 Oras | *NHTO Director/ Regional Director / Administrative Unit (AU)*  *Loreto Jr. V. Cabaya*        *NHTO-PDO / NHTS-Regional Field Coordinator (RFC)*  *Maslama B. Hassan/Aminah P. Macodi/Sittie Shahada K. Benito* |
| 2. Provide the documentary requirements and the NDA signed by the Head of Office (HOO) as Personal Information Controller (PIC) and the designated Data Privacy Officer (DPO) / Compliance Officer for Privacy (COP)  *Ibigay ang mga kinakailangang dokumento at ang DSA na pinapirmahan ng Punong Opisyal (HOO) bilang Personal Information Controller (PIC) at ang itinalagang Data Privacy Officer (DPO)/ Compliance Officer for Privacy (COP*) | 5. Review all documentary requirements including the NDA submitted by the client  *Suriin ang lahat ng mga kinakailangang dokumento kasama na ang DSA na isinumite ng kliyente*  Non-Compliant – Inform the client regarding the incomplete requirement via email.  *Hindi sumasang ayon sa alintuntunin – Ipabatid sa kliyente ng hindi kumpletong kinakailangang dokumento sa pamamagitan ng email.*  *Compliant:Sumunod*  a. Sign the NDA and endorse to the DPO for signature  *Lagdaan ang DSA at I-endorso sa DPO at Opisina ng* *kalihim para sa lagda*  b. Endorse the signed NDA to Information Technology Division (ITD) for processing  *I-endorso ang pinirmahang DSA sa Information Technology Division (ITD) para sa proseso.* | None  Wala | 2 hours  2 Oras | NHTO-PDO / NHTS-RFC    Sittie Shahada K. Benito/  Maslama B. Hassan/  Aminah P. Macodi          OD / IT Chief / AU  Ryan A. Ibones    AU |
|  | 6. Review the compliance of the electronic copy of names with the required template/format:  *Suriin ang pagkasunod-sunod sa alintuntunin ng elektronikong kopya ng mga pangalan sa kanilang pormat:*  Non-Compliant – Inform the client about the findings via email.  *Hindi sumasang ayon sa alintuntunin – Ipabatid sa kliyente ang mga natuklasan sa pamamagitan ng email.*    Compliant – Process the request within the set deadline depending on the volume or number of names to be matched.  *Sumunod sa alintuntunin – Prosesuhin ang kahilingan sa loob ng itinakdang takdang oras batay sa dami o bilang ng mga pangalan na kailangang itugma.* | None  Wala | 1 hour  1 Oras              1 day (5,000 and below)    3 days (5,001 – 50,000)    7 days  (50,001 –400,000)    20 days  (400,001 – 1,000,000)    Isang Araw  (5,000 at pababa)    Tatlong Araw  (5,001 – 50,000)    Pitong Araw  (50,001 –400,000)    Dalawampong Araw  (400,001 – 1,000,000) | *ITO – Database Management Section (DMS) / NHTS*    *Ryan A. Ibones* |
| 3. Provide a storage device that is approved by the IT Chief or request for a Google Drive link  *Magbigay ng storage device na inaprubahan ng IT Chief o humiling ng link sa Google Drive.* | 7. Secure the data by adding a password to the file  *I-secure ang data sa pamamagitan ng pagdaragdag ng password sa file*    7.1. Prepare the Data Release Form (DRF)  *Ihanda ang Data Release Form (DRF)*    7.2. Draft the response memorandum  *I-draft ang response memorandum*    7.3. Save the results in a compact disc (CD), Universal Serial Bus (USB) stick, or hard drive  I-save ang mga resulta sa isang compact disc (CD), Universal Serial Bus (USB) stick, o hard drive  7.4. Sign the DRF  Lagdaan ang DRF  7.5. Endorse the finalized documents to NHTO Director / PPD Chief  I-endorso ang mga pinal na dokumento sa Direktor ng NHTO / PPD Chief | None  Wala | 3 hours  3 Oras | *ITO – DMS / NHTS*    *Ryan A. Ibones*                                                                  *IT Chief / NHTS – RFC / ITO*  *Ryan A. Ibones* |
|  | 8. Sign the memorandum and endorse to AU / AA for releasing  Lagdaan ang memorandum at i-endorso sa AU / AA para sa releasing. | None  Wala | 1 hour  1 Oras | *NHTO Director/ Regional Director*  ***Loreto Jr. V. Cabaya*** |
| 4. Receive the documents.  Tanggapin ang mga dokumento | 9. Track the documents in the EDTMS / any other tracking system  Subaybayan ang mga dokumento sa EDTMS o anumang ibang sistema ng pagsubaybay    9.1. Scan a copy of the documents for record keeping  Mag-scan ng kopya ng mga dokumento para sa talaan o record.    9.2. Release the document to the client  Ibigay ang dokumento sa kliyente. | None  Wala | 10 Inutes  10 Minuto | *PDO I*  *Sittie Shahada K. Benito* |
| 5. Fill-out the Satisfactory Measurement Survey (CSMS)  Punan ang Satisfactory Measurement Survey (CSMS) | 10. Provide the client the CSMS form per Committee on Anti-Red Tape (CART) guidelines.  Ibigay sa kliyente ang CSMS form sa bawat Committee on Anti-Red Tape (CART) na alituntunin. | None          Wala | 10 minutes          10 Minuto | *ITO – DMS / NHTS*        *Ryan A. Ibones* |
| TOTAL:  *\*With possible extension on the actual data processing depending on the number of names required but shall not exceed forty (40) days as reference in RA-IRR-11032.Rule 7.Section 3.c.*  KABUUAN  *\** *May posibleng pagpapalawig sa aktwal na pagproseso ng data depende sa dami ng mga kinakailangan na datos, bilang ng mga pangalan na kinakailangan, at ang pagsunod at pagsusumite ng mga kinakailangang dokumentaryo ng humihinging partido.* | | None            Wala | Minimum – 2 days, 3 hours, 35 minutes    Maximum – 21 days 3, hours, 35 minutes    Hindi bababa sa dalawang araw, tatlong oras at tatlumput limang minuto    Hindi tataas sa dalawampu’t isang araw, tatlong araw at tatlumput limang minuto |  |

**2. Data Sharing with DSWD OBSUs - List of Data Subjects**

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Generation of data sets with Personal Information (PI) and Sensitive Personal

Information (SPI) for social protection purposes.

***Pagbuo ng mga set ng datos na may Personal na Impormasyon (PI) at Sensitive Personal na Impormasyon (SPI) na may Memorandum of Agreement (MOA).***

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| **Office or Division *Opisina o Dibisyon:*** | National Household Targeting Office/ National Household Targeting System | | | |
| **Classification:**  ***Klasipikasyon:*** | Highly Technical  ***Lubhang Teknikal*** | | | |
| **Type of Transaction:**  ***Uri ng Transaksyon:*** | Government to Government (G2G), Government to Business (G2B Government to Citizen (G2C),    ***Gobyerno sa Gobyerno (G2G), Gobyerno sa Mangangalakal (G2B) Gobyerno sa Mamamayan (G2C)*** | | | |
| **Who may avail:**  ***Sino ang maaaring kumuha:*** | All DSWD Offices, Bureaus, Services, Units (OBSUs) at the Central and Field Offices, Centers, Residential Care Facility, Sections, and Units (CRCFU) at the regional level, and attached agencies.  ***Lahat ng Opisina ng DSWD, Kawanihan, Serbisyo, Yunit(OBSUs) sa sentro ng opisina, Field Offices, Centers, Residential Care facility, Seksyon at Yunit (CRCFU) sa level ng Regional at mga kalakip na ahensya.*** | | | |
| **CHECKLIST OF REQUIREMENTS**  **LISTAHAN NG MGA KINAKAILANGAN** | | **WHERE TO SECURE**  **SAAN MAAARING MAKUHA** | | |
| 1.Letter of Request (indicating purpose for the request, the list of data sets required and how these will be used, and a reasonable timeline as to when the requested data is needed  Liham ng Kahilingan (nagsasaad ng mga dahilan para sa kahilingan at mga tiyak na set ng data na inaasahang makukuha mula sa database ng Listahanan.  2. Document indicating the appointed and NPC-registered Data Protection Officer.  Dokumentong nagsasaad ng tinalagang rehistrong opisyal na mangangalaga ng mga datos.    3. Accomplished Non-Disclosure Agreement (NDA)  Kontrata sa Pagbabahagi ng Datos  4. List of personnel who will have access to the Listahanan data together with the purpose and data processing they will employ in the treatment of data.  Listahan ng mga natukoy na kawani na mag-a-access, magpoproseso, at mag-iingat ng Listahanan data kasama ang pagproseso ng data na gagamitin. | | Provided by the Requesting Party  Magmumula sa Partidong Humihingi | | |
| **CLIENT STEPS**  ***MGA HAKBANG NG KLIYENTE*** | **AGENCY ACTIONS**  ***MGA AKSYON NG AHENSYA*** | **FEES TO BE PAID**  ***KAUKULANG BAYAD*** | **PROCESSING TIME**  ***TAGAL NG PAG PROSESO*** | **PERSON RESPONSIBLE**  ***TAONG RESPONSABLE*** |
| 1. The Requesting Party will endorse their letter of request with attached e-copy of data requirements (if available) to NHTO/ NHTS.  The Requesting Party will endorse their letter of request with attached e-copy of data requirements (if available) to NHTO/ NHTS. | 1. Receive and record the request in the document transaction/ tracking system.  Tanggapin at itala ang kahilingan sa dokumentong transaksyon/sistema ng pagsubaybay.  1.1. Advise the requesting party that they will receive an email or call after 2-3 working days on the approval of their request and the expected schedule of release of the results.  Payuhan ang humihiling na partido na makakatanggap sila ng email o tawag pagkatapos ng 2-3 araw ng oras ng trabaho sa pag-apruba ng kanilang kahilingan at ang inaasahang iskedyul ng paglalabas ng mga resulta.  1.2. Forward the request to the NHTO Director/ NHTS Policy and Plans Division (PPD) Chief for approval.  Ipasa ang kahilingan sa NHTO Director/ NHTS Policy and Plans Division (PPD) Chief para sa pag-apruba. | None  Wala | 15 minutes  Labing limang Minuto | *Project Development Office I*  *Aira K. Mocadi* |
|  | 2. Review, input comment, and decide if the request is for processing or not, then endorse it to the NHTO Operations Division Chief/ Regional Field Coordinator.  Suriin at Maglagay ng mga komento at magpasya kung ipagpapatuloy ang pag proseso ng kahilingan o hindi, pagkatapos ay i-endorso ito sa NHTO Operations Division Chief/ NHTS Policy and Plans Division (PPD) Chief. | None  Wala | 6 hours  6 na Oras | *NHTO Director/ NHTS PPD Chief*    *Loreto Jr. V. Cabaya/Sohra P. Guialel* |
|  | 3. Input recommendations and endorse it to the designated Data Privacy Officer (DPO)  Maglagay ng mga rekomendasyon at i-endorso ito sa nakatalagang Project Development Officer (PDO). | None  Wala | 6 hours  6 na Oras | *NHTO Operations Division Chief/ Regional Field Coordinator* |
|  | 4. Review the request and make recommendations if the request is for approval or not, then endorse to the NHTO Director/ NHTS Policy and Plans Division Chief.  Suriin ang kahilingan at magbigay ng mga rekomendasyon kung ang kahilingan ay para sa pag-apruba o hindi, pagkatapos iendorso sa NHTO Directo/NHTS Policy and Plan Division Chief. | None  Wala | 3 hours  3 Oras | NHTO CO /Regional Data Privacy Officer    Jackiya A. Lao |
| 2. Submission of signed Non-Disclosure Agreement (NDA) Agreement and other documentary requirements not included in the submission of letter of request to the NHTO/ NHTS for review on completeness  *Pagsusumite ng nilagdaang Non-Disclosure Agreement (NDA) at iba pang mga kinakailangan sa dokumentaryo na hindi nasama sa pagsumite ng liham ng kahilingan sa NHTO/NHTS para masuri kung kompleto na ang mga dokumentaryo na kinakailangan.* | 5. The NHTO Director/NHTS PPD Chief endorses the recommendation to the assigned Project Development Officer to inform the client on the approval or disapproval of the data request based on the DSWD AO 19, s. 2021.  *I-endorso ng NHTS Director/NHTS PPD Chief and rekomendasyon sa itinalagang Project Development Officer upang ipaalam sa kliyente ang pag-apruba o hindi pag-apruba ng kahilingan sa datos batay sa DSWD AO 19, s. 2021.*  · If Approved – Communicate with the requesting party, facilitate the signing of the NDA, and review all the documentary requirements  *· Kung Aprubado – Makipag-ugnayan sa humihiling na parte, tulungan sa pagpirma ng NDA, at suriin ang lahat ng kinakailangang dokumento.*    · If Disapproved - Return to requesting party and prepare a Denial of Request for Data Form highlighting the grounds for such denial. End of process.    · *Kung Hindi Aprubado-Bumalik sa humihiling na parte at ihanda ang Denial of Request for Data form na nagpapaliwanag sa mga dahilan para sa hindi pag-apruba. Tapos na ang proseso.*    5.1. After accomplishing the NDA and reviewing the completeness of the documentary requirements, endorse to the NHTO IT Division Chief or designated IT personnel/ NHTS Information Technology Officer.  *5.1. Matapos mapunan ang NDA at suriin ang pagiging kumpleto ng mga kinakailangang dokumento , i-endorso sa NHTO IT Division Chief o itinalagang IT personnel/NHTS Information Technology Officer.* | None  Wala | 2 hours  2 Oras | NHTO Director /NHTS PPD Chief & assigned Project Development Officer    Sohra P. Guialel/Aira K. Mocadi |
|  | 6. Generate the requested data  Lumikha ng hinihinging mga Datos. | None  Wala | 3 days  3 Araw | *NHTO/NHTS Information Technology Officer*  ***Ryan A. Ibones*** |
|  | 7. Review result of the data generation.  Suriin ang resulta ng paglikha ng mga Datos. | None  Wala | 1 day  1 Araw | *NHTO Quality Management Section/*  *NHTS Regional Field Coordinator*  ***Maslama B. Hassan/ Aminah P. Macodi*** |
|  | 8. Secure the data by adding password protection to the file.  Siguruhing ligtas ang mga Datos sa pamamagitan ng pagdagdag ng password proteksyon sa file.    8.1. Prepare Data Release Form (DRF), draft memorandum reply, and burn results in a compact disc (CD), USB stick, or hard drive.  Ihanda ang Data Release Form (DRF), draft memorandum reply, at i-save ang mga resulta sa isang compact disc (CD), USB stick, o hard drive.  · Other storage device may apply as long as it is approved by the IT Head and the storage device is provided by the requesting party.  · Ang ibang storage device ay maaaring gamitin basta aprubado ito ng IT Head at ibinigay ng humihiling na parte ang storage device.  · Google drive may also be used as a storage of the requested data as long as it is encrypted and password-protected. Further, the password will only be released to the authorized personnel of the requesting party.  · Maaari ring gamitin ang Google Drive bilang imbakan ng hinihinging mga datos basta naka-encrypt at may password protection. Bukod pa rito, ang password ay ibibigay lamang sa mga awtorisadong tauhan ng humihiling na parte.  · Other storage device may apply as long as it is approved by the IT Head and the storage device is provided by the requesting party.  · Google drive may also be used as a storage of the requested data as long as it is encrypted and password-protected. Further, the password will only be released to the authorized personnel of the requesting party.    8.2. Counter sign in the DRF  Lagdaan muli ang DRF.  8.3. Finalize the memo, attach the Data Release Form (DRF) and secure data then forward it to the Administrative unit.  Tapusin ang memo, isama ang Data Release Form (DRF) at ligtas ang datos, pagkatapos ipadala ito sa Administrative Unit. | None  Wala | 1 day  1 Araw | *NHTO Quality Management Section & IT Division Chief/*  *NHTS Information Technology Officer*    ***Ryan A. Ibones*** |
|  | 9. The Administrative Section will track and scan the document before releasing the result to the requesting Party.  Susundan at isascan ng Administrative Section ang dokumento bago ilabas ang resulta sa humihiling na Parte. | None  Wala | 10 minutes  10 Minuto | *Project Development Officer I*  *Aira K. Mocadi* |
| *3. Call NHTO/NHTS for retrieval of password upon receipt of the result and submit the signed Certificate of Acceptance[ARSA3]*    *Tumawag sa NHTO/NHTS para kunin ang password pagkatanggap ng resulta at isumite ang pinirmahang Certificate of Acceptance.* | 10. Provide the password of the file to the requesting party thru phone upon inquiry and receive the signed Certificate of Acceptance from the requesting party.  *Ibigay ang password ng file sa humihiling na parte sa pamamagitan ng telepono kapag sila ay nagtatanong, at tanggapin ang pinirmahang Certificate of Acceptance mula sa humihiling na parte.*    10.1 Administer the Client Satisfactory Measurement Survey (CSMS) form per Committee on Anti-Red Tape (CART) guidelines.  *Pakikinabangan ang Client Satisfactory Measurement Survey (CSMS) form ayon sa mga alituntunin ng Committee on Anti-Red Tape (CART).* | None  Wala | 10 minutes  10 Minuto | NHTO/NHTS Information Technology Officer    Ryan A. Ibones |
| Total:  \*with possible extension on the actual data processing depending on type of data being requested and the compliance and submission of the documentary requirements by the requesting party.  *Kabuuan:*  *\* May posibleng pagpapalawig sa aktwal na pagproseso ng data depende sa dami ng mga kinakailangan na datos, bilang ng mga pangalan na kinakailangan, at ang pagsunod at pagsusumite ng mga kinakailangang dokumentaryo ng humihinging partido.* | | None | 5 days, 1 hour and 35 minutes (maximum)        Limang araw, Isang oras at limangpu’t limang minuto (Pinakamatagal) |  |

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| **FEEDBACK AND COMPLAINTS MECHANISM**  *(Mekanismo para sa mga Mungkahi at Reklamo)* | |
| How to send feedback  *(Paano magpadala ng feedback)* | Fill out the feedback form to be provided by the Administrative Personnel and drop it in the designated dropbox or email to nhtspr.npmo@dswd.gov.ph  Punan ang *feedback form* ibibigay ng *Administrative Personnel* at ilagay o ihulog ito sa kahun o ipadala sa email na nhtspr.npmo@dswd.gov.ph. |
| How feedbacks are processed  *(Paano inaayos ang mga feedback)* | Every end of the week, all forms are compiled and recorded in the feedback log book by the Administrative Personnel.  Sa bawat huling araw ng linggo, isinasama at naitala sa *Feedback log book form* ng *Administrative Personnel* ng mga *form.*    Feedback requiring answers shall be forwarded to the concerned staff or section and response shall be forwarded to the client within 3 days upon receipt of feedback.  Ang Puna na nangangailangan ng mga sagot ay ipapasa sa mga naatasan na kawani o seksyon at ang tugon ay ipapada sa kliyente sa loob ng tatlong araw mula sa pagtanggap ng *Feedback*.    For concerns and inquiries, the clients may send an email to nhtspr.npmo@dswd.gov.ph  Para sa mga katanungan at pagtatanong maaring magpadala ng *email* ang mga kliyente sa nhtspr.npmo@dswd.gov.ph. |
| How to file a complaint  *Paano maghain ng reklamo* | Fill out the complaint form to be provided by the Administrative Personnel which shall be forwarded to the designated Complaints/Grievance Officer.  Punan ang *form* ng reklamo na ibibigay ng kawani na ipapasa sa itinalagang opisyal ng reklamo o Panunumbalik.    Complaints may also be filed via electronic mail at nhtspr.npmo@dswd.gov.ph specifying the staff being complained, incident, and evidence if available.  Maaring maghain ng reklamo sa pamamagitan ng *electronic mail* sa nhtspr.npmo@dswd.gov.ph na tukuyin ang tauhan na pinupuna, pangyayari, at patunay kung mayroon. |
| How complaints are processed  *(Paano inaayos ang mga reklamo)* | The Complaints/Grievance Officer shall evaluate and discuss the complaint with the immediate supervisor of the concerned staff.  Ang Opisyal ng reklamo o panunumbalik ay mag-suri at pag-uusapan ang reklamo kasama ang Direktor o ang Pinuno ng kawani.    The Complaints/Grievance Officer shall investigate and create an incident report specifying the facts and results of investigation. The report shall be forwarded to the NHTO Director for appropriate action.  Ang Opisyal ng reklamo o panunumbalik ay magsasagawa ng imbestigasyon at magbuo ng ulat hinggil sa mga datos at resulta ng pag-iimbestiga. Ang ulat ay ipapasa sa Direktor ng NHTO para sa angkop na aksyon.    Complaints/Grievance officer shall provide feedback to the client.  Ang Opisyal ng reklamo o panunumbalik ay magbibigay ng Puna sa kliyente. |
| Contact Information of NHTS  *Impormasyon sa Pakikipag-ugnayan sa* NHTS: | AMINAH P. MACODI, PDO IV  Contact No. 0951-263-0614    SITTIE SHAHADA BENITO, PDO I  Contact No. 0966-1453231  AIRA K. MOCADI, PDO I  Contact No. 0997-740-3610 |
| Contact Information of NHTO and CCB  *Impormasyon sa Pakikipag-ugnayan sa* NHTO at CCB. | National Household Targeting Office (NHTO)  nhtspr.npmo@dswd.gov.ph  VOIP No.: 10123  WiServ: Listahanan<space>complaint/message  send to 0918 912 2813    Contact Center ng Bayan (CCB)  SMS: 0908 881 6565  Call : 165 56  ₱ 5.00 + VAT per call anywhere in the  Philippines via PLDT landlines  Email:  email@contactcenterngbayan.gov.ph  Facebook:<https://facebook.com/civilservicegovph/>  Web:  <https://contactcenterngbayan.gov.ph/> |

1. Electronic Leave Administration and Recording System [↑](#footnote-ref-1)
2. Electronic Leave Administration at Recording System [↑](#footnote-ref-2)