# **PROTECTIVE SERVICES DIVISION**

**(PSD)**

**FRONTLINE (EXTERNAL) SERVICES**

1. **Provision of Resource Person to DSWD Intermediaries and Stakeholders**

***Pagtatalaga ng Resource Person sa mga Intermediaries at Stakeholders ng DSWD***

Processing of requests for resource persons to capacitate intermediaries and stakeholders with the needed knowledge and skills to effectively implement social welfare and development and social protection programs and services that are responsive to the needs of different sectoral groups in the community.

*Nilalayon ng Departamento na makapagbigay ng dalubhasa sa mga intermediaries at stakeholders upang ibahagi ang mga kinakailangang kaalaman at kasanayan nito tungo sa epektibong pagpapatupad ng mga panlipunang programa at serbisyo na tumutugon sa pangangailangan ng iba’t ibang sektor ng lipunan.*

|  |  |
| --- | --- |
| **Office or Division:** | Field Office XII-Protective Service Division(PSD)-Capability Building Section (CBS) |
| **Classification:** | Complex |
| **Type of Transaction:** | G2G - Government to Government  G2C - Government to Citizen |
| **Who may avail:** | DSWD intermediaries (local government units, non-government organizations, peoples’ organizations, civil society organizations, academe) and stakeholders |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **CHECKLIST OF REQUIREMENTS** | | **WHERE TO SECURE** | | |
| Memo of Request | | Requesting party | | |
| Confirmation Letter/ Regret Letter/ Referral Letter  *Liham na nagkokompirma/panghihinayang/pagrefer*  Client Satisfaction Measurement Survey Form  *Nasagutang Client Satisfaction Survey Form* | | DSWD Field Office XII-Capacity Building Section | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1.Send request letter to DSWD  1. *Sumulat sa DSWD Field Office* |  | None  *Wala* |  |  |
|  | 1. Receive, check and log the request letter.  Create a Routing Slip for the received request.  After recording, forward the request letter and the routing slip to the Office of the Regional Director (ORD).  1*. Tanggapin, suriin, itala ang sulat, gumawa ng Routing Slip, at ipadala ito sa Office of the Regional Director* | None  *Wala* | 1 Hour  *Isang oras* | Mona R. Lundungan  Admin. Assistant III (Records Section) |
|  | 2. Upon receipt at the ORD, record the received request.  Then, forward the request to the Regional Director for his/her action.  *2. Tanggapin ang request, itala sa database/ logbook, at ipasa ang mga ito sa Regional Director* | None  *Wala* | 3 Hours  *Tatlong oras* | Evelyn B. Pinongcos Regional Executive Assistant (REA)/ORD Staff) |
|  | 3. Review the letter and provide instruction/s. Then, endorse the request letter to the CBS Admin Staff.  3*. Suriin ang request, maglagay ng panuto, at ipasa ang mga sa CBS Admin staff* | None  *Wala* | 3 Hours  *Tatlong oras* | Loreto Jr. V. Cabaya  Regional Director |
|  | 4. Receive and record the request letter, and forward it to the Section Head/OIC for review of the request.  *4. Tanggapin ang request, at irecord at ipasa sa Capability/ Capacity Building Section head (CBS)* | None  *Wala* | 3 Hours  *Tatlong oras* | Jobaina T. Mohamad  CBS Admin. Staff |
|  | 5. Review the request and assign it to technical staff.  *5. Suriin ang request at ibigay sa technical staff* | None  *Wala* | 1 Hour  *Isang oras* | Nurhanie S. Diangka  CBS Head/TS II |
|  | 6. Review the completeness of the request.  *6. Suriin ang kabuuhan ng request* | None  *Wala* | 15 minutes  *Labinlimang minuto* | Jobaina T. Mohamad  CBS Admin. Staff |
|  | 7. If the details of the request are complete, identify a resource person by checking the directory of Core Group of Specialists  If not complete, coordinate with the requestor to complete the details of the request through a request form.  *7. Suriin ang request, tignan ang mga detalye.*  *7.1 Kung kumpleto ang mga nakasaad sa request, maghanap ng akmang resource person mula sa listahan ng Core Group of Specialists (CGS)*  *7.2. Kung ang mga detalye ay di kumpleto, makipag-ugnayan sa requestor at hingin ang kailangang detalye.*  Note: If the request indicates preference in RP for the activity, the assigned CBS/ SWIDS staff shall still take a look at the available list and offer to change the RP if there will be an available RP on top of the preferred one.  *Kung ang requestor ay may piniling RP, ang CBS staff ay maghahanap pa din ng available RP na mas angkop kesa sa piniling RP ng kliyente.* | None  *Wala* | 1 Hour and 45 minutes  *Isang oras at apat naputlimang minuto* | Jobaina T. Mohamad  CBS Admin. Staff |
|  | 8. Once the senior specialist is identified per database/list, coordinate with the supervisor of the CGS member (Specialist)/ to inform and check on his/her availability.  *8. Makipag- ugnayan sa head ng CGS upang makumpirma ang availability ng resource person.*  *Note: If the supervisor of the CGS member will not be able to respond within 5 hours, assigned CBS staff will e-mail the CGS member with the details of the request.*  If the senior specialist is not available, coordinate with the prospective RPs in the following order:  1. Junior Specialist (JS)  2. Program Focal (PF)  3. SWDL Net Member  *Kung hindi available an senior specialist, makipag ugnayan sa mga sumusunod na RP mula:*  *1. Junior Specialists*  *2. Program Focal*  *3. SWD LNet members*  If no RP is available, coordinate with the requestor and negotiate the date of the activity to suit the availability of the prospective RP and the requester.  *Kung walang RP ipaalam sa requestor at hilingin na magpalit ito ng petsa ng aktibidad.*  If the requester is amenable to changing the date, the same process of coordination, following the  sequence, will be done.  *Kung pumayag ang requestor na palitan ang petsa, gawin ang kaparehong proseso* | None  *Wala* | 12 Hours  *Labin dalawang oras* | Jobaina T. Mohamad  CBS Admin. Staff |
|  | 9. Prepare and forward the Routing Slip, Confirmation Letter/ Regret Letter, and RSO/ Referral Letter to the CB Head for review and initials.  *Ihanda ang Routing Slip, Confirmation Letter/ Regret Letter, RSO/Referral Letter, at ipadala sa CBS/ SWIDS Head.*  If no RP is available and the requester is not amenable to changing the date, prepare a letter of regret and the CSMS Form.  *Kung walang available na RP at ang requestor ay hindi pumayag na ibahin ang petsa ng activity, ihanda ang regret letter at ang CSMS form* | None  *Wala* | 2 Hours  *Dalawang oras* | Jobaina T. Mohamad  CBS Admin. Staff |
|  | 10. Review and forward the Routing Slip, Confirmation Letter/ Regret Letter, and RSO/ Referral Letter to the Office of the Regional Director.  *Suriin at ipadala ang routing slip, confirmation letter/regret letter at RSO/Referral letter sa ORD*  *with corrections:*  Return the Confirmation Letter/ Regret Letter, and draft RSO to the assigned CBS staff.  *Kung may kamalian, ibalik ang confirmation letter/regret letter and draft RSO sa assigned CBS staff*  *with no correction:*  Forward the Confirmation Letter/ Regret Letter, and RSO to the PSD Chief/ Division Chief concerned.  *Kung walang kamalian, ipadala ang confirmation letter/regret letter and RSO sa PSD Chief* | None  *Wala* | 3 Hours  *Tatlong oras* | Nurhanie S. Diangka  CBS Head/ TS II |
|  | 11. Review and approve the Confirmation Letter/ Regret Letter, and RSO/ Referral Letter.  *Suriin ang approbadng confirmation letter/Regret letter, and RSO/referral letter*  *if with corrections:* Return the Confirmation Letter/ Regret Letter, and RSO/ Referral Letter to CBS Head.  *Kung may kamalian, ibalik ang confirmation letter/regret letter, RSO/referral letter sa CBS Head*  *If with no corrections:* Approve the Confirmation Letter/ Regret Letter, and RSO/ Referral Letter then forwards to CBS Administrative Staff.  *Kung walang kamalian, i-approve ang confirmation letter/regret letter, RSO/referral letter at ipadala sa CBS admin staff* | None  Wala | 3 Hours  Tatlong oras | Loreto Jr. V. Cabaya  Regional Director |
|  | 12. Send the Confirmation Letter/ Regret Letter, and CSMS Form (google form) to the Requester, and RSO to the RP Supervisor/ Referral Letter to SWD L-Net Member.  *Ipadala ang confirmation letter/ regeret letter at ang CSMS form sa requestor at ang RSO sa supervisor ng RP, referral letter sa SWD LNet member*  Record the details in the Logbook/ Incoming Database.  *Itala sa ang mga kaganapan at dokumento incoming database* | None  *Wala* | 1 Hour  *Isang oras* | Jobaina T. Mohamad  CBS Admin. Staff |
| 2. Accomplish CSMS Form then submit to the CBS Administrative Staff via email | 13. Collect the accomplished CSMS Form (google form), convert it to PDF then forward the pdf copy to the Document Custodian via E-mail.  Encode the rest of the details of the request to the Database.  *Kolektahin ang mga nasagutang CSMS Form, ipadala ang e-kopya sa Document Custodian, at itala ang mga detalye sa Database.* | None  *Wala* |  | Ms. Jobaina T. Mohamad  CBS Admin. Staff |
|  | **Total Processing Time** | | **34 Working Hours or**  **4 Days and 2 Hours** | |

|  |  |
| --- | --- |
| **FEEDBACK AND COMPLAINTS MECHANISM**  **MEKANISMO NG FEEDBACK AT REKLAMO** | |
| How to send feedback  *Paano magpadala ng reklamo/suhestyon/ rekomendasyon?* | Fill out Customer Satisfaction Measurement Survey form sent by the Field Office.  You may also send your concerns to the concerned Field Office or [fo12@dswd.gov.ph or cbs.fo12@dswd.gov.ph](mailto:fo12@dswd.gov.ph%20or%20cbs.fo12@dswd.gov.ph)  <[swidb@dswd.gov.ph](mailto:swidb@dswd.gov.ph)>  Contact info:  SWIDB – (02) 8 951 2805 or local 403-405 VOIP 10011  *Punan ng detalye ang Customer Satisfaction Measurement Survey form na ipinadala ng Field Office.*  *Maaari rin ipadala ang mga hinaing sa Field Office o sa pamamagitan ng pag email sa* [*fo12@dswd.gov.ph or cbs.fo12@dswd.gov.ph*](mailto:fo12@dswd.gov.ph%20or%20cbs.fo12@dswd.gov.ph)  *<*[*swidb@dswd.gov.ph*](mailto:swidb@dswd.gov.ph)*>* |
| How feedback forms are processed  *Paano pinoproseso ang mga feedback forms?* | Weekly client feedback forms are reviewed by the Field Office staff-in-charge and feedback received are relayed and discussed with Field Office staff during staff meetings.    Feedback requiring answers are communicated with concerned Field Office staff and they are required to respond within three (3) days upon receipt of feedback.    The answer is relayed to the concerned customer.    For inquiries and follow-ups, the customer may call the concerned Field Office.  *Lingguhang isinasagawa ng nakatalagang kawani ng Field Office ang mga natanggap na reklamo/suhestyon/rekomendasyon at ipinararating ito sa focal ng Field Office tuwing may pagpupulong. Kung ang feedback ay nangangailangan ng tugon, ito ay aaksyunan ng nakatalagang kawani sa loob ng tatlong araw. Ang sagot ay ipinararating sa kliyente.* |
| How to file a complaint  *Paano magsampa ng reklamo?* | Feedback and complaints undergo the same process.  Complaints can also be filed via telephone. Please include the following information:  -Name of person/office being complained  -Incident (STAR Model – Situation, Task, Action, Result or 5Ws (who, what, where, when, why) and 1H (how) -Evidence  *Same contact numbers*  *Sumasailalim ang mga puna at mga reklamo sa parehong proseso.*  *Maaari rin na isampa ang mga reklamo sa pamamagitan ng pagtawag sa telepono. Mangyaring isama lamang ang sumusunod na impormasyon:*  *-Pangalan ng tao/tanggapan na inireklamo*  -*Insidente (STAR Model – Situation, Task, Action, Result or 5Ws (who, what, where, when, why) and 1H (how)*  *-Katibayan*  *Parehong numero ng telepono* |
| How complaints are processed  *Paano pinoproseso ang mga reklamo* | Feedback and complaints undergo the same process.  *Sumasailalim ang mga puna at reklamo sa parehong proseso na nabanggit.* |
| Contact Information of the Civil Service Commission’s (CSC) Contact Center ng Bayan (CCB), Presidential Complaints Center (PCC), and Anti-Red Tape Authority (ARTA)  *Mga detalye ng Civil Service Commission’s (CSC) Contact Center ng Bayan (CCB), Presidential Complaints Center (PCC), and Anti-Red Tape Authority (ARTA)* | CCB: 0908 881 6565 (SMS)  PCC: 8888  ARTA: <complaints@arta.gov.ph>             1-ARTA (2782)  CCB: 0908 881 6565 (SMS)  PCC: 8888  ARTA: <complaints@arta.gov.ph>  1-ARTA (2782) |
| DSWD Field Office XII | Contact Info:  **NURHANIE S. DIANGKA**  Training Specialist II  (03) 228-3180  **JOBAINA T. MOHAMAD**  Administrative Assistant II  0917-371-2218 |



**DEPARTMENT OF**

**SOCIAL WELFARE AND DEVELOPMENT**

# **NON- FRONTLINE (INTERNAL)**

# **ADMINISTRATIVE SERVICE**

**(AS)**

**NON-FRONTLINE (INTERNAL) SERVICES**

1. **Issuance of Sticker Pass**

*Pag isyu ng Sticker Pass*

a. Issued in lieu of Gate Pass when **portable equipment belonging to the Department** (i.e. laptop) are frequently brought outside or inside DSWD premises.

*Ini-isyu kapalit ng Gate Pass para sa kagamitan na pag aari ng Departamento na magaan at madaling dalhin ay madalas na inilalabas mula sa DSWD.*

b. Issued as proof of ownership of **personal/ private properties** (e.g. demo units, consigned items) brought inside DSWD premises for more than one day.

*Ini-isyu bilang patunay na ang kagamitan ay personal/pribadong pag-aari at dinala sa loob ng DSWD ng higit pa sa isang araw.*

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **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* :** | | G2G – Government to Government  *Pamahalaan sa Pamahalaan* | | | | |
| **Who may avail:**  ***Sino ang maaaring makinabang?*:** | | Department of Social Welfare and Development (DSWD) Officials and Employees  *Kawani o opisyales ng Kagawaran ng Kagalingang Panlipunan at Pagpapaunlad* | | | | |
| **CHECKLIST OF REQUIREMENTS**  *MGA KINAKAILANGAN* | | | **WHERE TO SECURE**  *SAAN KUKUHA* | | | |
| One (1) original copy of duly accomplished request for issuance of Sticker Pass  *1 orihinal na kopya ng napunan na dokumento para ma-isyuhan ng Sticker Pass*  In the absence of the authorized signatory secure any of the following:  *Sa pagkakataong wala ang awtorisadong lumagda:*    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 kawani sa ngalan ng awtorisadong lumagda - lakipan ng 1 kopya ng SO para sa order of succession*    2. Digitally signed using the PNPKI registered digital signature  *Digital na nilagdaan gamit ang rehistradong digital na lagda ng PNPKI*  3. Printed copy of email using the official DSWD email account requesting for the issuance of sticker pass  *Na print na kopya ng email gamit ang opisyal na DSWD email account na hinihingi ang pag proseso ng pag-isyu ng Sticker Pass* | | | To be prepared by the client Office’s Designated Property and Supply Custodian (DPSC) through the Property Records and Equipment Monitoring Inventory System (PREMIS;  *Ito ay ihahanda ng DPSC ng tanggapan ng kliyente sa pamamagitan ng PREMIS*  1. Records and Archives Management Division (RAMD)        2. Digital signature of:  *Digital na lagda ng:*  ● Authorized signature or;  *Awtorisadong lagda o*  ● Authorized representative with attached 1 photocopy of SO for order of succession  *Awtorisadong kinatawan na may kalakip na kopya ng SO para sa order of succession*  *3. From the:*  *Mula sa*  *● Authorized signatory or;*  *Awtorisadong mag lagda*    *● Authorized representative with attached 1 photocopy of SO for order of succession*  *Awatorisadong kinatawan na may kalakip na 1 kopya ng SO para sa order of succession* | | | |
| **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 request for Sticker Pass from 8 AM to 5 PM, Mondays to Fridays except holidays*Isumite ang napunang dokumento para ma-isyuhan ng Sticker Pass*P | 1. Receipt of duly accomplished request for issuance Sticker Pass from 8am to 3pm  *Pagtanggap ng napunang dokumento para ma-isyuhan ng Sticker Pass mula 8 ng umaga hanggang 3 ng hapon*    1.1 Validate request:  *Kumpirmahin ang request*  If not duly signed: request for the lacking signature  *Kung ang dokumento ay di maayos na napunan: hilingin ang kakulangang lagda*  if duly signed: Update expiration date of the sticker pass in PREMIS; for DSWD property with accountable person under regular / contractual / coterminous / casual employee expiration date shall be at the end of every semester and for COS workers, expiration date shall be the end of every quarter. For personal property expiration date shall be similar to the DSWD property with regular accountable person  *Kung ang dokumento ay maayos na napunan: I-update ang araw kung kailan mawawalan ng bisa ang Sticker Pass sa PREMIS: Ang sticker pass para sa opisyal na kawani ng DSWD (permanente/ kontraktwal/ coterminous/ kaswal na kawani) ang sticker pass ay hanggang huling araw ng bawat anim na buwan ng taon. at para sa COS na kawani, ang sticker pass ay hanggang huling araw ng bawat tatlong buwan ng taon. Para sa personal sticker pass ito ay kawangis ng sa opisyal na kawani, tuwing huling araw ng bawat anim na buwan ng taon.*  1.2 Generate and print sticker pass and forward to Head of Property Office for signature  *I-generate at i-print ang sticker pass at i-forward sa Puno ng Tanggapan ng Property upang ito ay malagdaan* | | | None  *Wala* | 1 Hour, 5 Minutes  *1 Oras, 5 Minuto* | KHAIRIA KAPAMPANGAN |
| 1.3 Sign printed Sticker Pass  *Lagdaan ang na-print na sticker pass* | | | None  *Wala* | 5 Minutes  *5 Minuto* | ROMMEL CAMAGANACAN |
|  | 1.4 Attach signed sticker pass to the submitted sticker pass request and file in the data file folder according to numerical sequence  *I-lakip ang ang nalagdaang sticker pass sa isinumiteng dokumento para sa pag isyu sticker pass at ilagay sa kalupi at ayusin ng naaayon sa pagkakasunod-sunod na bilang* | | | None  *Wala* | 10 Minutes  *10 Minuto* | KHAIRIA KAPAMPANGAN |
| 1. Claim Sticker Pass | 1. . Validate presented property vis-à-vis the details of property indicated in the request for issuance of sticker pass and in the printed sticker pass   *Kumpirmahin ang inilahad na kagamitan sa impormasyong nakasaad sa isinumiteng dokumento at sa nai-print na sticker pass*   1. .1 If incorrect details – inform the requester and request for the right item.   *Kung hindi tama ang impormasyon - ipabatid ito sa nagre-request at hingin ang tamang kagamitan*  If correct details - Attach sticker pass in the most visible and secure area of the property and present, the submitted sticker pass request for signature or requester as received sticker  *Kung tama ang impormasyon, ilagay ang sticker pass sa maayos at madaling makitang parte ng kagamitan at palagdaan ang isinumiteng dokumento o request bilang patunay na nakuha na ang ni-request na sticker pass*   1. Update PREMIS and marked sticker pass as claimed   *I-update ang PREMIS at markahan ang kahon na nag sasaad ng “claimed* | | | None | 30 Minutes | Property Records and Accountability Section Technical Staff |
| **TOTAL** | | | | **None**  ***Wala*** | **1 HOUR, 50 MINUTES**  ***1 Oras, 50 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 |

**2. Transfer of Property Accountability**

***Paglilipat ng Pananagutan mula sa mga Ari-arian ng Departamento***

Transfer of property accountability to another accountable person shall be processed for documentation of the actual transfer of property and issuance of new Property Acknowledgement Receipt (PAR) or Inventory Custodian Slip (ICS) for signature of the new accountable person to warrant cancellation of property accountability of the previous accountable person.

*Paglilipat ng pananagutan mula sa mga ari-arian ng Departamento sa ibang kawani ay isinagawa upang mai-dokumento ang aktwal na pag lipat ng kagamitan at makapag-isyu ng panibagong PAR o ICS upang malagdaan ng panibagong kawani na babalikat ng pananagutan sa nasabing kagamitan. Ang paglagda ng panibagong kawani na babalikat ng pananagutan ay siyang magiging patunay na ang pananagutan ng dating kawani ay naipawalang bisa na.*

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **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* :** | | G2G – Government to Government  *Pamahalaan sa Pamahalaan* | | | | |
| **Who may avail:**  ***Sino ang maaaring makinabang?*:** | | Department of Social Welfare and Development (DSWD) Officials and Employees  *Kawani o opisyales ng Kagawaran ng Kagalingang Panlipunan at Pagpapaunlad* | | | | |
| **CHECKLIST OF REQUIREMENTS**  ***MGA KINAKAILANGAN*** | | | **WHERE TO SECURE**  ***SAAN KUKUHA*** | | | |
| One (1) original copy of the duly accomplished Furniture and Equipment Transfer Slip (FETS)  *1 Orihanal na kopya ng napunang FETS* | | | To be prepared by the client Office’s Designated Property and Supply Custodian (DPSC) through the Property Records and Equipment Monitoring Inventory System (PREMIS;  *Ito ay ihahanda ng DPSC ng tanggapan ng kliyente sa pamamagitan ng PREMIS* | | | |
| **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 request for Furniture and Equipment Transfer Slip (FETS)  *Isumite ang napunang FETS* | 1. The incoming/outgoing clerk shall receive the document submitted by the requesting Office from 8 AM to 5 PM Mondays to Fridays except holidays and forward to concerned staff.   1. *Pagtanggap ng isinumiteng dokumento mula 8 ng umaga hanggang 5 ng hapon Lunes hanggang Biyernes maliban sa mga pista opisyal. Ito ay ibibigay sa kinauukulang kawani ng property* | | | None  *Wala* | 5 Minutes  *5 Minuto* | Khairia D. Kapampangan/ Nolaila G. Capellan |
|  | 1.1. Once received the property personnel shall review the accomplished FETS form if the needed signaturesa are complete  *Ang kawani ng property ay susuriin ang natanggap na FETS kung nalagadaan ang lahat ng bahagi ng dokumento na kailangan punan* | | | None  *Wala* | 15 Minutes  *15 Minuto* | Khairia D. Kapampangan/ Nolaila G. Capellan |
|  | 1.2. If incomplete, FETS shall be returned to the requester for completion.  *Kung hindi kumpleto, ang FETS ay ibabalik sa tanggapan na nag sumite upang ang lahat ng bahagi ay mapunan.*    If complete, proceed to the next step  *Kung kumpleto, maaari ng magpatuloy sa susunod na hakbang*    Check the received FETS Request and process the approval of the request through the Property Records and Equipment Monitoring Inventory System (PREMIS) FETS request module  *Suriin ang na natanggap na FETS Request at aprubahan ito sa PREMIS FETS Request module*    Ensure that the client has provided their satisfaction feedback in PREMIS which will automatically register the service providers upon approval of the submitted request.  *Tiyakin na ang kliyente ay nakapagbigay ng feedback sa pamamagitan ng PREMIS, dito ay agad na tatala ang pangalan ng kawani ng property na nag proseso ng isinumiteng FETS Request*  *Further, Property staff shall ensure compliance with the rule of identifying the primary and seconday accountable persons (see procedure under Recording, Documentation and Issuance of PPE and Semi-expendable properties)*  *Dapat na tiyakin ng kawani ng property na ang panuntunan sa pag tukoy ng pangunahing kawani sa pangalawang kawani na may pananagutan sa kagamitan ng Departamento ay naayon sa panuntunan. (Maaring sumangguni sa proseso ng Recording, Documentation and Issuance of PPE and Semi-expendable properties)* | | | None  *Wala* | 30 Minutes  *30 Minuto* | Khairia D. Kapampangan/ Nolaila G. Capellan |
|  | 1.3. Generate and print the Property Acknowledgement Receipt (PAR)/Inventory Custodian Slip (ICS), Undertaking (if there is a secondary accountable person) into two (2) copies and barcode sticker through PREMIS Report Module, the applicable forms shall depend on the acquisition cost of the property (see procedure under the Recording, Documentation and Issuance of PPE and Semi-expendable properties.  *I-generate at i-print ang PAR/ICS, Undertaking (kung aktwal na kawaning gumagamit ay isang Contract of Service o COS) sa dalawang kopya kasama ang barcode sticker sa pamamagitan ng PREMIS Report Module. Ang nararapat na dokumento na dapat i-print ay depende sa halaga ng kagamitan (maaring sumangguni sa proseso ng Recording, Documentation and Issuance of PPE and Semi-expendable properties)*    Generate and print barcode sticker with number of copies as follows:  *I-generate at i-print ang bilang barcode sticker ng naayon sa sumusunod:*     |  |  | | --- | --- | | Computer Desktop | 4 | | Split Type Air condition unit | 2 | | Partition | Depends on the number of partition per property number | | Blinds | Depends on the number of blinds per property number | | Other property | 1 |     Generated PAR/ICS with/without undertaking and barcode stickers shall be forwarded to the requesting office for signature.  *Ang na-generate at na-print na PAR/ICS, undertaking at barcode stickers ay dadalhin sa tanggapan na nag sumite ng FETS Request.* | | | None  *Wala* | 30 Minutes  *30 Minuto* | Khairia D. Kapampangan/ Nolaila G. Capellan |
|  | 1.4. The transaction shall be recorded by the incoming/outgoing clerk in the logbook for “Transfer for PAR/ICS” and/transmittal slip, for monitoring purposes. | | | None  *Wala* | 5 Minutes  *5 Minuto* | Khairia D. Kapampangan/ Nolaila G. Capellan |
| 2. Upon receipt of the same, the previous end user shall sign on the “Received from” protion and new end user shall sign on the “Received by” portion of the PAR/ICS, If end user is COS Worker, COS shall sign on the “Sub-PAR to”/” Sub-ICS to” protion of the document, as well as the undertaking which will be also signed by the primary accountable personnel.  *Ang kawani na may dating pananagutan sa kagamitang inililipat ay lalagda sa “Received from”na bahagi ng dokumento, habang ang kawani na tatanggap ng inilipat na kagamitan ay lalagda sa “Received by”na bahagi ng dokumento. Kung ang aktwal na gagamit ng inilipat na kagamitan ay isang COS, sya ay lalagda sa “Sub-PAR to”/Sub-ICS to” na bahagi ng dokumento. Ang COS ay lalagda din sa kalakip na undertaking na kung saan ito ay nilagdaan din ng pangunahing may pananagutang kawani* | 1. Validate the returned document if accurately signed and forward to AS-PSAMD Division Chief for approval | | | None | 15 Minutes | Khairia D. Kapampangan |
| 1. Approve duly accomplished document | | | None | 5 Minutes | ROMMEL CAMAGANCAN |
| 1. Provide 1 copy of approved PAR/ICS and or Undertaking to the Accountable Person 2. Record the approval of record in PREMIS 3. Scan and upload the approved PAR/ICS and or Undertaking 4. File approved PAR/ICS and or undertaking in the respective folder of the accountable person for safekeeping | | | None | 30 Minutes | Khairia D. Kapampangan |
| 3.The old barcode stickers shall be replaced with the new barcode sticker before the transfer of item/s including accessories to the new end user. The Property personnel/Designated Property and Supply Custodian (DPSC)/Designated Property Officer (DPO)/Designated Property Custodian (DPC) shall ensure that the barcode sticker is attached to the most visible and secured are of the property.  *Papalitan ang lumang barcode sticker ng bagong barcode sticker na pinadala ng property office bago mailipat ang kagamitan sa bagong kawani na gagamit nito. Titiyakin ng kawani ng property/DPSC/DPO/DPC na ang barcode sticker ay nailagay sa bahagi ng kagamitan na hindi na gagalaw at madaling Makita* |  | | |  |  |  |
| 4. The end user shall return the signed PAR/ICS, undertaking (if with seconday accountabler person) to the property office  *Ang nilagdaan PAR/ICS, undertaking ay ibabalik sa property office* | 4. Forward to the Division/Section Chief for signature on the “Approved by” portion of the PAR/ICS  *Ang nalagdaang PAR/ICS ay ibibigay sa Division/Section Chief ng property upang lagdaan ang “Approved by” na bahagi nito* | | |  |  |  |
|  | 4.1. Provide one copy of PAR/ICS and undertaking (if with secondary accountable peron) to the end user for their reference  *Magbigay ng isang kopya ng aprubadong PAR/ICS sa bagong kawani na may pananagutan sa inilipat na kagamitan* | | | None  *Wala* | 5 Minutes  *5 Minuto* | Khairia Kapampangan |
|  | 4.2. PREMIS shall be updated as to the following information:  *I-update ang PREMIS ng naayon sa mga sumusunod:*    a. Date the PAR/ICS and undertaking (if with secondary accountable person) was returned with signature of the end user  *Araw kung kalian naibalik ng kawani ang nilagdaang PAR/ICS at undertaking*    b. Date of approval of PAR/ICS  *Araw kung kalian naaprubahan ang naibalik na PAR/ICS* | | | None  *Wala* | 15 Minutes  *15 Minuto* | Khairia Kapampangan |
|  | 4.3. The copy of PAR/ICS and undertaking (if with secondary accountable person) shall be filed for reference.  *Ang kopya ng PAR/ICS at undertaking ay itatabi upang maging batayan kung kakailanganin* | | | None  *Wala* | 10 Minutes  *10 Minuto* | Khairia Kapampangan |
| **TOTAL** | | | | **None**  ***Wala*** | 2 HOURS, 10 MINUTES  *2 Oras, 10 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 |

**3. Surrender / Turnover of Property and Cancellation of Property Accountability**

***Pagtanggap ng Isinauling Kagamitan***

To provide procedure for the surrendered / turned over property due to its obsolescence, unserviceability or when the same is no longer needed by the accountable person to effect cancellation of property accountability of the client.

*Paraan para sa pagsauli o pagbabalik ng kagamitan dahil sa kalumaan, hindi na magagagamit o kaya ay hindi na kailangan ng taong may pananagutan upang tanggalin ang pananagutang yaon.*

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **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* :** | | G2G – Government to Government  *Pamahalaan sa Pamahalaan* | | | | |
| **Who may avail:**  ***Sino ang maaaring makinabang?*:** | | Department of Social Welfare and Development (DSWD) Officials and Employees  *Kawani o opisyales ng Kagawaran ng Kagalingang Panlipunan at Pagpapaunlad* | | | | |
| **CHECKLIST OF REQUIREMENTS**  *MGA KINAKAILANGAN* | | | **WHERE TO SECURE**  ***SAAN KUKUHA*** | | | |
| 1. Two (2) Original Copy and 1 photo copy of duly Accomplished Furniture and Equipment Transfer Slip (FETS)  *Dalawang (2) kopyang orihinal at and isang (1) kopyang di-orihinal ng nagawang Furniture and Equipment Transfer Slip (FETS).*   1. For unserviceable property:   *Para sa pag-aaring hindi na magagamit:*  ● 1 photocopy of Technical Assistance Report  *1 kopya ng ulat ng tulong teknikal*  ● Inspection Report  *Ulat ng pagsusuri*   1. Actual Property for turnover   *Pagsasauli ng kagamitan* | | | 1. To be prepared by the Offices’ Designated Property and Supply Custodian through the Property Records and Equipment Monitoring Inventory System (PREMIS) with prescribed format;  *Inihahanda ng Designated Property and Supply Custodian ng bawat opisina sa pamamagitan ng Property Records and Equipment Monitoring Inventory System (PREMIS) na may nakatakdang gayahin;*   1. For unserviceable property:   *Para sa pag-aaring hindi na magagamit:*    From concerned DSWD OBSUs (IT Equipment – ICTMS/RICTMU; Motor Vehicle, Office Equipment, Furniture and Fixtures – GSD/GSS; Maintenance Equipment – BGMD/GSS)  *Mula sa kinauukulang DSWD OBSUs (IT Equipment – ICTMS/RICTMU; Motor Vehicle, Office Equipment, Furniture and Fixtures – GSD/GSS; Maintenance Equipment – BGMD/GSS)*  General Accounting Manual Volume II Appendix 62 with prescribed format   1. To be made available by the accountable person   *Sa taong may pananagutan sa kagamitan* | | | |
| **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 Furniture and Equipment Transfer Slip (FETS) for turnover and property for turnover   *Ipasa ang napunang FETS para sa pagsasauli ng kagamitan* | 1. Receive the duly accomplished and approved FETS along with the pre-inspection report and the property for surrender forwarded to Property, Supply and Asset Management Division (PSAMD)/Property and Supply Section (PSS) *Pagtanggap ng nagawang FETS kalakip ang pre-inspection report kasama ang kagamitang dinala sa PSAMD/PSS.* | | | None  *Wala* | 150 Minutes  *150 Minuto* | Mark John Susvilla |
|  | 1.1. The property staff will validate the submitted documents and verify the condition of the surrender property/item *Sisyasatin ng kawani ng property ang isinumitengn dokumento pati na ang kondisyon ng isinasauling kagamitan*  The property staff shall provide customer feedback form to the requesting party for the service provided  *Ang kawani ng property ay mag bibigay ng feedback form para sa serbisyong naibigay* | | | None  *Wala* | 15 Minutes  *15 Minuto* | Mark John Susvilla |
|  | 1.2 The property staff shall process the submitted FETS through PREMIS  *Ang kawani ng property ay mag sasagawa ng pagproseso ng isinumiteng FETS sa PREMIS*    a. If there are discrepancies, inquire for the correct details of the surrendered equipment  *Kung ang impormasyon ay di tugma, isangguni ang tamang detalye ng isinauling kagamitan*    If details are the same no discrepancy, the property staff shall sign the “Received by” portion in the FETS  *Kung ito naman ay tugma, ang kawani ng property ay lalagda sa “Received by” na bahagi ng FETS* | | |  |  |  |
| 2. Receive 1 copy of FETS provided by the Property Staff and turnover the surrendered property  *Tanggapin ang isang (1) kopya ng FETS na ibinigay ng kawani ng Property at ibigay ang isinasauling kagamitan* | 1. Generate Property Acknowledgement Receipt (PAR)/Inventory Custodian Slip (ICS) and Barcode  *Mag-generate ng PAR/ICS at Barcode*    Generate and print two (2) copies of PAR/ICS from PREMIS “Report Module”  *Mag generate ng 2 kopya ng PAR/ICS sa PREMIS “Report Module”*    Note:  *Tandaan:*    Under the “Report Module” in PREMS, select whether to print PAR or ICS based on the following:  *Piliin sa “Report Module” ng PREMIS kung PAR o ICS ang dapat na i-print base sa sumusunod:*     |  |  | | --- | --- | | **Type of Report** | **Acquisition Cost** | | PAR | P50,000.00 and above | | ICS | P49,999.99 and below |     Generate and print barcode sticker with number of copies as follows:  *I-generate at i-print ang ang bilang ng barocode sticker base sa sumusunod:*   |  |  | | --- | --- | | *Computer Desktop* | *4* | | *Split Type Air condition unit* | *2* | | *Partition* | *Depends on the number of partitions per property number* | | *Binds* | *Depends on the number of blinds per property number* | | *Other property* | *1* | | | | None  *Wala* | 15 Minutes  *15 Minuto* | MARK JOHN. SUSVILLA |
|  | 1. 1.1. The printed barcode stickers shall be attached to the most visible and secured area of the property.   *Ang nalimbag o na-print na mga barcode stickers ar marapat na i-dikit sa nakikita ngunit ligtas na bahagi ng kagamitan*   1. *The property staff who processed the request shall sign the generated PAR/ICS under the “Received by” portion and forward to the Property Division/Section Chief for signature on the “Approved by” portion.*   *Ang kawani ng property na nag bigay ng serbisyo sa kliyente ang syang lalagda sa “Received by” na bahagi ng PAR/ICS.At Ito ay iaabot sa Property Division/Section Chief upang malagdaan ang “Approved by” na bahagi nito.*   1. 1.1. Upon receipt of the approved PAR/ICS, the property officer shall undertake the cancellation of property accountability of the end user in:   *Pag tanggap ng naaprubahang PAR/ICS, ang kawani ng property ang mag sasagawa ng pagkansela ng pananagutan ng end user sa naisoling kagamitan sa:*   1. *The copy of PAR/ICS shall be scanned for uploading in PREMIS, the hard copy shall be filed for reference*   *Ang kopya ng PAR/ICS ay i-scan upang ma-upload sa PREMIS at ang hard copy naman ay itatabi kung sakaling kailanganin* | | | None  *Wala*  *None*  *Wala*  *None*  *Wala*  *None*  *Wala* | 15 Minutes  *15 Minuto*  *5 Minutes*  *5 Minuto*  *15 Minutes*  *15 Minuto*  *10 Minutes*  *10 Minuto* | Mark John Susvilla  Mark John Susvilla  Mark John Susvilla  Mark John Susvilla |
| **TOTAL** | | | | **None**  ***Wala*** | **4 HOURS, 45 MINUTES**  *4 ORAS, 45 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 |

**4. Recording, Documentation and Issuance of Expendable or Consumable Supplies**

***Pag-isyu ng mga Gamit at Materyales mula sa Bodega ng mga Kagamitan***

Request for issuance of commonly used office supplies is being done through filling-out of Requisition and Issue Slip (RIS) prepared by designated OBSU staff. The RIS and actual issuance of supplies shall be processed by the Warehouse Management Section subject to approval of the Chief of AS-PSAMD.

*Ang kahilingan na maisyuhan ng mga karaniwang kagamitang pang-upisina ay nangangailangan ng naihanda at natalaang porma ng RIS ng naitalagang tauhan ng bawat OBSU. Ang RIS at aktuwal na pagbibigay ng mga kagamitan ay isinasaayos ng Warehouse Management Section at kinakailangan ang pag-aproba ng Chief ng AS-PSAMD*

|  |  |  |
| --- | --- | --- |
| **Office/Division:**  ***Tanggapan/Dibisyon*:** | DSWD Field Office XII - Administrative Division - Property and Supply Section (PSS) | |
| **Classification:**  ***Kinabibilangan*:** | Complex Transaction  *Komplikado* | |
| **Type of Transaction:**  ***Uri ng Transaksyon* :** | G2G – Government to Government  *Pamahalaan sa Pamahalaan* | |
| **Who may avail:**  ***Sino ang maaaring makinabang?*** | Department of Social Welfare and Development (DSWD) Offices  *Kawani o opisyales ng Kagawaran ng Kagalingang Panlipunan at Pagpapaunlad* | |
| **CHECKLIST OF REQUIREMENTS**  *MGA KINAKAILANGAN* | | **WHERE TO SECURE**  *SAAN KUKUHA* |
| 1. Three (3) copies of duly accomplished RIS of concerned Offices   *Tatlong kopya ng napunang RIS ng opisina*     1. One (1) Photocopy of approved PPMP of requesting Office   *Isang kopyang di-orihinal ng aprobadong PPMP ng humihiling na opisina*     1. One (1) Photocopy of approved Technical Assistance Request, if required   *Isang kopyang di-orihinal ng aprobadong hiniling na Teknikal na tulong, kung kinakailangan lang*   1. *One (1) Photocopy of project proposal, if required*   *Isang kopyang di-orihinal ng panukalang proyekto, kung kinakailangan lang* | | 1. RIS template issued to respective Offices with prescribed format;   *Pag-isyu ng padron ng RIS sa mga opisina na may kaukulang porma*   1. Designated Supply/Property Officer of respective Office, Bureaus, Services, Units;   *itinalagang Supply/Property na kawani ng bawat opisina*     1. Focal person of concerned technical support office such as AS-BGMD/GSS, ICTMS/RICTMU, SMS, among others, depending on the nature of technical assistance request without any prescribed format   *Mga itinalagang kawani na magbibigay ng teknikal na suporta kabilang ang mga AS-BGMD/GSS, ICTMS/RICTMU, SMS at iba pa, depended sa kinakailangan hiling na tulong ng walang kinaukulang porma*   1. *Focal person of proponent Office*   *Itinalagang tauhan ng isang opisina* |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **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 approved Requisition Issue Slip (RIS) to Procurement Management Division (PMD)/Procurement Management Section (PMS) including required attachment such as Project Procurement Management Plan (PPMP) and Technical Assistance Request (TAR) 2. *Magpasa ng aprubadong RIS sa PMD/PMS kalakip ang PPMP at TAR* | 1. Receive and validate the accuracy and completeness of all attached documents.   *Tanggapin at tingnan kung tama at kumpleto ang mga nararapat na dokumentong isinumite.*  Upon receipt of RIS from PMD/PMS the Property/Supply Officer shall review and verify the completeness of information and attachments as follows:  *Masusing suriin ang natanggap na RIS mula sa PMD/PMS kung ito ay kumpleto at may kalakip na mga:*    a. Photocopy of approved PPMP  *Kopya ng naaprubahang PPMP*    b. Inventory of Supplies on-hand duly noted by the requesting Office’s Head;  *Imbentaryo ng mga supplies na mayroon ang tanggapan. Ito ay dapat na may lagda ng pinuno ng tanggapan*    c. Technical Report from concerned Offices, if necessary;  *Ulat na pang teknikal mula sa nararapat na tanggapan kung ito ay kinakailangan*    a. Pre-repair inspection, if necessary.  *Pre-repair inspection, kung kinakailangan*    Property/Supply Staff shall return the RIS should the following be encountered:  *Ang RIS ay ibabalik ng Property/Supply Staff kung ito ay:*    a. Incomplete documents  *Hindi kumpleto*    b. Issuance will result in surplus of inventory of the requesting office.  *Kung ang pag issue ng hinihinging supplies ay magiging sanhi ng labis na supplies ng humihinging tanggapan.*    c. Item requested is not the intended item for replacement  *Kung ang hinihinging supplies ay hindi ang nilalayong kagamitan na papalitan.*    d. The specification of the item requested is not the same as provided in the Technical Report.  *Kung ang detalye o spesipikasyon ng kagamitan ay hindi naayon sa nakasaad sa Teknikal na ulat* | None  *Wala* | 35 Minutes  *35 Minuto* | Khairia D. Kapampangan/Nolaila G. Capellan |
|  | 1.1 If documents are complete, assign the RIS number, encode the RIS details in the monitoring tool, check the availability of the stocks  *Kung ang dokumento ay kumpleto, mag talaga ng RIS at i-encode ang detalye sa itinalagang talaan, suriin kung ang hinihing gamit ay mayroon sa stocks* | None  *Wala* | 30 Minutes  *30 Minuto* | Khairia D. Kapampangan/ Nolaila G. Capellan |
|  | 1.2 Assess the availability of the requested supplies. Fill-out the RIS Form. Put “√” for available items and/or “X” for items that are not available.  *Suriin ang pagkakaroon ng mga hinihiling na supply. Punan ang RIS Form. Lagyan ng "√" para sa mga available na item at/o "X" para sa mga item na hindi available.*    If not available, prepare a Memorandum for the end-user returning the RIS with instruction to prepare Purchase Request (PR) to procure those marked as unavailable items.  *Kung ang hinihining gamit ay wala sa stock, ang property staff ay maghahanda ng isang Memorandum para sa end-user upang ipagbigay alam na ang hinihinging gamit ay wala sa stock at upang sila ay bigyan ng alituntunin na mag handa ng PR para sa mga kagamitang wala sa stocks*    If available, request the approval of the Division/Section Chief in the RIS for the issuance of the item/s.  *Kung ang hinihinging kagamitan ay mayroon sa stocks, Hingin ang pag apruba ng Division/Section Chief upang ma-issue nila ang mga tablet.*    Indicate the quantity issued in the “issued-quantity” column and any remarks in the “issued-remarks” column.  *Isaad ang bilang ng na-issue sa “issued quantity” na kolumn at remarks sa “issued remarks kolumn.*    Prepare the items to be issued by observing the First In First Out (FIFO)/First Expired Firs Out (FEFO) method. Issue and sign the “Issued by” portion.  *handa ang mga bagay na ibibigay. Sigurhin na ang gagamiting proseso ay ang First In First Out (FIFO)/First Expired Firs Out (FEFO). I-isyu at lagdaan ang bahaging "Inisyu ni".*    Goods to be issued must be recorded in the Stock and Bin Card and existing database.  *Ang mga kalakal na ibibigay ay itatala sa Stock at Bin Card at at sa ginagamit na database.* | None  *Wala* | 30 Minutes  *30 Minuto* | Khairia D. Kapampangan/ Nolaila G. Capellan |
| 1. Receipt and validate the quantity and specification of received items.   If accurate/in order, sign the “received by” portion of RIS. | 2. The property staff shall issue the available requested items to the end user.  *Ang property staff ay i-isyu ang mga kagamitang ninanais ng humihingi kung ito ay available lamang.*  The property/supply staff shall retain the original copy of the duly signed RIS for preparation of Report of Supplies and Materials Issued (RSMI), while the 2nd copy shall be given to the end-user.  *Ang kawani ng propertyi/supply ay dapat mapanatili ang orihinal na kopya ng nilagdaang RIS para sa paghahanda Report of Supplies and Materials Issued (RSMI), habang ang ika-2 kopya ay dapat ibigay sa end-user.* | None  *Wala* | 4 Hours  *4 Oras* | Khairia D. Kapampangan/ Nolaila G. Capellan |
| 1. Fill up Customer Satisfaction Measurement Form (CSMF) | 3. The property staff shall provide CSMF to the client for the service provided.  *Ang kawani ng property ay dapat magbigay ng CSMF sa kliyente para sa ibinigay na serbisyo* | None  *Wala* | 2 Minutes  *2 Minuto* | Khairia D. Kapampangan/ Nolaila G. Capellan |
|  | 3.1. After completion of the issuance of expendable/consumable supplies, the concerned property personnel shall prepare monthly RSMI to be submitted to the Accounting Divison/Section  *Matapos makumpleto ang pag-isyu mga kagamitan, ang kawani ng property ay dapat maghanda ng buwanang RSMI na isusumite sa accounting divison/seksyon* | None  *Wala* | 30 Minutes  *30 Minuto* | Khairia D. Kapampangan/ Nolaila G. Capellan |
| **TOTAL:** | | **None**  ***Wala*** | **6 HOURS, 7 MINUTES**  ***4 Oras, 7 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 |

**5.**  **Re-issuance of Equipment and Semi-Expendable Supplies**

***Pag isyu ng Isinauling Kagamitan***

To ensure that surrendered serviceable equipment and semi-expendable supplies may be requested for re-issuance to optimize the use of equipment or semi-expendable equipment or supply due to lack of equipment, lack of capital outlay and other exigencies.

Ito po ay upang masigurado na and isinauling maayos na mga kagamitan at suplay ay maaaring hilingin pa na muling gamitin upang masagad ang paggamit dahil sa kakulangan nito, ng pondo o iba pang dagliang pangangailangan.

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Office/Division:**  ***Tanggapan/Dibisyon*:** | | DDSWD Field Office XII - Administrative Division - Property and Supply Section (PSS) | | | | |
| **Classification:**  ***Kinabibilangan*:** | | Complex Transaction  *Komplikado* | | | | |
| **TType of Transaction:**  ***Uri ng Transaksyon* :** | | G2G – Government to Government  *Pamahalaan sa Pamahalaan* | | | | |
| **CHECKLIST OF REQUIREMENTS**  *MGA KINAKAILANGAN* | | | **WHERE TO SECURE**  *SAAN KUKUHA* | | | |
| 1. One (1) Original copy of memorandum requesting for issuance of property   *Isang (1) kopyang orihinal ng memorandum na humihingi ng kagamitan*  2. Two (2) Original copies of Furniture and Equipment Transfer Slip (FETS)  *Dalawang (2) kopya ng orihinal na Furniture and Equipment Transfer Slip (FETS).*  3. Two (2) Original copies of Property Accountability Receipt or Inventory Custodian Slip  *Dalawang (2) kopya ng orihinal na Property Accountability Receipt or Inventory Custodian Slip* | | | 1. From concerned OBSUs and personnel, interoffice memorandum format  *Mula sa kinauukulang OBSUs at mga tauhan, na naka-memorandum*  2. From PREMIS online through the Designated Property Officer of concerned Office  *Mula sa AS-PSAMD / PREMIS sa Designated Property Officer ng kaukulang opisina*  3. From PREMIS online through the Designated Property Officer of concerned Office  *Mula sa AS-PSAMD / PREMIS sa Designated Property Officer ng kaukulang opisina* | | | |
| **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. Prepare request letter containing item specifications, quantity, purpose and to whom the equipment or semi-expendable equipment/supply shall be assigned.  *Maghanda ng kahilingan liham na naglalaman kung ano katangian, bilang, layunin at kanino ilalagak ang kagamitan*. | 1. Receive, review and verify the availability of request  *Tanggapin, suriin at alamin kung maibibigay ang kahilingan* | | | None  *Wala* | 1 Hour  *1 Oras* | Requesting Office  *Opisinang humihingi*      Khairia D. Kapampangan |
|  | 1.1. Inform requesting Office on the availability/non-availability of items  *Ipaalam sa tanggapang humihingi ng kagamitan kung ito ay maibibigay o hindi* | | | None  *Wala* | 1 Hour  *1 Oras* | Requesting OBSU  Khairia D. Kapampangan |
|  | 1.1. Request approval of FETS for confirmation of transfer   1. *Pa-aprubahan ang FETS para sa katiyakang paglipat* | | | None  *Wala* | 1 Hour  *1 Oras* | Requesting OBSU  Khairia D. Kapampangan |
| 1. Process the signing of FETS of the recipient office or accountable person for the re-issuance of item or equipment  *Asikasuhin ang paglalagda sa FETS ng opisina o taong tatanggap para mailagak ang kagamitan* | 1. Update PREMIS and generate PAR/ICS and barcode  *I-update ang PREMIS at gumawa ng PAR or ICS* | | | None  *Wala* | 1 Hours, 30 Minutes  *1 Oras at 30 minuto* | Requesting Office  *Opisinang humihingi*    Khairia D. Kapampangan |
|  | 2.1 Transfer accountability through updating of database and issuance of PAR or ICS  *Ilipat ang pananagutan sa kagamitan sa pamamagitan ng pag-update nd database at pagbigay ng PAR o ICS* | | | None  *Wala* | 30 Minutes  *30 minuto* | Khairia D. Kapampangan |
|  | 2.2 Process the approval of PAR or ICS  *Asikasuhin ang pag-apruba sa PAR o ICS* | | | None  *Wala* | 15 Minutes  *15 minuto* | Khairia D. Kapampangan |
|  | 2.3 Attach generated barcode sticker on the requested item  *Ilapat ang nagawang barcode sa hininging kagamitan* | | | None  *Wala* | 15 Minutes  *15 minuto* | Khairia D. Kapampangan |
| 3. Confirm acceptance of item or property through signing of PAR or ICS  *Kumpirmahin ang pagtanggap ng kagamitan sa pamamagitan ng paglagda sa PAR o ICS* | 3. Physical issuance of item or equipment and filing of PAR or ICS  *Mismong pagbibigay ng kagamitan at pag-file ng PAR o ICS* | | | None  *Wala* | 1 Hour  *1 Oras* | Requesting Office  *Opisinang humihingi*    Khairia D. Kapampangan |
|  | 3.1. Provide customer feedback form to the requesting party for the the service provided  *Magbigay ng customer feedback form sa kliyente para sa naibigay na serbisyo* | | | None  *Wala* | 5 Minutes  *5 Minuto* | Khairia D. Kapampangan |
| **TOTAL:** | | | | **None**  ***Wala*** | **6 Hours, 35 Minutes**  ***6 Oras, 35 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 |

**6. Provision of Technical Assistance on Property and Supply Management**

***Pagbibigay ng Tulong Teknikal na may Kinalaman sa Pangangasiwa ng mga Ari-arian ng Departamento***

Technical Assistance is provided to Office, Bureaus, Service Unit and Field Offices in the area of Property, Asset and Warehouse Management to capacitate their Property Officers and/or Designated Property and Supply Custodian on the knowledge of DSWD Guidelines, Oversight Agencies Rules and Regulations on Property and Supply Management and Land Titling facilitation.

*Ang tulong para sa teknikal na kaalaman na may kinalaman sa pangangasiwa ng mga ari-arian ng Departamento ay ibibigay sa mga tanggapan ng DSWD upang magkaroon ng sapat na kakayahan ang mga kawaning tagapangalaga ng mga kagamitan, sapat na kaalaman sa mga patnubay ng DSWD, alituntunin at panuntunan ng mga Oversight Agencies sa pangangalaga ng mga ari-arian at pag papabilis ng pagpapatitulo ng mga kalupaan ng DSWD.*

|  |  |  |
| --- | --- | --- |
| **Office/Division:**  ***Tanggapan/Dibisyon*:** | DSWD Field Office XII - Administrative Division - Property and Supply Section (PSS) | |
| **Classification:**  ***Kinabibilangan*:** | Highly Technical  *Teknikal sa mataas na antas* | |
| **Type of Transaction:**  ***Uri ng Transaksyon* :** | G2G – Government to Government  *Pamahalaan sa Pamahalaan* | |
| **Who may avail:**  ***Sino ang maaaring makinabang?*l:** | 1. DSWD Offices 2. DSWD Designated Property and Supply Custodian 3. Field Offices | |
| **CHECKLIST OF REQUIREMENTS**  *MGA KINAKAILANGAN* | | **WHERE TO SECURE**  *SAAN KUKUHA* |
| 1. Request for Technical Assistance - One (1) original copy.   *Kahilingang tulong teknikal - 1 orihinal na kopya* | | To be prepared by DSWD Office OBSU and Field Offices through Memorandum addressed to Administrative Service Director, Attention the AS-PSAMD Chief Administrative Officer signed by their Head of Office or authorized official. *Ito ay ihahanda ng tanggapan ng DSWD sa pamamagitan ng Memorandum na nilagdaan ng kanilang punong opisyal o awtorisadong kinatawan sa Director ng Administrative Service na naka-atensyon sa Punong Opisyal ng AS-PSAMD* |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **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. Forward the request for Technical Assistance (TA) indicating the specific topics and concerns to be discussed from 8 AM to 5 PM, Mondays to Fridays except holdiays  *Magpaabot ng kahilingang tulong teknikal na nagsasaad ng tiyak na usapin at interes na dapat talakayin mula ika-walo ng umaga hanggang ika-lima ng hapon, Lunes hanggang Biyernes maliban sa mga araw ng pahinga* | 1. Received request for TA from 8 AM to 5 PM, Mondays to Fridays except holidays, and forward to the Head of Property Office  *Tanggapin ang request mula ika-walo ng umaga hanggang ika-lima ng hapon, Lunes hanggang Biyernes maliban sa mga araw ng pahinga at ito ay ibibigay sa Pinuno ng Tanggapan ng Property* | None  *Wala* | 5 Minutes  *5 Minuto* | Nolaila G. Capellan/ Khairia D. Kapampangan |
| 1.1 Review the request. Check the availability of Technical Staff on the requested date of TA.  *Suriin ang request. Alamin ang bakanteng araw ng Kawaning Teknikal kung ito ay naaayon sa hinihiling na araw ng tanggapang humihingi ng teknikal na tulong*  *If not available - Assign request to concerned Technical Staff and advise staff to request for reschedule of TA through Memorandum*  *Kung hindi bakante ang araw ng Kawaning Teknikal - Italaga ang request sa nararapat na Kawaning Teknikal at payuhan ito na mag handa ng Memorandum na humihingi ng ibang araw para sa tulong teknikal*    *If available - Assign request to concerned Technical Staff and advise staff to confirm request for TA through Memorandum*  *Kung bakante ang araw ng Kawining Teknikal - Italaga ang request sa nararapat na Kawaning Teknikal at payuhan ito na maghanda ng Memorandum ng pagkumpirma sa hinihinging tulong teknikal sa hinihining araw* | None  *Wala* | 15 Minutes  *15 Minuto* | Rommel A. Camaganacan |
| 1.2 For scheduled TA Request, Technical Staff shall prepare a reply for confirming the date of TA/prepare reply for reschedule of TA.  *Para sa TA request na may takdang araw, ang kawaning teknikal ay mag hahanda ng tugon ng pag kumpirma sa hinihinging araw na tulong teknikal o tugon na humihingi ng ibang araw kung kailan isasagawa ang tulong teknikal.*  a. Prepare Special Order (If Field Office) for the period of TA.  *Maghanda ng Special Order (kung Field Office) sa mga araw ng tulong teknikal*    b. Prepare the needed documents and information for the conduct of TA  *Maghanda ng mga kakailanganing dokumento at impormasyon para sa isasagawang tulong teknikal* | None  *Wala* | 5 Days  5 Araw | Rommel A. Camaganacan, Nolaila G. Capellan/ Khairia D. kapampangan |
| 1.3 Conduct TA for immediate request and/or scheduled TA request  *Magsagawa ng tulong teknikal sa itinakdang araw* | None  Wala | 1 day for OBSU/4 days for Field Office  1 Araw kung Tanggapan sa Sentral na Tanggapan/ 4 na araw sa Field Offices | Rommel A. Camaganacan, Nolaila G. Capellan/ Khairia D. kapampangan |
| 1. Accomplished the TA Evaluation Form and/or Client Satisfaction Measurement Form (CSMF)   *Punan ang dokumento ng pagkilatis sa isinagawang tulong teknikal at/o Client Satisfaction Measurement Form (CSMF)* | 1. Receive the duly accomplished TA Evaluation Form and/or CSMF.  *Tanggapin ang napunang dokumento ng pakilatiis sa isinagawang tulong teknikal at/o CSMF* | None  *Wala* | 10 Minutes  *10 Minuto* | Rommel A. Camaganacan, Nolaila G. Capellan/ Khairia D. kapampangan |
|  | 2.1 Consolidate the TA Evaluation Form.  *Pagsama-samahin ang mga nakalap na impormasyon sa napunang dokumento ng pagkilatis sa isinagawang tulong teknikal*    2.2 Prepare TA Feedback Report for review and signature of the Head of Property Office  *Maghanda ng ulat puna sa isinagawang tulong teknikal at ito ay ipaabot sa Puno ng Tanggapan ng Property upang ito ay suriin at lagdaan*    2.3 Provide copy of TA Feedback Report to the requester of TA  *Magbigay ng kopya ng ulat puna sa tanggapan na humingi ng tulong teknikal*    For CSMF – will be reported on the succeeding month after the conduct of TA, this will be included in the Client Satisfaction Measurment Survey Report (CSMR) submitted to DSWD  Committee on Anti Red Tape (CART) focal every 10th of the succeeding month  *Para sa CSMF – ito ay iuulat sa susunod na buwan pagkatapos na maisagawa ang tulong teknikal. Ito ay isasama sa CSMR na isusumite sa DSWD CO/DSWD FO CART focal tuwing ika-sampu ng sumunod na buwan*Central Office (CO)/Field Office (FO) | None  *Wala* | 10 Days from returned to Official Station  *10 Araw pagkabalik sa opisyal na tanggapan*    CSMF report will be submitted to CART every 10th of the succeeding month  *Ang ulat para sa CSMF ay isusumite sa CART tuwing ika-sampung araw ng sumunod na buwan* | Rommel A. Camaganacan, Nolaila G. Capellan/ Khairia D. kapampangan |
| **TOTAL** | | **None**  ***Wala*** | **16 Days and 30 Minutes for immediate TA/19 Days and 30 Minutes for scheduled TA**  ***16 Araw at 30 Minuto para sa agarang tulong teknikal/19 Araw at 30 Minuto para tulong teknikal na may itinakdang araw*** | |

|  |  |
| --- | --- |
| **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 |

**7. Facilitation of Request for Relief from Property Accountability from Commission on Audit**

***Pagpapadali na Mapawalang Bisa ang Pananagutan sa Kagamitan o mga Kagamitang Nawala, Napinsala o Nasira Mula sa COA***

1. To provide assistance to accountable officers who are requesting relief from property accountability with the Commission on Audit (COA) for lost, damaged or destroyed property under his/her accountability;

*Pagbibigay tulong sa mga kawani na humihingi na mapawalang bisa ang pananagutan sa gamit na nawala, napinsala o nasira mula sa COA.*

2. To ensure recording and documentation of cases of loss, damage or destruction of government properties

*Siguruhing naitala at nai-dokumento ang mga pangyayaring may kinalaman sa pagkawala, pagkapinsala of pagkasira ng mga kagamitan ng gobyerno.*

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Office/Division:**  ***Tanggapan/Dibisyon*:** | | DSWD Field Office XII - Administrative Division - Property and Supply Section (PSS) | | | |
| **Classification:**  ***Kinabibilangan*:** | | Complex Transaction  *Komplikado* | | | |
| **Type of Transaction:**  ***Uri ng Transaksyon* :** | | G2G – Government to Government  *Pamahalaan sa Pamahalaan* | | | |
| **Who may avail:**  ***Sino ang maaaring makinabang?*:** | | Department of Social Welfare and Development (DSWD) Employees who are:   1. DSWD employees and officials   *Kawani at Opisyal ng DSWD* | | | |
| **CHECKLIST OF REQUIREMENTS**  *MGA KINAKAILANGAN* | | | **WHERE TO SECURE**  *SAAN KUKUHA* | | |
| 1. 8One (1) original copy of duly accomplished and notarized Report of Loss, Stolen, Damaged and Destroyed Property (RLSDDP).   *1 Orihinal na kopya ng napunan at napa-notaryong RLSDDP*     1. One (1) original copy of duly notarized Affidavit of Loss   *1 Orihinal na kopya ng napunan at napa-notaryong kasulatan hinggil sa pagkawala ng kagamitan*     1. One (1) original copy of duly notarized Joint Affidavit of Two (2) Disinterested Person.   *1 Orhinal na kopya ng napunan at napa-notaryong pinagsamang kasulatan ng dalawang hindi interesadong tao*     1. One (1) original copy of Police Report   *1 Orihinal na kopya ng Ulat ng Pulisya*       1. One (1) original copy Comments of the Head Cluster/Regional Director   *1 Orihinal na kopya ng Head ng Cluster / Regional Director*     1. One (1) original copy of Certification from Competent Authority on the Destruction brought by Natural Calamity and Insurgency.   *1 Orihinal na kopya ng Sertipikasyon mula sa Karampatang Awtoridad hinggil sa Pagkapinsala ng Kagamitan na Sanhi ng Natural na Kalamidad at Insugency*     1. One (1) original copy of Inspection Report of Damaged Property.   *1 Orihinal na kopya ng Ulat sa Pagsisiyasat ng Napinsalang Kagamitan*  8. One (1) photocopy of Property Acknowledgement Receipt (PAR)/Inventory Custodian Slip (ICS)  *1 Orihinal na kopya ng PAR/ICS* | | | 1. From PSAMD Office through PREMIS   *Mula sa PREMIS*           1. To be prepared by the client without any prescribed format   *Ihahanda ng mga kliyente na walang itinalagang dokumento*       1. To be prepared by the client without any prescribed format   *Ihahanda ng kliyente na walang itinalagang dokumento*       1. To be prepared by the client without any prescribed format   *Ihahanda ng kliyente na walang itinalagang dokumento*     1. To be prepared by the client without any prescribed format   *Ihahanda ng kliyente na walang itinalagang dokumento*     1. To be prepared by the client without any prescribed format   *Ihahanda ng Kliyente na walang itinalagang dokumento*         1. To be prepared by the client without any prescribed format   *Ihahanda ng kliyente na walang itinalagang dokumento*  8. From Property Office  *Mula sa tanggapan ng Property* | | |
| **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*** |
| **5.1 Processing of Request for Relief**  ***Pagproseso ng Kahilingang Maipawalang Bisa ang Pananagutan*** | | | | | |
| 1. Submit copy of notarized Report of Lost, Stolen, Damaged or Destroyed Property (RLSDDP) with proof of receipt by the Commission on Audit (COA) and/or request for relief duly endorsed by the Head of Office, Bureaus, and Services (HOBS) / Head of Offices, Divisions, and Sections (HODS) concerned. *Magsumite ng kopya ng notaryadong RLSDDP na may patunay na ito ay na-isumite na sa COA at/o liham kahilingang na mapawalang bisa ang pananagutan sa kagamitan, ang liham ay marapat na ini-endorso ng HOBS/HODS ng tanggapan.* | 1. Receive copy of notarized RLSDDP with proof of receipt by COA and/or Request for Relief duly endorsed by the HOBS concerned and record in the Enhanced Documents Transaction Management System (EDTMS)/Logbook  *Tanggapin ang kopya ng RLSDDP na may katibayan ng ito ay natanggap na ng COA/ liham kahilingan na mapawalang bisa ang pananagutan sa kagamitan na ini-endorso ng HOBS/HODS at ito ay itatala sa EDTMS/Logbook* | | None  *Wala* | 5 Minutes  *5 Minuto* | Khairia D. Kapampangan |
|  | 1.1 Review if the submitted request has complete documentary requirements as provided for under Sec. 6.9 of AO 6, s. 2017  *Suriin kung ang naisumiteng kahilingan ay may kalakip na kumpletong kailangang dokumento na nakasaad sa ilalim ng Sec. 6.9 ng AO 06, S. 2017*    1.2 Verify if the property is already tagged in PREMIS as lost/ damaged/destroyed; If not, tag property as lost under the module RLSDDP  *Patotohanan kung ang kagamitan ay na markahan sa PREMIS bilang nawala, napinsala o nasira. Kung hindi, markahan ang kagamitan bilang nawala, napinsala o nasira sa module ng RLSDDP ng PREMIS*    If not complete:  prepare a reply Memorandum to the accountable officer thru the HOBS to require submission of the identified lacking documentary requirement/s  *Kung may kakulangan: Maghanda ng Memorandum para sa kawaning may pananagutan sa pamamagitan ng HOBS upang makapag sumite ng natukoy na kakulangang dokumento*  *▪ The Memorandum shall be signed by the Administrative Service Director/ Administrative Division Chief*  *Ang Memorandum ay lalagdaan ng Direktor ng Administrative Service / Administrative Division Chief*    *If complete, proceed to the next step*  *Kung walang kakulangang dokumento, magpatuloy sa susunod na hakbang* | | None  *Wala* | 2 Hours  *2 Oras* | ROMMEL CAMAGANACAN |
|  | 1.3 Prepare recommendation/ comments addressed to COA, copy furnished the Accountable Officer and HOBS concerned, to be signed by the Undersecretary for GASSG/Regional Director  *Maghanda ng rekomendasyon / mga komentaryo na nakatuon sa COA, at mag bigay ng kopya sa kawaning may pananagutan at sa nararapat na HOBS ito ay lalagdaan ng ng Undersecretary ng GASSG/ Regional Director*  *a. The Administrative Service Director and Head/ Administrative Division Chief and Head of Property Office shall affix his/her initial on the draft Recommendation/ Comment;*  *Ang Direktor ng Administrative Service / Administrative Division Chief at ang Puno ng Tanggapan ng Property ay maglalagay ng lagdang inisyal sa draft na rekomendasyon o Komento*  *b. The draft Recommendation/ Comment shall be properly endorsed by the aforementioned officials, with sufficient information as to the compliance of the Request to all the documentary requirements*  *Ang draft na rekomendasyon o komento ay nararapat na inindorso ng mga nabanggit na opisyal na may sapat na impormasyon na sumusunod sa mga kinakailangan dokumento sa pag papawalang bisa ng pananagutan sa kagamitan* | | None  *Wala* | 3 Hours  *3 Oras* | Nolaila G. Capellan/Khairia D. Kapampangan  ROMMEL CAMAGANACAN  Rommel A. Camaganacan |
|  | 1.4. Route the original copy to COA and photocopy to the Accountable Officer and HOB/HODS concerned  *Ibigay ang orihinal na kopya sa COA at photocopy sa kawani na may pananagutan sa kagamitan at sa pinuno ng kanilang tanggapan* | | None  *Wala* | 5Minutes  *5 Minuto* | Khairia D. Kapampangan/ Mark John Susvilla |
|  | 1.4. The property staff shall scan and file the receiving copy of the recommendation/comment/s  *I-scan at i-file ng kawani ng property ang kopya ng rekomendasyon/puna na may lagda bilang patunay na nakapag bigay ng kopya ang tanggapan ng property ng dokumento sa kinauukulang tanggapan* | | None  *Wala* | 5Minutes  *5 Minuto* | Khairia D. Kapampangan/ Mark John Susvilla |
| **TOTAL:** | | | **None**  ***Wala*** | **5 HOURS, 15 MINUTES**  ***5 Oras, 15 Minuto*** | |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **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*** |
| **5.2 Provision of Technical Assistance upon Receipt of COA Decision**  ***Pagbibigay Tulong Teknikal sa Natanggap na Desisyon ng COA*** | | | | |
| 1. Forward copy of COA decision on the request for relief from property accountability  *Magbigay ng kopya ng desisyon ng COA hinggil sa kahilingang mapawalang bisa ang pananagutan sa kagamitan* | 1. Receive copy of COA decision on the accountable officer’s Request for Relief from Property Accountability and record the received document in the EDTMS/Logbook  *Tanggapin ang kopya ng desisyon ng COA sa kahilingan ng kawani na mapawalang bisa ang pananagutan sa kagamitan at ito ay itala sa EDTMS/Logbook* | None  *Wala* | 5 Minutes  *5 Minuto* | MARK JOHN SUSVILLA / KHAIRIA KAPAMPANGAN |
|  | 1. Review the Decision of COA to determine the appropriate assistance to be provided to the accountable officer, as follows:   *Suriin ang naging desisyon ng COA upang matukoy ang naaangkop na tulong sa kawani na may pananagutan ayon sa sumusunod*    **If Relief is Granted**  *Kung ang kahilingan ay ipinagkaloob*  –  1. Prepare Memorandum to Finance Office endorsing the COA decision and request the dropping of the lost property from the Books of Accounts for signature of Administrative Service Director/ Concerned Division Chief in Field Office, copy furnished the Accountable Officer through the HOBS/HODS  *Maghanda ng Memorandum para sa Tanggapan ng Finance na ini-endorso ang naging desisyon ng COA at hilingin ang pag als mula sa Books of Accounts ng kagamitan na nawala/ napinsala/ nasira. Ang nasabing Memorandum ay marapat na nilagdaan ng Director ng Administrative Service / nararapat na Division Chief sa Field Office. Ang kawani na may pananagutan ay bibigyan ng kopya sa pamamagitan ng HOBS*    2. Update records/PREMIS  *I-update ang mga tala sa PREMIS*    **If Relief is Denied** –  *Kung ang kahilingan ay hindi ipinagkaloob*    1. prepare memorandum informing the Accountable Officer of the “Money Value” to be settled and processes for replacement or payment, as the case maybe, in accordance with the existing guidelines.  *Ipaalam sa kawani sa pamamagitan ng Memorandum ang karampatang Halaga na dapat na i-settle o ang proseso ng pagpapalit ng kagamitan, alinsunod sa mga mga alituntunin*    a. **Replacement**  ***Pagpapalit***– Accountable Officer to submit to Property Office through a memorandum the details of the proposed item/s with same or higher specifications as replacement to the lost property  *Ang kawaning may pananagutan ay mag susumite sa tanggapan ng property sa pamamagitan ng Memorandum na nagsasaad ng impormasyon ng ipapalit na gamit na tulad ng kagamitang nawala/ napinsala/ nasira o may mas mataas na uri sa nasabing kagamitan*    b. **Payment** –Accountable Officer to settle/pay the “money value” of the lost property based on the existing COA accounting rules and guidelines  *Ang may pananagutang opisyal ay kailangang ayusin/ bayaran ang halaga ng nawalang kagamitan batay sa umiiral alituntunin ng COA* | None  *Wala* | 3 Hours  *3 Oras* | MARK JOHN SUSVILLA / KHAIRIA KAPAMPANGAN |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| 2. For Replacement:    Present replacement unit for the lost property  *Ilahad ang ipapalit sa naiwalang kagamitan* | 2. Inspect/Validate the offered replacement item/s  *Suriin ang kagamitang ipapalit*    If Non-Compliant  *Kung ang ipapalit na kagamitan ay hindi naayon sa alituntunin*    Inform the Accountable Officer of the reason/s for non-compliance and require to meet the needed requirements  *Ipagbigay alam ang mga sumusunod na dahillan kung bakit di maaaring tanggapin ang inilahad na kapalit sa naiwalang kagamitan. Gayundin ipabatid na nararapat na matutugunan ang kinakailangang detalye sa pagpapalit ng naiwalang kagamitan.*    If Compliant  *Kung ang ipapalit na kagamitan ay naayon sa alituntunin*    Proceed to next step  *Mag patuloy sa susunod na hakbang* | None  *Wala* | 15 Minutes  *15 Minuto* | MARK JOHN SUSVILLA / KHAIRIA KAPAMPANGAN |
|  | 2.1. Once the replacement unit is compliant with the approved recommendation, the Property Personnel shall:  *Kung ang ipapalit na kagamitan ay naayon sa rekomendasyon, ang kawani ng property ay:*     1. Accept replacement unit upon concurrence of COA Representative   *Tanggapin ang kagamitang inilahad sa pagsasangayon ng Kinatawan ng COA*     1. Prepare necessary documentation/update record in PREMIS   *Maghanda ng mga kinakailangan document / i-udate ang talaan sa PREMIS*     1. Prepare Memorandum to Finance and Management Service (FMS)/Finance and Management Division (FMD) and COA on the acceptance of offered replacement items for reference and recording in the Books of Accounts   *Maghanda ng Memorandum para sa FMS/FMD at COA hinggil sa pagtanggap ng ipinalit na kagamitan upang kanilang maging sanggunian sa pag-upate ng kanilang aklat talaan ng kagamitan* | None  *Wala* | 2 HOURS  *2 Oras* | MARK JOHN SUSVILLA / KHAIRIA KAPAMPANGAN |
| For Reimbursement  *Para sa pagbabayad ng naiwalang kagamitan*    Request for Assistance for securing the Order of Payment from Accounting Division/Accounting Section and pay the money value of the lost property in accordance with the approved recommendation  *Humiling ng tulong upang makakuha ng Order of Payment mula sa Accounting Division/Accounting Section at magbayad ng halaga ng naayon sa inaprubahang halaga*    Upon receipt of the Official Receipt (OR), forward original copy to property office for facilitation of cancellation of property accountability in the the property records | 2.1. Assist the accountable officer in securing from the Accounting Division/Accounting Section the Order of Payment and in paying in the Cash Division/Section the money value of the lost property in accordance with the approved recommendation.  *Magbigay tulong sa kawani na makakuha ng Order of Payment mula sa Accounting Division/Section hanggan sa pag babayad ng kagamitan ng naayon sa inaprubang halaga sa Cash Division/Section*    2.1 Faciliate the cancellation of property accountability in the property records upon receipt of copy of the OR from the accountable officer  *Pagtanggap ng OR, ay agad na Ipawawalang bisa ang pananagutan ng kawani sa kagamitan*    2.2 Forward to the Accounting Division/Section the original copy of OR together with the relevant documents for purposes of dropping from the books of accounts.  *Ibigay sa Accounting Division/Section ang orihinal na kopya ng OR kalakip ang mga kinakailangan dokumento upang kanilang maging sanggunian sa pag tanggal sa talaan ng kagamitan*    In the same Memorandum, a copy of Journal Entry Voucher (JEV) shall be requested from the Accounting Division for records purposes.  *Gamit ang parehong Memorandum, ang property office ay hihingi ng kopya ng JEV mula sa Accounting Division/Section* | None  *Wala* | 2 HOURS  *2 Oras* | MARK JOHN SUSVILLA / KHAIRIA KAPAMPANGAN |
|  | 2.3. Upn completion of the process, the Property Personnel shall secure feedback from the client/accountable officer through the prescribed customer feedback from  *Matapos ang lahat ng proseso, ang kawani ng property ay kukuha ng* | None  *Wala* | 5 Minutes  *5 Minuto* | MARK JOHN SUSVILLA / KHAIRIA KAPAMPANGAN |
| **TOTAL:** | | None  *Wala* | For Replacement: 5 Hours, 25 Minutes    For Reimbursement: 5 Hours, 10 Minutes |  |

**Note**:

*Tanda:*

**Computation of the Money Value of Lost Properties**

***Pagkuha ng katumbas na halaga ng naiwalang kagamitan***

Rule:

*Panuntunan:*

1. The Money Value shall be equal to the Depreciated Replacement Cost (DRC) of property at the time of loss. Consistent with the provisions of Section 41, Chapter 10 of GAM for NGAs, DRC shall be equal to the replacement cost (current market price) less accumulated depreciation calculated on the basis of replacement cost;

*Ang halaga ay katumbas ng DRC ng kagamitan sa oras ng pagkawala nito. Ito ay naaayon sa probisyon ng Seksyon 41, Kabanata 10 ng GAM para sa NGAS, ng DRC ay katumbas ng kasalukuyang halaga ng naiwalang kagamitan sa merkado at ibabawas ang halaga ng kabuuang pag baba ng halaga ng kagamitan mula sa oras na pagkawala hanggang sa kasalukuyan. Ito ay marapat na ibabatay sa halaga ng naiwalang kagamitan sa merkado.*

1. Should there be no available current market price, the property’s carrying amount or the Net Book Value (NBV) shall be considered.

*Kung ang naiwalang kagamitan ay hindi na makikita pa sa merkado upang maging batayan upang makuha ang halaga na dapat na bayaran ng kawani. Maaaring maging batayan ang halaga ng naiwalang kagamitan o ang Net Book Value (NBV)*

1. The computation of DRC shall be done by the Property Officer; On the other hand, the Net Book Value may be requested from the Accounting Division/Section;

*Ang pag kuha ng DRC ay isasagawa ng kawanin ng property at ang NBV ay magmumula sa Accounting Division/Section*

1. For properties which are fully depreciated, adopt the residual value equivalent to at least 5% of the cost of the property shall be adopted

*Kung ang kagamitan na ganap ng nagamit ang halaga, marapat na gamitin ang halaga na katumbas ng hindi bababa sa 5% na halaga ng pagkabili ng nasabing kagamitan*

**Sample Computations:**

1. **DEPRECIATED REPLACEMENT COST (DRC)**

DRC = Current Market Price – Accumulated Depreciation

Where:

Accumulated Depreciation = Monthly Depreciation X Depreciation Period

Thus:

|  |  |
| --- | --- |
| **Current Market Price (replacement cost)** | **~~P~~50,000.00** |
| Estimated Useful Life (in months) | 60 months (5 years) |
| Monthly Depreciation = Current Market Price – 5%  Estimated Useful Life    (~~P~~50,000.00 – 2,500)/60 mos. | ~~P~~791.67 |
| Date of Acquisition | January 6, 2020 |
| Date of Loss | November 15, 2020 |
| Depreciation Period (from the date of acquisition until the time of loss) | 11 months |
| **Accumulated Depreciation**  (P791.67 x 11) | ~~P~~8,708.37 |
| **Depreciated Replacement Cost**  (~~P~~50,000.00 – ~~P~~8,708.37) | **~~P~~41,291.63** |

1. **NET BOOK VALUE**

Net Book Value = Acquisition Cost – Accumulated Depreciation

Where:

Accumulated Depreciation = Monthly Depreciation X Depreciation Period

Thus:

|  |  |
| --- | --- |
| **Acquisition Cost** | **~~P~~50,000.00** |
| Estimated Useful Life (in months) | 60 months (5 years) |
| Monthly Depreciation = Acquisition Cost – 5%  Estimated Useful Life    (~~P~~50,000 – 2,500)/60 mos. | ~~P~~791.67 |
| Date of Acquisition | November 4, 2014 |
| Date of Loss | February 27, 2019 |
| Depreciation Period (from the date of acquisition until the time of loss)  2014 – 2 mos.  2015 – 12 mos.  2016 – 12 mos.  2017 – 12 mos.  2018 – 12 mos.  2019 – 2 mos.  Total = 52 mos. | 52 months |
| **Accumulated Depreciation**  (P791.67 x 52) | **~~P~~ 41,166.64** |
| **NBV/Carrying Amount**  (P50,000.00 – 41,166.67) | **~~P~~ 8,833.33** |

|  |  |
| --- | --- |
| **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 |

**8. Facilitation of Request for Replacement/ Reimbursement of Lost Damaged or Destroyed Properties**

When the lost, damaged and destroyed property issued to employees was due to other circumstance other that force majeure, theft/robbery and fire (whereas lost may be credited), the Accountable Officer can request for the replacement or reimbursement of the money value of the lost property or payment of cost of repair of the damaged property, within thirty (30) days from the occurrence of loss.

*Kapag ang nawala, nasira at nawasak na ari-arian na inisyu sa mga empleyado ay dahil sa iba pang pangyayari na iba pang puwersa sa majeure, pagnanakaw / sunog (samantalang ang nawala ay maaaring kredito), ang Accountable Officer ay maaaring humiling para sa kapalit o muling pagbabayad ng halaga ng pera ng nawala na pag-aari o pagbabayad ng gastos sa pag-aayos ng nasirang pag-aari, sa loob ng tatlumpung (30) araw mula sa paglitaw ng pagkawala.*

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Office/Division:**  ***Tanggapan/Dibisyon*:** | | DSWD Field Office XII - Administrative Division - Property and Supply Section (PSS) | | | |
| **Classification:**  ***Kinabibilangan*:** | | Complex Transaction  *Komplikado* | | | |
| **Type of Transaction:**  ***Uri ng Transaksyon* :** | | G2G – Government to Government  *Pamahalaan sa Pamahalaan* | | | |
| **Who may avail:**  ***Sino ang maaaring makinabang?*l:** | | Department of Social Welfare and Development (DSWD) Officials and Employees  *Kawani o opisyales ng Kagawaran ng Kagalingang Panlipunan at Pagpapaunlad* | | | |
| **CHECKLIST OF REQUIREMENTS**  *MGA KINAKAILANGAN* | | | **WHERE TO SECURE**  *SAAN KUKUHA* | | |
| 1. One (1) copy of duly accomplished Report of Loss, Stolen, Damaged and Destroyed Property (RLSDDP), with proof of submission to COA   *Isang (1) kopya ng wastong natapos na Ulat ng Pagkawala, Ninakaw, Nakasira at Nasirang Ari-arian (RLSDDP), na may katibayan ng pagsumite sa COA*     1. One (1) original copy of Memorandum requesting reimbursement/replacement of item lost endorsed by Undersecretary concern to Undersecretary for GASSG   *Isang (1) orihinal na kopya ng*  *Memorandum na humihiling ng bayad /*  *pagpapalit ng item na nawala na inindorso*  *mula sa Undersecretary ng opisinang*  *nakawala kay Undersecretary para sa*  *GASSG* | | | 1. From PSAMD Office through PREMIS   *Mula sa Opisina ng PSAMD sa pamamagitan ng PREMIS*    2. To be prepared by the Client without any prescribed format  *Ihahanda ng Kliyente nang walanganumang iniresetang format* | | |
| **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*** |
| Submit copy of Request for Replacement/Reimbursement with the notarized Report of Lost, Stolen, Damaged, Destroyed Properties (RLSDDP) with proof of submission to Commission on Audit (COA) and Property Acknowledgement Receipt (PAR)/Inventory Custodian Slip (ICS) addressed to the Undersecretary for GASSG/Regional Director. This shall be endorsed by the Head of Offices, Divisions and Sections, copy furnished the 1. Property Office.  *Mag sumite ng kopya ng liham na nag lalayong palitan o bayaran ang kagamitan* | 1. 1. Receive copy of Request for Replacement/Reimbursement with notarized RLSDDP, with proof of submission to COA and with PAR/ICS *Tumanggap ng Kahilingan para sa Kahulugan mula sa Pananagutan sa Ari-arian na may pag-eendorso mula sa concerned HOBS at itala sa DTS/Logbook*   1.1. Record the same in the Enhanced Data Tracking Management System (EDTMS)/Logbook and forward to the Property Division/Section Chief for action. The Division/Section Chief shall assign the request to the personnel concerned for review/preparation of recommendation/response, as the case maybe    *Itatala ang natanggap na dokumento sa EDTMS/aklat talaan at ito ay ibibigay sa pinuno ng Property Office upang ito ay maitalaga sa nararapat na kawani na mag susuri/mag hahanda ng rekomendasyon at sagot ng naaayon sa sitwasyon* | | None  *Wala* | 20 Minutes  *20 minuto* | Khairia D. Kapampangan/Mark John Susvilla  Rommel A. Camaganacan |
| 1.2 Review the request and determine the completeness of data and attachments  *Suriin ang request kung ang mga kinakailangang impormasyon at dokumento ay kumpleto*    a. If not complete – Prepare a Memorandum to the Accountable Officer thru the HOBS/HODS concerned to require submission of the identified lacking requirement/s  *Kung hindi kumpleto – Maghanda ng Memorandum para sa kawani na idadaan sa Pinuno ng kanilang tanggapan upang hilingin isumite ang mga kinakailangang dokumento*    a.1. The Memorandum shall be signed by the Administrative Service Director/Administrative Division Chief  *Ang Memorandum ay kinakailangan nilagdaan ng Direktor ng Administrative Service o Pinuno ng Adminsitrative Division*  *b. If Complete – Proceed to the next step*  *Kung kumpleto – Magpatuloy sa susunod na hakbang* | |  |  |  |
| 1.3 Prepare a recommendation addressed to the Undersecretary for GASSG/Regional Director for the replacement or payment of the lost property to be coursed through the Accounting Office for concurrence as to the computation of the Money Value  *Mag handa ng rekomendasyon na naka-address sa Undersecretary ng GASSG/Regional Director para sa kahilingang palitan o bayaran ang kagamitang nawala. Ito ay idadaan din sa tanggapan ng Accounting upang kanilang masuri kung nararapat ba ng ginawang paraan ng pag bilang ng halaga ng kagamitan*    The following factors should be taken into consideration when preparing a recommendation (as provided in AO 6, S. 2017)  *Ang mga sumusunod ang dapat na bigyan pansin sa pag handa ng rekomendasyon ng naayon sa AO 6, S. 2017*    a. The replacement unit must be of similar or higher specification than that of the unit sought to be replaced.  *Ang kagamitang ipapalit ay kahalintulad o mas mataas na specification kumpara kagamitang nais palitan*    *b.* The replacement unit must be in good working condition, regardless of the lost property’s condition at the time of loss.  *Ang kagamitang ipapalit ay dapat na nasa mabuting kondisyon, anuman ang kondisyon ng nawalang kagamitan*    c. The replacement of the lost property is more advantageous to the government. Otherwise, payment of the money value of the property shall be required.  *Ang kagamitang ipapalit ay mas kapaki-pakinabang sa gobyerno. Kung hindi, ang pagbabayad ng aprubadong halaga ng kagamitan ang kinakailangan*    *In preparing the recommendation, the Property personnel should determine the money value of the lost property in accordance with the applicable rules:*  *Sa paghahanda ng rekomendasyon, tutukuyin ng kawani ng property ang halaga ng kagamitan alinsunod sa naaangkop na batas:*    *a. Money value of the lost Property, Plant and Equipment (PPE) shall be based on the Depreciated Replacement Cost (DRC)*  *Ang halaga ng nawalang kagamitan ay naayon sa DRC*    *Please refer to the sample computation of the DRC provided hereunder.*  *Sumangguni sa halimbawang komputasyon ng DRC*    *Money value of lost semi-expendable properties shall be based on the Current Replacement Cost (CRC) with the same condition and specifications of the lost semi-a. expendable property.*  *Ang halaga ng nawawalang kagamitan ay naaayon sa CRC na kahalintulad ng spesipikasyon ng nawalang kagamitan*    *The property personnel shall conduct the necessary market research to determine the appropriate computation of money value of the lost property.*  *Ang kawani ng property ay magsasagawa ng kinakailangang pananaliksik sa merkado upang matukoy ang naaangkop na halaga ng nawalang kagamitan*    *Note: for lost IT and communication equipment, system upgrades, installed applications and licenses, as well as the cost incurred for the said upgrades shall be considered in the determination of the value of lost property.*  *Tandaan: Para sa nawalang IT at kagamitang pagn komunikasyon, pag-upgrade ng system, naka-install na mga aplikasyon at lisensya, kasama ang halaga sa pag-upgrade ay dapat na isaalang-alang sa pag tukoy ng halaga ng nawalang kagamitan.* | | None  *Wala* | 3 Hours  *3 oras* | Khairia D. Kapampangan/ Mark John Susvilla |
| 1.4 Upon receipt of the decision (approval/disapproval) from the Undersecretary for GASSG/Regional Director on the request, the Property personnel shall assess the same and advise the accountable officer through the HOBS/HODS for the next steps to be undertaken:  *Pagkatanggap ng desisyon kung ang kahilingan ay katanggaptanggap o hindi mula sa Undersecretary ng GASSG/Regional Director, ito ay susuriin ng kawani ng property at magbibigay payo sa kawaning may pananagutan sa pamamagitan ng Memorandum na dadaan sa pinuno ng kanilang tanggapan*    **If the request is disapproved**  ***Kung ang kahilingan ay hindi tinanggap***    Prepare a Memorandum informing the Accountable Officer of the disapproval of the request and/or require compliance with the lacking requirements, within 7 working days upon receipt of the Memorandum.  *Ipapaalam sa kawaning may pananagutan sa pamamagintan ng Memorandum ang hind pagsangayon sa kanyang kahilingan at/o ipapaalam ang mga kalilangang dokumento na dapat na isumite sa loob ng 7 pitong araw ng pag gawa mula sa araw na natanggap ang Memorandum.*    Upon receipt of the lacking requirements or compliance with the instructions of the Undersecretary for GASSG/Regional Director, repeat the 3rd step of this Citizen’s Charter  *Pagkatanggap ng mga kakulangang dokumento o pagkasunod sa mga tagubilin ng Undersecretary for GASSG/Regional Director ay uulitin ang pangatlong hakbang ng Citizen’s Charter na ito.*    **If the request is approved**  ***Kung ang kahilingan ay tinanggap***    Proceed to next step  *Magpatuloy sa susunod na hakbang* | | None  *Wala* | 2 Hours  *2 oras* | Khairia D. Kapampangan/ Mark John Susvilla |
| 1.5 Prepare Memorandum to Accountable Officer through his head informing the approval of the request for reimbursement/replacement of the lost property and the steps to be undertaken for the execution of the decision (e.g. submission of the replacement unit and TA Report, if applicable) or payment of the money value to the Cash Division/Section within 15 calendar days from receipt of the decision  *Ipapaalam sa kawaning may pananagutan na ang kahilingang palitan o bayaran ang nawalang kagamitan ay tinanggap sa pamamagitan ng isang Memorandum. Kasabay nito, ipapaalam sa kawaning may pananagutan ang mga hakbang na isasagawa para sa pagpapatupad ng desisyon (e.g. pag sumite ng kapalit na kagamitan at TA Report, kung ito ay naaangkop) o pagbabayad ng kaukulang halaga sa Cash Division/Section sa loob ng 15 araw mula ng matanggap ang desisyon* | | None  *Wala* | 30 Minutes  *30 Minuto* | Khairia D. Kapampangan/ Mark John Susvilla |
| 2. Present replacement unit/Settle the money value of the lost property | 2. In case of replacement of IT and communication equipment, the accountable officer should be advised to request technical assistance from the Regional/Information and Communications Technology Management Service (R/ICTMS) for the assessment of the replacement unit. The technical assistance report from the R/ICTMS shall be presented to the Property Office upon submission of the replacement unit in accordance with the approved recommendation  *Sa pagpapalit ng IT at komunikasyong kagamitan, ang kawaning may pananagutan ay hihing ng tulong teknikal sa R/ICTMS upang masuri ang kagamitang ipapalit. Ang R/ICTMS ay mag bibigay ng ulat hinggil sa kagamitang ipapalit na ibibigay sa tanggapan ng property alinsunod sa naaprubahan rekomendasyon*    *Inspect/Validate the offered replacement item/s*  *Suriin ang kagamitang nilalayong ipalit sa nawalang kagamitan*    ***If Non-Compliant***  ***Kung ang kagamitan ay hindi naayon sa naaprubahang rekomendasyon***    *Inform the Accountable Officer of the reason/s for non-compliance and require to meet the needed requirements.*  *Ipaalam sa kawaning may pananagutan ang mga dahilan kung bakit nasabing hindi ito naaayon sa naaprubahang rekomendasyon nang sa gayon kanila ito matugunan*  ***If Compliant***  ***Kung naaayon sa naaprubahang rekomendasyon***    *Proceed to next step*  *Magpatuloy sa susunod na hakbang* | | None  *Wala* | 2 Hours  *2 oras* | Khairia D. Kapampangan |
|  | 2.1. Once the replacement unit is compliant with the approved recommendation, the Property Personnel shall:  *Kung ang kagamitang ipapalit ay naaayon sa naaprubahang rekomendasyon, ang kawani ng Property ay:*  a. Accept replacement unit  *Tatanggapin ang kagamitang ipinapalit*  *b. Prepare necessary documentation/update record in PREMIS*  *Maghahanda ng kinakailangang dokumento o i-aupdate ang talaan sa PREMIS*    *c. Prepare Memorandum to Finance and Management Service (FMS)/Finance and Management Division (FMD) and copy furnish Accountable Officer on the acceptance of the offered replacement items for reference and recording in the Books of Account*  *Ipapaalam sa FMS/FMD ang pagtanggap sa ipinalit na kagamitan para maging kanilang sanggunian sa pag tala sa sa Books of Account. Ang kawani na may pananagutan ay bibigyan din ng kopya ng Memorandum para sa kanyang kaalaman* | | None  *Wala* | 2 Hours  *2 oras* | Nolaila G. Capellan//Khairia D. Kapampangan |
|  | In case of reimbursement, the accountable officer, through the assistance of property personnel shall secure from the Accounting 2. Division/Section the order of payment and pay to the Cash Division/Section the money value of the lost property in accordance with the approved recommendation.  *Kung ang nawalang kagamitan ay babayaran, ang kawaning may pananagutan, sa tulong ng kawani ng property office ang kukuha ng order of payment mula sa Accounting Division/Section at magbabayad ng halaga ng kagamitan ng naaayon sa naaprubahang rekomendasyon.* | | None  *Wala* | 1 Hour  *1 oras* | Nolaila G. Capellan/ Khairia D. Kapampangan |
| 3. Forward original copy of Official Receipt (OR)  *Ibigay ang orihinal na kopya ng OR* | 3. Facilitation of cancellation of property accountability in the property records.  *Ipawalang bisa ang pananagutan ng kawani sa nawalang kagamitan*    The Property Office shall, through the Memorandum forward to the Accounting Division/Section the original copy of OR together with the relevant documents for purposes of dropping from the books of accounts.  *Ipaaabot ng tanggapan ng Property sa tanggapang ng Accounting ang orihinal na kopya ng OR kalakip ang dokumentong may kaugnayan sa nawalang kagamitan upang kanilang maging basehan sa pag tanggal nito mula sa talaan ng mga kagamitan. Ito ay gagawin sa pamamagitan ng isang Memorandum*    *In the same Memorandum a copy of Journal Entry Voucher (JEV) shall be requested from the Accounting Division, for records purposes.*  *Sa parehong Memorandum, ang tanggapang ng property ay hihingi ng kopya ng JEV mula sa tanggapan ng Accounting.*  *Upon completion of the process, the Property personnel shall secure feedback from the client/accountable officer through the prescribed customer feedback form* | | None  *Wala*  *None*  *Wala* | 1 Hour  *1 oras*  *5 MINUTES*  *5 minuto* | Khairia D. Kapampan  gan  Khairia D. Kapampangan |
| **TOTAL:** | | | **None**  ***Wala*** | **5Replacement: 11 Hours, 55 Minutes**    **Reimbursement: 7 Hours, 25 Minutes** | |

**Note**:

**Computation of the Money Value of Lost Properties**

Rule:

1. The Money Value shall be equal to the Depreciated Replacement Cost (DRC) of property at the time of loss. Consistent with the provisions of Section 41, Chapter

10 of GAM for NGAs, DRC shall be equal to the replacement cost (current

market price) less accumulated depreciation calculated on the basis of

replacement cost;

*Ang halaga ay katumbas ng DRC ng kagamitan sa oras ng pagkawala nito. Ito ay naaayon sa probisyon ng Seksyon 41, Kabanata 10 ng GAM para sa NGAS, ng DRC ay katumbas ng kasalukuyang halaga ng naiwalang kagamitan sa merkado at ibabawas ang halaga ng kabuuang pag baba ng halaga ng kagamitan mula sa oras na pagkawala hanggang sa kasalukuyan. Ito ay marapat na ibabatay sa halaga ng naiwalang kagamitan sa merkado.*

1. Should there be no available current market price, the property’s carrying amount

or the Net Book Value (NBV) shall be considered.

*Kung ang naiwalang kagamitan ay hindi na makikita pa sa merkado upang maging batayan upang makuha ang halaga na dapat na bayaran ng kawani. Maaaring maging batayan ang halaga ng naiwalang kagamitan o ang Net Book Value (NBV)*

1. The computation of DRC shall be done by the Property Officer; On the other

hand, the Net Book Value may be requested from the Accounting

Division/Section.

*Ang pag kuha ng DRC ay isasagawa ng kawanin ng property at ang NBV ay magmumula sa Accounting Division/Section*

1. For properties which are fully depreciated, adopt the residual value equivalent to

at least 5% of the cost of the property shall be adopted

*Kung ang kagamitan na ganap ng nagamit ang halaga, marapat na gamitin ang halaga na katumbas ng hindi bababa sa 5% na halaga ng pagkabili ng nasabing kagamitan*

**Sample Computations:**

1. **DEPRECIATED REPLACEMENT COST (DRC)**

DRC = Current Market Price – Accumulated Depreciation

Where:

Accumulated Depreciation = Monthly Depreciation X Depreciation Period

Thus:

|  |  |
| --- | --- |
| **Current Market Price (replacement cost)** | **~~P~~ 50,000.00** |
| Estimated Useful Life (in months) | 60 months (5 years) |
| Monthly Depreciation = Current Market Price – 5%  Estimated Useful Life  (~~P~~50,000.00 – 5%)/60 mos. | ~~P~~791.67 |
| Date of Acquisition | January 6, 2020 |
| Date of Loss | November 15, 2020 |
| Depreciation Period (from the date of acquisition until the time of loss) | 11 months |
| **Accumulated Depreciation**  (P791.67 x 11) | ~~P~~8,708.37 |
| **Depreciated Replacement Cost**  (~~P~~50,000.00 – ~~P~~8,708.37) | **~~P~~41,291.63** |

1. **NET BOOK VALUE**

Net Book Value = Acquisition Cost – Accumulated Depreciation

Where:

Accumulated Depreciation = Monthly Depreciation X Depreciation Period

Thus:

|  |  |
| --- | --- |
| **Acquisition Cost** | **~~P~~50,000.00** |
| Estimated Useful Life (in months) | 60 months (5 years) |
| Monthly Depreciation = Acquisition Cost – 5%  Estimated Useful Life  (~~P~~50,000.00 – 2,500)/60 mos. | ~~P~~791.67 |
| Date of Acquisition | November 4, 2014 |
| Date of Loss | February 27, 2019 |
| Depreciation Period (from the date of acquisition until the time of loss)  2014 – 2 mos.  2015 – 12 mos.  2016 – 12 mos.  2017 – 12 mos.  2018 – 12 mos.  2019 – 2 mos.  Total = 52 mos. | 52 months |
| **Accumulated Depreciation**  (P791.67 x 52) | **~~P~~41,166.64** |
| **NBV/Carrying Amount**  (P50,000.00 – 41,166.64) | **~~P~~8,833.33** |

|  |  |
| --- | --- |
| **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 |

**9.Request for Use and Monitoring of Vehicle**

*Pagbibigay o Pagtugon ng Serbisyo ng Sasakyan sa mga Kawani at Empleyado ng DSWD Central Office at Field Offices mula sa listahanan at pangkahalatang gamit ng sasakyan mula sa Motorpool.*

|  |  |
| --- | --- |
| **Office** | AS – GSD – Transport Management Section |
| **Classification** | Simple |
| **Type of Transaction** | G2G Government-to-Government |
| **Who may avail** | All DSWD personnel regardless of nature of employment or rank |

|  |  |
| --- | --- |
| **CHECKLIST OF REQUIREMENTS** | **WHERE TO SECURE** |
| Present either of the following to the AS-GSD:   1. Accomplished one (1) copy of Request for Use of Service Vehicle Form to be received at the AS-GSD with attach Form (AS-TMS-01). 2. Original Copy for GSD 3. One (1) receiving copy of the OBS (Xerox only) 4. Electronic Technical Assistance Request (ASETS)   I*pakita ang alinmang dokumento sa AS-GSD:*  *1. Isagawa ang kompletong inpormasyon ayon sa nasasaad ng form na Request for Use of Service Vehicle Form at dapat matanggap ang form sa AS-GSD (Form (AS-TMS-01). Note:*  *A. Ang Original na kopya ay sa GSD*  *B. Ang isang (1) kopya ay para sa OBS bilang katunayan na natanggap ang kahilingan (Photocopy only)*  *2. Maari ding isagawa ng kahilihingan sa pamamagitan ng General Services Electronic Ticketing System (GSETS)* | The Request for Use of Service Vehicle Form can be requested at the GSD-TMS  *Ang Request for Use of Service Vehicle Form ay isang kahilingan na tutugunan ng GSD-TMS*  AS-GSD  Administrative Services e-Ticketing System (ASeTS) |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. Present the filled –up Request for Use of Vehicle and/or AS-TMS-01): together with the receiving copy to the AS-GSD   *1.Ipakita ang napunang –up na Kahilingan para sa Paggamit ng Sasakyan at/o AS-TMS-01): kasama ang tumatanggap na kopya sa AS-GSD* | 1. Review and stamp “Receive” in the receiving copy   *Suriin at lagyan ng selyo ang "Receive" sa receiving copy* | None  *Wala* | 5 minutes  *Limang Minuto* | Requesting Party  *Humihingi ng Party*  Nelliane R. Molina |
| 2. Informed of the availability of Vehicle and Driver Assignment  2*.Ipinabatid sa pagkakaroon ng Pagtatalaga ng Sasakyan at Driver* | 2.1 Review the current schedule of availability of vehicle and assign to concerned driver  *2.1Suriin ang kasalukuyang iskedyul ng pagkakaroon ng sasakyan at italaga sa kinauukulang driver*  2.2 Advise driver of his trip:  *2.2Payuhan ang driver ng kanyang biyahe:*  2.2.1 Motorpool Dispatcher prepares Trip ticket for trips within Metro Manila  *Inihahanda ng Motorpool Dispatcher ang Trip ticket para sa mga biyahe sa loob ng Metro Manila*  2.2.2. Motorpool Dispatcher prepares Travel Order and Trip ticket in case of out-of town trip  2*.2.2 Inihahanda ng Motorpool Dispatcher ang Travel Order at Trip ticket kung sakaling may out-of town trip* | None  *Wala* | 1 day  *Isang araw* | *Motorpool Dispatcher* |
| 3.Receive the Certification of unavailability of vehicle – in case of no available vehicle  3*.Tumanggap ng Sertipikasyon ng hindi magagamit ng sasakyan - kung sakaling walang magagamit na sasakyan* | 3.1 The Motorpool dispatcher prepare certification of no available vehicle.  3.1*Ang dispatcher ng Motorpool ay naghahanda ng sertipikasyon ng walang magagamit na sasakyan.*  3.2 The GSS Head signs the certification  3.2*Pinirmahan ng GSS Head ang sertipikasyon*  3.3 Issue the certification  3.3 *Ibigay ang sertipikasyo*n | None  *Wala* | 30 minutes  *Tatlumpong Minuto* | *Motorpool Dispatcher*  *Saifoden T. Batabor*  *Administrative Officer V* |
| **Total** | | **None** | **1 Day 35 Minutes** | |

|  |  |
| --- | --- |
| **Feedback and Complaints Mechanisms** | |
| How to send a feedback | Customer Feedback Form shall be provided to the Clients upon release of requested goods. |
| How feedback are p Processed | 1) Duly accomplished customer feedback forms shall be collated once a month by the Admin ARTU Focal.  2) Identified issues and concerns of the Clients shall be discussed and addressed accordingly. |
| How to file a complaint | Requesting client may submit appeals for request that have been denied or delayed, thru a letter addressed to the concerned DSWD Field Office |
| How complaints are processed | Upon receipt of the complaint, the GSS Head shall make necessary evaluation and investigation, and create a report for information and appropriate action of the Admin Division. Feedback shall be provided to the Client. |
| Contact Person | **SAIFODEN T. BATABOR**  AO V/Head,GSS  09177160012 |
| Contact information of (ARTA), (CCB), (PCC) | ARTA: complaints@arta.gov.ph  : 8478-5093  PCC: pcc@malacanang.gov.ph  8888  CCB: email@contactcenterngbayan.gov.ph  0908-881-6565 |

1. **Request for Technical Assistance Related to Building and Facility Maintenance**

This process covers the provision of technical assistance for preventive/corrective maintenance, renovation, fabrication, office layout, and engineering/architectural solution. The required work/action, preparation, technical document varies depending on the subject/type of requests submitted by the Department offices using the electronic system or manual request form.

*Saklaw ng prosesong ito ang pagbibigay ng teknikal na tulong para sa pang-iwas/pagwawasto ng pagpapanatili, pagsasaayos, imbento, layout ng opisina, at engineering/solusyon sa arkitektura. Ang kinakailangang trabaho/aksyon, paghahanda, teknikal na dokumento ay nag-iiba depende sa paksa/uri ng mga kahilingang isinumite ng mga tanggapan ng Departamento gamit ang elektronikong sistema o manu-manong anyo ng kahilingan*

The technical assistance can be categorized into:

*Ang teknikal na tulong ay maaaring ikategorya sa:*

* + - 1. Corrective and/or Preventive Maintenance
* This shall be limited to corrective and/or preventive maintenance, and it does not need any materials to purchase. These requests can be done with immediate solution by expertise of the skilled/technical personnel.

1. *Pagwawasto at/o pang-iwas pagpapanatili*

*-Ito ay dapat na limitado sa pagwawasto at/o pang-iwas pagpapanatili, at hindi nito kailangan ng anumang mga materyales upang bilhin. Ang mga kahilingang ito ay maaaring gawin nang may agarang solusyon sa pamamagitan ng kadalubhasaan ng mga sanay/teknikal na tauhan.*

* + - 1. Repair, Replacement, In-house Fabrication, Construction and/or Renovation
* This is highly technical that may be completed in a couple of days, weeks and/or months depending on the complexity of the requests (excluding procurement process). It will be evaluated, performed and supervised by the skilled personnel and Engineer/Architect.

*B. Pag-aayos, Pagpapalit, Paggawa sa loob ng bahay, Konstruksyon at/o Pagkukumpuni*

* *to ay lubos na teknikal na maaaring makumpleto sa loob ng ilang araw, linggo at/o buwan depende sa pagiging kumplikado ng mga kahilingan (hindi kasama ang proseso ng pagkuha). Ito ay susuriin, isasagawa at pangangasiwaan ng mga bihasang tauhan at Inhenyeriya/Arkitekto*
  + - 1. Engineering and Architectural Documents and Practices
* This is particular to the Engineer and Architect expertise relate to providing technical specification (materials, furniture, equipment and etc.), office arrangement, plans/layouts, detailed estimates, and other engineering and architectural matters.

C. *Mga Dokumento at Kasanayan sa inhenyeriya at Arkitektural*

* *Partikular ito sa kadalubhasaan ng Inhinyero at Arkitekto na nauugnay sa pagbibigay ng teknikal na detalye (mga materyales, muwebles, kagamitan at iba pa), pag-aayos ng opisina, mga plano/layout, mga detalyadong pagtatantya, at iba pang usapin sa engineering at arkitektura.*

|  |  |
| --- | --- |
| **Office** | AS – BUILDING AND GROUNDS MANAGEMENT DIVISION |
| **Classification** | Highly Technical |
| **Type of Transaction** | G2G Government-to-Government |
| **Who may avail** | All Bureaus, Offices, Sections and/or Units of the Department |

|  |  |
| --- | --- |
| **CHECKLIST OF REQUIREMENTS** | **WHERE TO SECURE** |
| 1. Electronic generated request using General Services  e-Ticketing System (GSeTS);   *Elektroniko na nabuong kahilingan gamit ang Pangkalahatang Serbisyo*  *e-Ticketing System (GSeTS);*   1. Accomplished manual request form (Request for Technical Assistance)   *Nakumpletong manwal na form ng kahilingan (Kahilingan para sa Teknikal na Tulong)* | * <https://gsets.dswd.gov.ph/users/login> * GSS Office |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. Submit a request using the electronic system  * The request can be submitted using the manual request form if the electronic system cannot be accessed.   1.*Magsumite ng kahilingan gamit ang elektronikong sistema*   * *Maaaring isumite ang kahilingan gamit ang manu-manong form ng kahilingan kung hindi ma-access ang elektronikong sistema.* | * 1. Review and evaluate the submitted request. Correct the information if necessary.   *Suriin at suriin ang isinumiteng kahilingan. Iwasto ang impormasyon kung kinakailangan.* | None  *wala* | 5 minutes  *limang minuto* | Saifoden T. Batabor  AO V/GSS Head |
| * 1. Print the accepted request and forward to responsible skilled/ technical personnel.   *I-print ang tinanggap na kahilingan at ipasa sa responsableng sanay/ teknikal na tauhan.* | None  *wala* | 5 minutes  *limang minuto* |
| * 1. Determine and identify scope and requirement of the request   *Tukuyin at tukuyin ang saklaw at kinakailangan ng kahilingan* | None  *wala* | 10 minutes  *sampong minuto* | Skilled and/or Technical Personnel  *sanay/ teknikal na tauhan.* |
| * 1. Perform a visual inspection if necessary and evaluate the specific request. * If the request has another need or does not apply to the designated staff. * If it can be resolved within the assigned staff’s level, take appropriate action (Proceed to step 3.2).   1.4 *Magsagawa ng visual na inspeksyon kung kinakailangan at suriin ang partikular na kahilingan.*   * *Kung ang kahilingan ay may ibang pangangailangan o hindi naaangkop sa itinalagang kawani.* * *Kung ito ay malulutas sa loob ng antas ng itinalagang kawani, gumawa ng naaangkop na aksyon (Magpatuloy sa hakbang 3.2).* | None  *wala* | 1 hour  isang oras |
| 1. Coordinate with DSWD Inspectorate Committee and secure Pre-Repair Inspection if the request is related to repair/ replacement.   2. *Makipag-ugnayan sa DSWD Inspectorate Committee at i-secure ang Pre-Repair Inspection kung ang kahilingan ay may kaugnayan sa pagkukumpuni/pagpapalit.* | * 1. If the request requires fabrication, installation, plans/layout, technical specification and material procurement, the assigned technical staff shall prepare all necessary documents like:  1. Plan/ Layout 2. Technical Specification 3. Bill of Quantities 4. Program of Works 5. Terms of Reference 6. Project Proposal   *2.1 Kung ang kahilingan ay nangangailangan ng katha, pag-install, mga plano/layout, teknikal na detalye at materyal na pagkuha, ang nakatalagang teknikal na kawani ay dapat maghanda ng lahat ng kinakailangang dokumento tulad ng:*  *Plano/ Layout*  *Teknikal na Pagtutukoy*  *Bill ng Dami*  *Programa ng Paggawa*  *Mga Tuntunin ng Sanggunian*  *Panukala ng Proyekto* | None | 1-7 days | Skilled and/or Technical Personnel |
| * 1. All applicable documents shall be endorsed to the requesting office for confirmation and approval. * Revisions or adjustments maybe requested by the requesting office.   *2.2 Ang lahat ng naaangkop na dokumento ay dapat i-endorso sa humihiling na opisina para sa kumpirmasyon at pag-apruba.*   * *Maaaring hilingin ng humihiling na opisina ang mga pagbabago o pagsasaayos.* | None | 10 minutes | Administrative Staff  (Outgoing Clerk) |
| * 1. Review and revised the documents until approved   *2.3 Suriin at binago ang mga dokumento hanggang maaprubahan* | None  *Wala* | 1-3 days  *Isa hanggang tatlong araw* | Skilled and/or Technical Personnel |
| * 1. Endorse the approved documents and secure copy for filing. * If the request requires only technical documents, proceed to step 4.   *2.4 I-endorso ang mga naaprubahang dokumento at secure na kopya para sa pag-file.*   * *Kung ang kahilingan ay nangangailangan lamang ng mga teknikal na dokumento, magpatuloy sa hakbang 4* | None  *Wala* | 10 minutes  *Sampung Minuto* | Administrative Staff  (Outgoing Clerk) |
| 1. Prepare the necessary documents for the procurement stage and notify BGMU if all the materials/ services are ready to use.   3*.Ihanda ang mga kinakailangang dokumento para sa yugto ng pagkuha at ipaalam sa BGMU kung handa nang gamitin ang lahat ng materyales/serbisyo*. | * 1. If there is enough material to respond to the request, proceed with the execution of the task/work.   3*.1Kung may sapat na materyal upang tumugon sa kahilingan, magpatuloy sa pagsasagawa ng gawain/trabaho.* | None  *Wala* | 1-14 days  Isa hanggang labing apat na araw | Skilled Personnel |
| * 1. Upon completion of task/work, turnover the output for acceptance and/or adjustment if any. * Perform immediate adjustment   3*.2Sa pagkumpleto ng gawain/trabaho, i-turnover ang output para sa pagtanggap at/o pagsasaayos kung mayroon.*   * *Magsagawa ng agarang pagsasaayos* | None  *Wala* | 1 day  Isang araw | Skilled Personnel |
| 1. Fill-out the feedback form (Customer Satisfaction Measurement Form) and submit to the designated personnel   *4.Punan ang form ng feedback (Form ng Pagsukat ng Kasiyahan ng Customer) at isumite sa mga itinalagang tauhan* | * 1. Feedback form shall attach to printed request and submit to GSeTS Administrator for encoding and filing   *4.1.Ang form ng feedback ay dapat ilakip sa naka-print na kahilingan at isumite sa GSeTS Administrator para sa pag-encode at pag-file* | None  *Wala* | 5 minutes  *Limang Minuto* | SaifodenT. Batabor  Administrative Officer V |
| **Total:** | | **None** | **1-26 days** | |

|  |  |
| --- | --- |
| **Feedback and Complaints Mechanisms** | |
| How to send a fee feedback | Customer Feedback Form shall be provided to the Clients upon release of requested goods. |
| How feedback are p Processed | 1) Duly accomplished customer feedback forms shall be collated once a month by the Admin ARTU Focal.  2) Identified issues and concerns of the Clients shall be discussed and addressed accordingly. |
| How to file a complaint | Requesting client may submit appeals for request that have been denied or delayed, thru a letter addressed to the concerned DSWD Field Office |
| How complaints are proprocessed | Upon receipt of the complaint, the GSS Head shall make necessary evaluation and investigation, and create a report for information and appropriate action of the Admin Division. Feedback shall be provided to the Client. |
| Co Contact Person | **SAIFODEN T. BATABOR**  AO V/Head,GSS  09177160012 |
| Contact information of ( ARTA), (CCB), (PCC) | ARTA: complaints@arta.gov.ph  : 8478-5093  PCC: pcc@malacanang.gov.ph  8888  CCB: email@contactcenterngbayan.gov.ph  0908-881-6565 |

## 11. Request for Technical Assistance for Special Sanitation and Disinfection of the Offices

This technical assistance is particular to the provision of clean and COVID-19 free offices and facilities. Regular sanitation and disinfection of the offices is being conducted every weekend even without a request from offices. This process is applicable only to those offices with COVID-19 positive employees and close contact. This can be scheduled during working days provided that the request must be properly coordinated with the Human Resource Management and Development Service (HRMDS) and Administrative Service for recommendation and approval.

*Ang teknikal na tulong na ito ay partikular sa pagkakaloob ng malinis at walang COVID-19 na mga opisina at pasilidad. Ang regular na sanitation at disinfection ng mga opisina ay isinasagawa tuwing weekend kahit walang kahilingan mula sa mga opisina. Ang prosesong ito ay naaangkop lamang sa mga opisinang may mga empleyadong positibo sa COVID-19. at malapit na makipag-ugnayan. Ito ay maaaring i-iskedyul sa mga araw ng trabaho sa kondisyon na ang kahilingan ay dapat na maayos na nakaugnay sa Human Resource Management and Development Service (HRMDS) at Administrative Service para sa rekomendasyon at pag-apruba.*

|  |  |
| --- | --- |
| **Office** | AS – BUILDING AND GROUNDS MANAGEMENT DIVISION |
| **Classification** | Simple |
| **Type of Transaction** | G2G Government-to-Government |
| **Who may avail** | Designated GSeTS focal/alternate person of all OBSU |

|  |  |
| --- | --- |
| **CHECKLIST OF REQUIREMENTS** | **WHERE TO SECURE** |
| 1. Electronic generated request using General Services e-Ticketing System (GSeTS); or 2. *Electronic nanabuong kahilingan gamit ang GEneral Services e-Ticketing System (GSeTS); o* 3. Accomplished manual request form (Request for Technical Assistance); or   *2. Nakumpleto ang manual na proma ng kahilingan (Kahilingan para sa Teknikal na Tulong); o*   1. Email | * <https://gsets.dswd.gov.ph/users/login> * BGM Unit, General Services Section Office * Submit request to gss.fo12@dswd.gov.ph and nhrducol.fo12@dswd.gov.ph for approval and recommendation.   *Magsumite ng kahilingan s* [*gss.fo12@dswd.gov.ph*](mailto:gss.fo12@dswd.gov.ph) *at stbatabor.fo12*[*@dswd.gov.ph*](mailto:nhrducol.fo12@dswd.gov.ph) *para sa pag-apruba at rekomendasyon.* |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| Submit request using the electronic system or through email -    The request can be submitted using the manual request form if the electronic system cannot be accessed.  -Ensure that the request is properly communicated to HRMDS and AS, and has approval.  1*.Magsumite ng kahilingan gamit ang electronic system o sa pamamagitan ng email*  *-Maaaring isumite ang kahilingan gamit ang manual request form kung hindi ma-access ang elektronikong sistema*  *-Siguraduhin na ang kahilingan ay maayos na ipinaalam sa HRMDS at AS, at may pag-apruba.* | * 1. Review, check and coordinate with HRMDS. | None | 15 minutes | Saifoden T. Batabor Administrative Officer V |
| * 1. Print the request and forward to assigned personnel for appropriate action. | None | 10 minutes |
| * 1. Verify the disinfection schedule and see if there is a pending request. | None | 15 minutes | General Foreman |
| * 1. Notify if the requested date/time is approved. Otherwise, inform the next available date/time of the disinfection schedule.   1*.4 Ipaalam kung ang hiniling na petsa/oras ay naaprubahan. Kung hindi, ipaalam ang susunod na magagamit na petsa/oras ng iskedyul ng pagdidisimpekta*. | None  *Wala* | 10 minutes  *Sampung minuto* |
| 1. Adjust the work schedule of their employees.   -No employee shall be allowed to work/enter the office on the day/hour of the disinfection schedule.  *2.Ayusin ang iskedyul ng trabaho ng kanilang mga empleyado.*  *-Walang empleyado ang papayagang magtrabaho/pumasok sa opisina sa araw/oras ng iskedyul ng pagdidisimpekta.* | * 1. Perform all necessary preparations in accordance with the Department's safety and health protocol.   *2.1 Isagawa ang lahat ng kinakailangang paghahanda alinsunod sa protocol ng kaligtasan at kalusugan ng Kagawaran.* | None  *Wala* | 1 hour  *Isang oras* | Nelliane R. Molina  General Foreman |
|  | * 1. Proceed to the area/office and implement the sanitation and disinfection procedure   2*.2 Magpatuloy sa lugar/opisina at ipatupad ang pamamaraan ng sanitasyon at pagdidisimpekta* | None  *Wala* | 3 hours  *Tatlong Oras* |
| * 1. Coordinate with the requesting office after the activity.   *2.3 Makipag-ugnayan sa humihiling na tanggapan pagkatapos ng aktibidad*. | None  *Wala* | 5 minutes  *Limang Minuto* |
| 1. Fill-out the feedback form (Customer Satisfaction Measurement Form) and submit to the assigned personnel   3*.Punan ang form ng feedback (Form ng Pagsukat ng Kasiyahan ng Customer) at isumite sa mga nakatalagang tauhan* | * 1. Feedback form shall attach to printed request and submit to GSeTS Administrator for encoding and filing.   3*.1Ang form ng feedback ay dapat ilakip sa naka-print na kahilingan at isumite sa GSeTS Administrator para sa pag-encode at pag-file.* | None  *Wala* | 5 minutes  *Limang Minuto* | Saifoden T.Batabor  Administrative Officer V |
| **Total:** | | **None** | **5 hours** | |

|  |  |
| --- | --- |
| **Feedback and Complaints Mechanisms** | |
| How to send a feedback | Customer Feedback Form shall be provided to the Clients upon release of requested goods. |
| How feedback are p Processed | 1) Duly accomplished customer feedback forms shall be collated once a month by the Admin ARTU Focal.  2) Identified issues and concerns of the Clients shall be discussed and addressed accordingly. |
| How to file a complaint | Requesting client may submit appeals for request that have been denied or delayed, thru a letter addressed to the concerned DSWD Field Office |
| How complaints are processed | Upon receipt of the complaint, the GSS Head shall make necessary evaluation and investigation, and create a report for information and appropriate action of the Admin Division. Feedback shall be provided to the Client. |
| Contact Person | **SAIFODEN T. BATABOR**  AO V/Head,GSS  09177160012 |
| Contact information of (ARTA), (CCB), (PCC) | ARTA: complaints@arta.gov.ph  : 8478-5093  PCC: pcc@malacanang.gov.ph  8888  CCB: email@contactcenterngbayan.gov.ph  0908-881-6565 |

1. **Recording, Documentation and Issuance of PPE and Semi-Expendable Properties**

***Pagtatala, pagdu-dokumneto at pag isyu ng kagamitan***

Prior to issuance to end user, all newly acquired properties, classified either as PPE of Semi-expendable properties shall first be coordinated with the Property Supply and Asset Management Division (PSAMD) in the Central Office or Property Supply/Units in the Field Offices for recording and property tagging.

*Ang lahat ng bagong kagamitan ng Departamento maging ito ay PPE or Semi-expenadable ay marapat lamang na ipagbigay alam sa ipaalam PSAMD kung ito ay sa Central Office at sa Property Supply/Units kung ito ay sa Field Office upang ito ay ma-itala at malagyan ng property tag.*

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Office/Division:**  ***Tanggapan/Dibisyon*** | | DSWD Field Office XII - Administrative Division - Property and Supply Section (PSS) | | | | |
| **Classification:**  ***Kinabibilangan*** | | Complex Transaction  *Komplikado* | | | | |
| **Type of Transaction:**  ***Uri ng Transaksyon*** | | G2G – Government to Government  *Pamahalaan sa Pamahalaan* | | | | |
| **Who may avail:**  ***Sino ang maaaring makinabang?*** | | Department of Social Welfare and Development (DSWD) Officials and Employees  *Kawani o opisyales ng Kagawaran ng Kagalingang Panlipunan at Pagpapaunlad* | | | | |
| **CHECKLIST OF REQUIREMENTS**  ***MGA KINAKAILANGAN*** | | | **WHERE TO SECURE**  ***SAAN KUKUHA*** | | | |
| 1. 1 Copy of Purchase Order (PO) 2. 1 Copy of Contract (if applicable) 3. 1 Copy of Sales Invoice / Delivery Receipt (SI/DR) 4. 1 Copy of Notice to Proceed 5. 1 Copy of Inspection and Acceptance Report (IAR) 6. 1 Copy of Property Transfer Report (PTR) (If applicable) | | | 1. Procurement Management Service -Contract Monitoring Division 2. Concerned Offices, Bureaus, Services, Units (OBSUs) | | | |
| **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. Forward complete documents to Property Office:    *Ipasa ang kumpletong dokument sa Property Office* | 1. Receive the following documents from Inspection Committee from 8am to 5pm, Mondays to Fridays, except holidays:  *Pagtanggap ng kumpletong dokument mula ika-walo ng umaga hanggang ika-lima ng hapon, Lunes hanggang Biyernes maliban sa mga araw na Holiday:*  a. Purchase Order (PO) Or Contract  b. Sales Invoice (SI)/Delivery Receipt (DR)  c. Certificate of Completion  d. Inspection and Acceptance Report (IAR)  e. Propety Transfer Report (PTR) for transferred property from Central Ofice (CO) to Field Office (FO), FO to CO, FO to FO  f. Deed of Donation (DOD)  g. Contract to properties attached to subscription plan  h. Liquidation Report for fabricated properties  i. Approved distribution list    \*\*\*Ensure that the items are property inspected prior to transmittal of documents\*\*\*  *Sigurihin na ang mga kagamitan ay masusing nasiyasat bago tanggapin ang mga dokumneto* | | | None  *Wala* | *5 Minutes*  *5 Minuto* | KHAIRIA KAPAMPANGAN |
| 1.1 Validate the accuracy and completeness of all attached documents  *Kumpirmahin kung ang ipinasang mga dokumento ay kumpleto*    If no, request for the lacking document/s  *Kung kulang, hingin ang kinakailangang dokumento*    If yes, proceed to the next step  *Kung kumpleto, maari ng magpatuloy sa susunod na hakbang* | | | None  *Wala* | 15 Minutes  *15 Minuto* | KHAIRIA KAPAMPANGAN |
| 1.2 Determine the Property’s acquisition cost.  *Alamin ang halaga ng binili o mga biniling kagamitan*    If Php 50,000.00 and above -  record the property details in  the Property Records and Equipment Monitoring Inventory System (PREMIS) under the “Property  Records” module  *Kung ang nagkakahalaga ng 15,000 pataas, ang impormasyon ng biniling kagamitan ay itatala sa “Property Records” module ng PREMIS*    If PHP 49,999.99 and below  or acquired as attachment to  subscription plan/contracts,  donation, or fabrication  regardless of the acquisition  cost – record in PREMIS  under the “Inventory  Custodian Slip (ICS)” module.  *Kung nagkakahalaga ng 14,999.99 pababa, ang impormasyon ng kagamitan ay itatala sa “Inventory Custodian Slip (ICS)” module ng PREMIS, kasama sa itatala sa “ICS module” ang mga kagamitan na nakuha mula sa subscription plan/ contracts, donasyon, o ito ay binuo lamang, kahit ano pa ang halaga nito*    Upon successful encoding  electronically, a property  number shall be automatically  generated by the system for  property identification  *Pagkatapos na maitala ang mga impormasyon hinggil sa kagamitan, ang system o ang PREMIS ay awtomatikong bubuo ng property number na syang gagamiting pagkakakilanlan ng kagamitan* | | | *None*  *Wala* | *10 Minutes*  *10 Minuto* | KHAIRIA KAPAMPANGAN |
| 1.3 Encode to PREMIS the identified end user and other information  *Itala sa PREMIS and natukoy na aktwal na gagamit ng kagamitan o end user at iba pang mahahalagang impormasyon*    Copy the assigned property  number and open the  “Transfer Thru Furniture andEquipment Transfer Slip (FETS)” module in PREMIS to record the identified end-user  *Kopyahin ang itinalagang numero ng kagamitan at buksan ang module na “Transfer Thru Furniture and Equipment Transfer Slip (FETS)” sa PREMIS upang maitala nag natukoy na end-user*    As a general rule, the primary accountable personnel shall be those regular, coterminous, contractual, or casual employees.  *Bilang pangkalahatang tuntunin, ang pangunahing responsableng empleyado sa kagamitan ay ang mga regular, coterminous, kontraktwal o kaswal na manggagawa*    Should the actual end-user of the property be a Contract of Service (COS) Worker, they shall be recorded as the secondary accountable personnel with the regular, coterminous, contractual, or casual employee within their office as the primary accountable officer  *Kung ang aktwal na end-user na end user ng kagamitan ay isang Contact of Service (COS) na manggagawa, sila ay itatala bilang pangalawang responsableng manggagawa at ang ang manggagawang may regular, coterminous, kontraktwal, o kaswal na estado sa kanilang tanggapan ang siyang magiging pangunahing responsableng opisyal* | | | *None*  *Wala* | *15 Minutes*  *15 Minuto* | KHAIRIA KAPAMPANGAN |
| 1.4 Print forms and Barcode Stickers/Property Label  *Mag-print ng forms at Barcode Sticker/Property Label*    Generate and print Property Acknowledgement Receipt (PAR) or Inventory Custodian Slip (ICS), Undertaking (if there is a secondary accountable person) into three copies and barcode sticker through the “PREMIS Report” module; the applicable forms shall depend on the acquisition cost (see process above):  *Mag-generate at mag-print ng PAR of ICS, Undertaking (Kung may pangalawang accountable na manggagawa) sa tatlong kopya at barcode sticker sa “Report” module ng PREMIS; ang angkop na dokumento (PAR/ICS) ay nababatay sa halaga ng kagamitan (sumangguni sa prosesong naitala sa taas)*    Generate and print the barcode sticker, with number of copies, as, follows:  *Mag-generate at mag-print ng barcode sticker; Ang bilang ng kopya ng barcode sticker na dapat i-print ay ang sumusunod:*   |  |  | | --- | --- | | Computer Desktop | 3 | | Split Type Air Condition Unit | 2 | | Partitions | Depending on the number of partitions per property number | | Blinds | Depending on the number of blinds per property number | | Other property | 1 | | | | *None*  *Wala* | *15 Minutes*  *15 Minuto* | KHAIRIA KAPAMPANGAN |
| 1.5 Attach Barcode Stickers to the Property  *Ilagay/Ikabit ang Barcode Sticker sa kagamitan*    The printed barcode stickers shall be attached to the most visible and secured area of the property before the issuance of item(s) to the end user  *Ang na-print na barcode sticker ay ilalagay/ikadabit sa pinaka madaling makita ngunit ligtas na parte ng kagamitan bago ito ma-isyu sa manggagawa na gagamit ng kagamitan* | | | *None*  *Wala* | *15 Minutes*  *15 Minuto* | KHAIRIA KAPAMPANGAN |
| *1.6 Approve Property Acknowledgement Receipt (PAR)/ICS*  *Pagpapatibay ng PAR/ICS*    *The Property Division Chief/Property and Supply Section Chief shall sign on the “Approved by” portion of the PAR or ICS*  *Pagtitibayin ng Property Division Chief/Property and Supply Section Chief ang PAR/ICS sa pamamagitang ng paglagda sa “Approved by”na bahagi ng dokumento* | | | *None*  *Wala* | *5 Minutes*  *5 Minuto* | ROMMEL CAMAGANCAN |
| 1.7. Endorse the approved PAR/ICS and Undertaking (if with secondary end user) to the end user with attached Client Satisfaction Measurement Form (CSMF)  *I-endorso ang naaprubahang PAR/ICS at Undertaking (kung may pangalawang end user) sa end user na may kalakip na Client Satisfaction Measurement Form (CSMF)*    The property staff shall prepare a Memorandum to endorse the PAR/ICS and undertaking (if with secondary end user) forms with the attached CSMF to the identified end user. The Property Division/Section Chief shall sign the Memorandum as well as the “Approved by” portion of the PAR/ICS.  *Ang kawani ng property ay i-endorso ang PAR/ICS at undertaking (kung may pangalawang end user) na may kalakip ng CSMF sa pamamagitan ng Memorandum. Ang Memorandum at ang bahagi ng PAR/ICS na may nakalagay na “Approved by” ay lalagdaan ng Property Division//Section Chief*    Once signed the Memorandum together with the approved PAR/ICS shall be transfmitted to the end user for signature.  *Pagkalagda ng Memorandum at ng PAR/ICS, ito ay ipaparesib sa end user upang kanya din itong malagdaan*    The transaction should be recorded by the incoming/outgoing clerk in the logbook/transmittal for monitoring purposes  *Ito ay dapat na maitala ng klerk sa logbook/transmittal upang ito ay maayos na masubaybayan.* | | | *None*  *Wala* | *15 Minutes*  *15 Minuto* | PKHAIRIA KAPAMPANGAN |
| 1.8 Issue Property to the End User  *I-isyu ang kagamitan sa na tukoy na end user*    Upon receipt of the signed and approved PAR/ICS, the concerned property officer shall facilitate issuance of property to the end user.  *Pag tanggap ng property officer ng nalagdaang PAR/ICS kanya ng i-isyu ang kagamitan sa end user*    Upon issuance of the property, the property officer shall sign on the “Issued by” portion in the PAR/ICS  *Sa pag isyu ng kagamitan, ang property officer ay lalagda sa parteng “Issued by” ng PAR/ICS* | | | *None*  *Wala* | *1 Hour*  *1 Oras* | KHAIRIA KAPAMPANGAN |
| 1.9 Provide copy of PAR/ICS and undertaking (if with secondary accountabler person) to the concerned offices  *Magbigay ng kopya ng naaprubahang PAR/ICS sa kinauukulang tanggapan*    Provide one copy of PAR/ICS to the end-user for their reference  *Magbigay ng isang kopya ng PAR/ICS sa end-user upang maging kanilang batayan*    Provide one copy to Procurement Management Service/Procurement Unit for attachment to the Disbursement Voucher.  *Magbigay ng isang kopya sa Procurement Management Service/Procurement Unit para sa attachment sa Disbursement Voucher*    For the transferred property from CO to FO / FO to CO / FO to FO, provide one copy of signed PAR/ICS with attached original copy of PTR to Finance Management Service / Division  *Para sa mga kagamitang inilipat sa CO pa FO / FO pa CO / FO pa FO, magbigay ng isang kopya ng aprubadong PAR/ICS na may kalakip na orihinal na kopya ng PTR sa Finance Management Service / Division* | | | *None*  *Wala* | *30 Minutes*  *30 Minuto* | KHAIRIA KAPAMPANGAN |
| 1.10 Update PREMIS  *I-update ang PREMIS*    PREMIS shall be updated as to the following information:  *I-update ang record sa PREMIS sa sumusunod na impormasyon:*     1. Date the PAR/ICS was returned with signature of the End-User   *Araw kung kailan naibalik ang nilagdaang PAR/ICS ng End-User*     1. Date of approval of PAR/ICS   *Araw kung kailan inaprubahan ang PAR/ICS na nilagdaan ng End-User* | | | *None*  *Wala* | *10 Minutes*  *10 Minuto* | KHAIRIA KAPAMPANGAN |
| 1.11. File the copy of PAR/ICS and Undertaking (if with secondary accountable person)  *I-file ang kopya ng PAR/ICS at undertaking (Kung may pangalawang accountable na kawani)*    The copy of PAR/ICS and undertaking (if with secondary accountable person) shall be filed for reference  *Ang kopya ng PAR/ICS at undertaking (kung may pangalawang accountale na kawani) ay itatabi upang maging batayan* | | | *None*  *Wala* | *5 Minutes*  *5 Minuto* | KHAIRIA KAPAMPANGAN |
| **TOTAL** | | | | None  *Wala* | 3 HOURS, 20 MINUTES  *3 Oras, 20 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 pag*  *sasama-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. **Physical Count of Property, Plant, and Equipment (PPE)**

***Pisikal na Bilang ng Ari-arian at Kagamitan***

To ensure integrity of custodianship of properties of the Department, a physical count of all properties of the Department shall be conducted, annually in case of PPEs.

*Upang matiyak ang integridad ng pag-iingat ng mga ari-arian ng Departamento, isang pisikal na pagbilang ng lahat ng mga ari-arian ng Departamento ay dapat isagawa, taun-taon sa kaso ng mag PPE.*

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Office/Division:**  ***Tanggapan/Dibisyon*** | | DSWD Field Office XII - Administrative Division - Property and Supply Section (PSS) | | | | |
| **Classification:**  ***Kinabibilangan*** | | Highly Technical Transaction  *Lubos na Teknikal na Transaksyon* | | | | |
| **Type of Transaction :**  ***Uri ng Transaksyon*** | | Highly Technical Transaction  *Lubos na Teknikal na Transaksyon* | | | | |
| **Who may avail:**  ***Sino ang maaaring makinabang?*** | | Department of Social Welfare and Development (DSWD) Officials and Employees  *Kawani o opisyales ng Kagawaran ng Kagalingang Panlipunan at Pagpapaunlad* | | | | |
| **CHECKLIST OF REQUIREMENTS**  ***MGA KINAKAILANGAN*** | | | **WHERE TO SECURE**  ***SAAN KUKUHA*** | | | |
| 1. Special Order | | | 1. Property Supply and Asset Management Division | | | |
| **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. Section 7.0 o f DSWD Administrative Order No. 06, S. 2017 Conduct of Inventory/Physical Count of Properties and Inventories | 1. The Inventory Committee in Central Office (ICCO)/Inventory Committee in Field Office (ICFO), shall plan the conduct of Annual Physical Count of PPEs and through its Secretariat, shall prepare the inventory guidelines and other needed documents.  *Ang ICCO/ICFO, ay magsagawa ng Taunang Pisikal na Bilang ng mga PPE sa pamamagitan ng Secretariat, sila ay dapat maghanda ng mga alituntunin sa imbentaryo at iba pang kinakailangang mga dokumento.*    The secretariat shall facilitate the preparation of Special Order (SO)/Regional Special Order (RSO) for the Constitution/Reconstitution of Membership of the Inventory Committee.  *Ang secretariat ay maghahanda ng Special Order (SO)/Regional Special Order (RSO) para sa Konstitusyon/Reconstitution ng Samahan ng Inventory Committee*    The Secretary/Regional Director shall sign the SO/RSO  *Ang Kalihim/Rehiyonal na Direktor ay lalagda sa SO/RSO* | | | *None*  *Wala* | *3 Days*  *3 araw* | ICFO Secretariat |
|  | 1.1. Prepare Notice of Meeting  *Maghanda ng Pabatid ng Pagpupulong*    Once the SO is approved, Secretariat shall prepare the Notice of Meeting ofr signature of ICCO/ICFO Chairpersons.  *Kapag naaprubahan ang SO, ihahanda ng Secretariat ang Notice of Meeting ng lagda ng ICCO/ICFO Chairpersons.*    The agenda to be indicated in the Notice shall be as follows:  *Ang isasaad na paguusapan sa ihahandang pabatid ay ang mga sumsunod:*    a. Inventory procedures as indicated in the SO/RSO and other guidelines related to inventory taking activity  *Mga pamamaraan ng imbentaryo gaya ng nakasaad sa SO/RSO at iba pang mga alituntunin na may kaugnayan sa pagbibilang ng mga kagamitang o pag mbentaryo*    b. Specific assignments/roles of ICCO/ICFO members and other personnel involved, schedule, dates, location and target completion of Inventory Taking activity  *Mga partikular na gawain/gampanan ng mga kasapi ng ICCO/ICFO at iba pang manggagawa na may kinalaman, takdang araw ng pag sasagawa ng pagbibilang, lugar at takdang araw kung kalian matatapos at makukumpleto ang pagbibilang ng mga kagamitan of pag imbentaryo*    Once the Notice of Meeting is signed, the incoming/outgoing clerk shall route the same to all members of the ICCO/ICFO for information.  *Kapag ang pabatid sa pagpupulong ay nalagdaan, ang lahat ng kasapi ng ICCO/ICFO ay babahaginan ng sipi para sa kanilang kaalaman* | | | *None*  *Wala* | 30 Minutes  *30 Minuto* | ICFO Secretariat                                                        MARK JOHN SUSVILLA |
|  | 1.2. Conduct of Meeting  *Pagsasagawa ng Pulong*  ICCO/ICFO shall conduct meeting and finalize the activities for the conduct of physical count.  *Ang ICCO/ICFO ay magsasagawa ng pagpupulong at pinal na isasaayos ang mga dapat na isagawa sa pisikal na pagbibilang ng mga kagamitan.*  The required Minutes of the Meeting (MOM) will be prepared by the Secretariat.  *Ang kinakailangang Minuto ng pagpupulong ay ihahanda ng Secretariat.*  The Physical Inventory Plan (PIP) shall be for onward endorsement to the Undersecretary for General Administration and Support Services Group (GASSG)/Regional Director for Approval.  *Ang Physical Inventory Plan (PIP) ay papaaprubahan sa Undersecretary ng General Administration and Support Services Group (GASSG)/Regional Director (RD).* | | | *None*  *Wala* | *4 Hours*  *4 Oras* | ICFO                          ICFO Secretariat |
|  | 1.3. Prepare invitation to Commission on Audit (COA) and Internal Audit Service (IAS)/Management Audit Analyst (MAA) and Memorandum to Offices  *Maghanda ng paanyaya sa COA at IAS/MAA at Memorandum para sa iba’t ibang tanggapan ng Departamento*    The Secretariat shall gather the relevant documents as bases for the conduct of inventory taking, as provided in the Guidelines.  *Ang Secretariat ay matitipon ng mga dokumento upang maging batayan sap ag sasagawa ng pagbibilang ng mga kagamitan/pag imbentaryo ng naaayon sa alituntunin.*    The Secretariat shall also prepare the following documents for signature of the GASSG Undersecretary/RD  *Ihahanda din ng Secretariat ang mga sumusunod na dokumento na lalagdaan ng Underscretary ng GASSG/RD:*    a. Memorandum addressed to all offices informing about the schedule of inventory taking in ther stations.  *Memorandum patungkol sa nakatakdang pagsasagawa ng pagbibilang ng kagamitan sa bawat tanggapan ng Departamento.*    b. Letter/Memorandum to COA and IAS/MAA to reques representatives who will witness the conduct of physical count  *Liham/Memorandum sa COA at IAS/MAA para magiging kinatawan ng kanilang tanggapan upang maging saksi sa pagsasagawa ng pisikal na pagbilang ng mga kagamitan* | | | *None* | 1 Hour, 30 Minutes  *1 Oras, 30 Minuto* | ICFO Secretariat                              REGIONAL DIRECTOR        EMERITA Q. DIZON |
|  | 1.4. Route/Disseminate Information to Concerned Offices *Magpamahagi/ Magpakalat ng Impormasyon sa Mga Kinauukulang Tanggapan*    Once the documents are  signed, the incoming/outgoing  clerk shall route the same to concerned offices for  information.  *Kapag ang mga dokumento ay nalagdaan, ang incoming/outgoing na klerk ay dapat na ipoamamahagi ang parehong dokumento sa mga kinauukulang tanggapan para sa kanilang kaalaman.* | | | *None*  *Wala* | 5 Minutes  5 Minuto | MARK JOHN SUSVILLA |
| **TOTAL** | | | | NONE  *Wala* | 3 Days, 6 Hours, 5 Minutes  *3 Araw, 6 Oras, 5 Minuto* | |

**Conduct of Physical Count of PPE**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | 1. Provide Instruction  *Magbigay ng mga tagubilin*    Prior to the actual conduct of the physical count, the  ICCO/ICFO Chairperson shall provide specific instructions to the Team for the smooth conduct of physical count  *Bago ang aktwal na pagsasagawa ng pisikal na bilang, ang Tagapangulo ng ICCO/ICFO ay dapat magbigay ng mga tiyak na tagubilin sa koponan para sa maayos na pagsasagawa ng pisikal ng pagbibilang* | *None*  *Wala* | *30 Minutes*  *30 Minuto* | IICFO Chairperson Inventory Team |
|  | 1.1. Conduct the Physical Count  *Pagsasagawa ng pisikal na pagbibilang*    Using the barcode scanner, the Inventory Team shall check the property description  vis-a-vis reference documents on hand and indicate present condition of equipment.  *Gamit ang barcode scanner, susuriin ng Koponan ng Imbentaryo ang paglalarawan ng ari-arian vis-a-vis reference na mga dokumento sa kamay at ipahiwatig ang kasalukuyang kondisyon ng kagamitan.*    Replace property stickers/barcodes, if necessary.  *Palitan ang mga sticker/barcode ng ari-arian, kung kinakailangan.*    Each member of the inventory team shall forward the accomplished inventory sheet to the Secretariat for consolidation.  *Ipapasa ng bawat miyembro ng pangkat ang natapos na sheet ng imbentaryo sa Secretariat upang ito ay pagsamahin sa iisang document.* | *None*  *Wala* | 2 Minutes per Property Item  *2 Minuto bawat Property Item* | ICFO Inventory Team    ICFO Secretariat                        ICFO Inventory Team |
|  | 1.5. Prepare the inventory findings *Paghahannda ang ulat ukol sa isinagawang pag iimbentaryo*    After the conduct of physical count, the Secretariat shall prepare a Memorandum to concerned offices to be signed by the ICCO/ICFO  Chairperson. This is to inform them of the result of the result of the physical count in their office.  *Pagkatapos ng pagsasagawa ng pisikal na pagbibilang, ang sekretariat ay maghahanda ng Memorandum sa mga kinauukulang tanggapan na lalagdaan ng Tagapangulo ng ICCO/ICFO, upang ipaalam ang naging sa kanila ang kinalabasn ng isinagawang pisikal na pagbibilang ng kagamitan sa kanilang tanggapan.*    All discrepancies between the physical count and records shall be reported to Head of Office concerned and reconcile immediately.  *Ang mga natukoy na dahilan ng di pag tutugma ng pisikal na bilang ng kagamitan at ng talaan ng kagamitan ay iuulat sa Pinuno ng tanggapan upang ito ay agad na maisaayos.*    The result must specify  ICCO/ICFO’s findings such as:  *Ang ulat ukol sa resulta ng isinagawang pag bibilang ing ICCO/ICFO ay marapat na nagsasaad ng mga sumusunod:*    a. Properties that are located in the station; and  *Mga kagamitan na matatagpuan sa istasyon; at*    b. Properties that are not located in the station (discrepancies); in this case, ICCO/ICFO shall schedule the conduct of re-inventory/revalidation  *Mga kagamitan na hindi matatagpuan sa istasyon (mga pagkakaiba); dito sa kaso, ang ICCO/ICFO ay dapat iiskedyul ang pagsasagawa ng muling imbentaryo/revalidation* | *None*  *Wala* | 4 Hours  *4 na oras* | ICFO Secretariat |
|  | 1.6. Forward signed Inventory Report/ Findings  *Ipasa ang nilagdaang Inventory Report/Findings*    Once the Report/Findings are signed, the incoming/outgoing clerk shall route/forward the  same to concerned office/s  *Kapag ang Ulat/Mga Natuklasan ay nilagdaan, ang papasok/papalabas clerk ay dapat ruta/pasulong ang pareho sa kinauukulang opisina* | *None*  *Wala* | 5 Minutes  *5 Minuto* | MARK JOHN SUSVILLA |
|  | 1.7. Conduct Re-Inventory/Revalidation  *Magsagawa ng Re-Inventory/ Revalidation*    This activity will address the result/findings of discrepancies during the conduct of physical count of properties  *Ang aktibidad na ito ay tutugon sa resulta/mga natuklasan ng mga pagkakaiba sa panahon ng pagsasagawa ng pisikal bilang ng mga ari-arian* | *None*  *Wala* | 2 Hours  *2 Oras* | ICFO  Inventory Team    ICFO Secretariat |
|  | 1.8. Conduct Reconciliation of Property Records and Books of Accounts  *Magsasagawa ng Reconciliation ng Property Records at Books of Accounts*    Upon completion of the  conduct of physical count,  ICCO/ICFO shall conduct  reconciliation of property and accounting records and shall address discrepancies, in accordance with the  guidelines.  *Sa pagtatapos ng pagsasagawa ng pisikal na pagbibilang, magsasagawa ang ICCO/ICFO pagkakasundo ng mga rekord ng ari-arian at accounting at tutugunan ang mga pagkakaiba, alinsunod sa mga alituntunin.*    As a result of this activity, data reconciliation report shall be prepared to serve as reference in the preparation of RPCPPE  *Bilang resulta ng aktibidad na ito, ang data reconciliation report ay ihahanda upang magsilbing batayan sa paghahanda ng RPCPPE*    For properties not found in station, the property office will issue a Memorandum to the concerned office requesting to produce the property. If the same cannot be produced at a given date the same shall be reported as loss property and be reported to the Accounting Division /Accounting Unit for proper accounting/recording.  *Para sa mga kagamitang hindi natagpuan sa nararapat na lugar, ang tanggapang tagapangasiwa ng mga kagamitan ng Departamento ay maglalabas ng isang Memorandum sa kinauukulang tanggapan na naglalayong maipakita ng naturang tanggapan ang kagamitang hindi natagpuan. Kung ang naturang kagamitan ay hindi maipakita ng naturang tanggapan sa itinakdang araw, ito ay ituturing na nawala at ipagbibigay alam sa Accounting Division/Accounting Unit upang maisayos ang talaan ng kagamitan.* | *None*  *Wala* | 30 Days  30 Araw | ICFO Inventory Team    ICFO  Secretariat |
|  | 1.9. Prepare the Report on the Physical Count of Property, Plant and Equipment (RPCPPE)  *Paghahanda ng Report on the Physical Count of Property, Plant and Equipment (RPCPPE)*    Upon completion of the physical count, the ICCO/ICFO, through the Secretariat shall prepare the RPCPPE.  *Ihahanda ng ICCO/ICFO Secretariat ang RPCPPE kung ang lahat ng kagamitan ng bawat taggapan ng Departamento ay natapos ng mabilang.*    All ICCO/ICFO members shall review and affix their signatures in the RPCPPE.  *Ang bawat kasapi ng ICCO/ICFO ay susriin at lalagdaan ang inihandang RPCPPE ng ICCO Secretariat.* | *None*  *Wala* | 4 Hours  *4 Oras* | ICFO Secretariat |
|  | 1.10. Endorse the RPCPPE for approval  *I-endorso ang RPCPPE upang ito ay maaprubahan ng kinauukulang opisyal*    Endorse the signed RPCPPE to the Administrative Service  Director and Assistant  Secretary for Administration  (Central Office)/ Chief of  Administrative Division and  Assistant Regional Director for Administration (Field Office), as recommending authority.  *I-endorso ang RPCPPE na nalagdaan ng ICCO/ICFO sa Direktor ng Administrative Service at Assistant Secretary for Administration (Central Office)/Division Chief ng Administrative Division at Assistant Regional Director for Administration (FIeld Office), upang ito ay mairekomenda sa nakatataas na kinauukulan.*    Once signed, the RPCPPE  shall be forwarded to the  Undersecretary of  GASSG/Regional Director, for approval.  *Ang RPCPPE na nilagdaan ng Direktor ng Administrative Service at Assistant Secretary for Administration/Division Chief ng Administrative Division at Assistant Regional Director ay dadalhin sa Undersecretary ng GASSG/Regional Director, upang ito ay maaprubahan.* | *None*  *Wala* | 30 Minutes  *30 Minuto* | EMERITA Q. DIZON                                    REGIONAL DIRECTOR |
|  | 1.11. Submit/ Transmit the Approved RPCPPE to COA and IAS/MAA  *Isumite/ipadala ang naaprubahang RPCPPE sa COA at IAS/MAA*    The duly signed and approved RPCPPE will be submitted to COA on or before January 31 of the year, copy furnished the  Internal Audit Service/Management Audit  Analyst and Accounting  Division/Section.  *Ang nalagdaan at naaprubahang RPCPPE ay isusumite sa COA sa o bago ang Enero 31 ng taon, ang IAS/MAA ay babahaginan ng kopya ng RPCPPE.* | *None*  *Wala* | 15 Minutes  *15 Minuto* | KHAIRIA KAPAMPANGAN |
|  | 1.12. File Copy of RPCPPE  *I-file ang kopya ng RPCPPE*    The receiving copy of the  RPCPPE will be kept and filed by the Secretariat for  reference.  *Ang kopya ng RPCPPE na nilagdaan ng bawat tanggapan bilang pagpapatunay na natanggap nila ang kopya ng RPCPPE na inilaan sa kanilang tanggapan ay itatabi ng ICCO/ICFO Secretariat.* | *None*  *Wala* | 5 Minutes  *5 Minuto* | ICFO Secretariat |
| **TOTAL:** | | **None**  ***Wala*** | **30 Days, 11 Hours, 27 Minutes**  ***30 Araw, 11 Oras, 27 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. **Facilitation of Request for Relief from Property Accountability from**

**Commission on Audit**

***Pagpapadali na Mapawalang Bisa ang Pananagutan sa Kagamitan o mga Kagamitang Nawala, Napinsala o Nasira Mula sa COA***

1. To provide assistance to accountable officers who are requesting relief from property accountability with the Commission on Audit (COA) for lost, damaged or destroyed property under his/her accountability;

*Pagbibigay tulong sa mga kawani na humihingi na mapawalang bisa ang pananagutan sa gamit na nawala, napinsala o nasira mula sa COA.*

2. To ensure recording and documentation of cases of loss, damage or destruction of government properties

*Siguruhing naitala at nai-dokumento ang mga pangyayaring may kinalaman sa pagkawala, pagkapinsala of pagkasira ng mga kagamitan ng gobyerno.*

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Office/Division:**  ***Tanggapan/Dibisyon*** | | DSWD Field Office XII - Administrative Division - Property and Supply Section (PSS) | | | |
| **Classification:**  ***Kinabibilangan*** | | Complex Transaction  *Komplikado* | | | |
| **Type of Transaction:**  ***Uri ng Transaksyon*** | | G2G – Government to Government  *Pamahalaan sa Pamahalaan* | | | |
| **Who may avail:**  ***Sino ang maaaring makinabang?*** | | Department of Social Welfare and Development (DSWD) Employees who are:  a. DSWD employees and officials  *Kawani at Opisyal ng DSWD* | | | |
| **CHECKLIST OF REQUIREMENTS**  ***MGA KINAKAILANGAN*** | | | **WHERE TO SECURE**  ***SAAN KUKUHA*** | | |
| 1. One (1) original copy of duly accomplished and notarized Report of Loss, Stolen, Damaged and Destroyed Property (RLSDDP).   *1 Orihinal na kopya ng napunan at napa-notaryong RLSDDP*     1. One (1) original copy of duly notarized Affidavit of Loss   *1 Orihinal na kopya ng napunan at napa-notaryong kasulatan hinggil sa pagkawala ng kagamitan*     1. One (1) original copy of duly notarized Joint Affidavit of Two (2) Disinterested Person.   *1 Orhinal na kopya ng napunan at napa-notaryong pinagsamang kasulatan ng dalawang hindi interesadong tao*     1. One (1) original copy of Police Report   *1 Orihinal na kopya ng Ulat ng Pulisya*       1. One (1) original copy Comments of the Head Cluster/Regional Director   *1 Orihinal na kopya ng Head ng Cluster / Regional Director*     1. One (1) original copy of Certification from Competent Authority on the Destruction brought by Natural Calamity and Insurgency.   *1 Orihinal na kopya ng Sertipikasyon mula sa Karampatang Awtoridad hinggil sa Pagkapinsala ng Kagamitan na Sanhi ng Natural na Kalamidad at Insugency*     1. One (1) original copy of Inspection Report of Damaged Property.   *1 Orihinal na kopya ng Ulat sa Pagsisiyasat ng Napinsalang Kagamitan*     1. One (1) photocopy of Property Acknowledgement Receipt (PAR)/Inventory Custodian Slip (ICS)   *1 Orihinal na kopya ng PAR/ICS* | | | 1. From PSAMD Office through PREMIS   *Mula sa PREMIS*           1. To be prepared by the client without any prescribed format   *Ihahanda ng mga kliyente na walang itinalagang dokumento*       1. To be prepared by the client without any prescribed format   *Ihahanda ng kliyente na walang itinalagang dokumento*         1. To be prepared by the client without any prescribed format   *Ihahanda ng kliyente na walang itinalagang dokumento*     1. To be prepared by the client without any prescribed format   *Ihahanda ng kliyente na walang itinalagang dokumento*     1. To be prepared by the client without any prescribed format   *Ihahanda ng Kliyente na walang itinalagang dokumento*     1. To be prepared by the client without any prescribed format   *Ihahanda ng kliyente na walang itinalagang dokumento*     1. From Property Office   *Mula sa tanggapan ng Property* | | |
| **CLIENT STEPS**  ***MGA HAKBANG*** | **AGENCY ACTION**  ***AKSYON NG AHENSYA*** | | | **FEES TO BE PAID**  ***MGA DAPAT BAYARAN*** | **PROCESSING TIME**  ***PANAHONG KAILANGAN*** |
| **5.1 Processing of Request for Relief**  ***Pagproseso ng Kahilingang Maipawalang Bisa ang Pananagutan*** | | | | | |
| 1. *Submit copy of notarized Report of Lost, Stolen, Damaged or Destroyed Property (RLSDDP) with proof of receipt by the Commission on Audit (COA) and/or request for relief duly endorsed by the Head of Office, Bureaus, and Services (HOBS) / Head of Offices, Divisions, and Sections (HODS) concerned.*   *Magsumite ng kopya ng notaryadong RLSDDP na may patunay na ito ay na-isumite na sa COA at/o liham kahilingang na mapawalang bisa ang pananagutan sa kagamitan, ang liham ay marapat na ini-endorso ng HOBS/HODS ng tanggapan.* | 1. Receive copy of notarized RLSDDP with proof of receipt by COA and/or Request for Relief duly endorsed by the HOBS concerned and record in the Enhanced Documents Transaction Management System (EDTMS)/Logbook  *Tanggapin ang kopya ng RLSDDP na may katibayan ng ito ay natanggap na ng COA/ liham kahilingan na mapawalang bisa ang pananagutan sa kagamitan na ini-endorso ng HOBS/HODS at ito ay itatala sa EDTMS/Logbook* | | *None*  *Wala* | *5 Minutes*  *5 Minuto* | *KHAIRIA KAPAMPANGAN* |
|  | 1.1 Review if the submitted request has complete documentary requirements as provided for under Sec. 6.9 of AO 6, s. 2017  *Suriin kung ang naisumiteng kahilingan ay may kalakip na kumpletong kailangang dokumento na nakasaad sa ilalim ng Sec. 6.9 ng AO 06, S. 2017*    1.2 Verify if the property is already tagged in PREMIS as lost/ damaged/destroyed; If not, tag property as lost under the module RLSDDP  *Patotohanan kung ang kagamitan ay na markahan sa PREMIS bilang nawala, napinsala o nasira. Kung hindi, markahan ang kagamitan bilang nawala, napinsala o nasira sa module ng RLSDDP ng PREMIS*    If not complete:  prepare a reply Memorandum to the accountable officer thru the HOBS to require submission of the identified lacking documentary requirement/s  *Kung may kakulangan: Maghanda ng Memorandum para sa kawaning may pananagutan sa pamamagitan ng HOBS upang makapag sumite ng natukoy na kakulangang dokumento*  ▪ The Memorandum shall be signed by the Administrative Service Director/ Administrative Division Chief  *Ang Memorandum ay lalagdaan ng Direktor ng Administrative Service / Administrative Division Chief*    If complete, proceed to the next step  *Kung walang kakulangang dokumento, magpatuloy sa susunod na hakbang* | | *None*  *Wala* | *2 Hours*  *2 Oras* | *ROMMEL A.CAMAGANACAN* |
|  | 1.3 Prepare recommendation/ comments addressed to COA, copy furnished the Accountable Officer and HOBS concerned, to be signed by the Undersecretary for GASSG/Regional Director  *Maghanda ng rekomendasyon / mga komentaryo na nakatuon sa COA, at mag bigay ng kopya sa kawaning may pananagutan at sa nararapat na HOBS, ito ay lalagdaan ng ng Undersecretary ng GASSG/ Regional Director*  a. The Administrative Service Director and Head/ Administrative Division Chief and Head of Property Office shall affix his/her initial on the draft Recommendation/ Comment;  *Ang Direktor ng Administrative Service / Administrative Division Chief at ang Puno ng Tanggapan ng Property ay maglalagay ng lagdang inisyal sa draft na rekomendasyon o Komento*  b. The draft Recommendation/ Comment shall be properly endorsed by the aforementioned officials, with sufficient information as to the compliance of the Request to all the documentary requirements  *Ang draft na rekomendasyon o komento ay nararapat na inindorso ng mga nabanggit na opisyal na may sapat na impormasyon na sumusunod sa mga kinakailangan dokumento sa pag papawalang bisa ng pananagutan sa kagamitan* | | *None*  *Wala* | *3 Hours*  *3 Oras* | *ROMMEL A. CAMAGANACAN*                                    *EMERITA Q. DIZON*                                  *ROMMEL A. CAMAGANACAN*  *ROMMEL A. CAMAGANACAN* |
|  | 1.4. Route the original copy to COA and photocopy to the Accountable Officer and HOB/HODS concerned  *Ibigay ang orihinal na kopya sa COA at photocopy sa kawani na may pananagutan sa kagamitan at sa pinuno ng kanilang tanggapan* | | *None*  *Wala* | *5Minutes*  *5 Minuto* | *KHAIRIA KAPAMPANGAN* |
|  | *1.5. The property staff shall scan and file the receiving copy of the recommendation/comment/s*  *I-scan at i-file ng kawani ng property ang kopya ng rekomendasyon/puna na may lagda bilang patunay na nakapag bigay ng kopya ang tanggapan ng property ng dokumento sa kinauukulang* | | *None*  *Wala* | *5Minutes*  *5 Minuto* | *KHAIRIA KAPAMPANGAN* |
| **TOTAL:** | | | None  *Wala* | 5 HOURS, 15 MINUTES  *5 Oras, 15 Minuto* | |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **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*** |
| **5.2 Provision of Technical Assistance upon Receipt of COA Decision**  ***Pagbibigay Tulong Teknikal sa Natanggap na Desisyon ng COA*** | | | | |
| 1. Forward copy of COA decision on the request for relief from property accountability  *Magbigay ng kopya ng desisyon ng COA hinggil sa kahilingang mapawalang bisa ang pananagutan sa kagamitan* | 1. Receive copy of COA decision on the accountable officer’s Request for Relief from Property Accountability and record the received document in the EDTMS/Logbook  *Tanggapin ang kopya ng desisyon ng COA sa kahilingan ng kawani na mapawalang bisa ang pananagutan sa kagamitan at ito ay itala sa EDTMS/Logbook* | *None*  *Wala* | *5 Minutes*  *5 Minuto* | *KHAIRIA KAPAMPANGAN* |
|  | 1. *Review the Decision of COA to determine the appropriate assistance to be provided to the accountable officer, as follows:*   *Suriin ang naging desisyon ng COA upang matukoy ang naaangkop na tulong sa kawani na may pananagutan ayon sa sumusunod*    ***If Relief is Granted***  *Kung ang kahilingan ay ipinagkaloob*  *–*  *1. Prepare Memorandum to Finance Office endorsing the COA decision and request the dropping of the lost property from the Books of Accounts for signature of Administrative Service Director/ Concerned Division Chief in Field Office, copy furnished the Accountable Officer through the HOBS/HODS*  *Maghanda ng Memorandum para sa Tanggapan ng Finance na ini-endorso ang naging desisyon ng COA at hilingin ang pag als mula sa Books of Accounts ng kagamitan na nawala/ napinsala/ nasira. Ang nasabing Memorandum ay marapat na nilagdaan ng Director ng Administrative Service / nararapat na Division Chief sa Field Office. Ang kawani na may pananagutan ay bibigyan ng kopya sa pamamagitan ng HOBS*    *2. Update records/PREMIS*  *I-update ang mga tala sa PREMIS*    ***If Relief is Denied*** *–*  *Kung ang kahilingan ay hindi ipinagkaloob*    *1.* prepare memorandum informing the Accountable Officer of the “Money Value” to be settled and processes for replacement or payment, as the case maybe, in accordance with the existing guidelines.  *Ipaalam sa kawani sa pamamagitan ng Memorandum ang karampatang Halaga na dapat na i-settle o ang proseso ng pagpapalit ng kagamitan, alinsunod sa mga mga alituntunin*    *a.* ***Replacement***  ***Pagpapalit****–* Accountable Officer to submit to Property Office through a memorandum the details of the proposed item/s with same or higher specifications as replacement to the lost property  *Ang kawaning may pananagutan ay mag susumite sa tanggapan ng property sa pamamagitan ng Memorandum na nagsasaad ng impormasyon ng ipapalit na gamit na tulad ng kagamitang nawala/ napinsala/ nasira o may mas mataas na uri sa nasabing kagamitan*    *b.* ***Payment*** *–Accountable Officer to settle/pay the “money value” of the lost property based on the existing COA accounting rules and guidelines*  *Ang may pananagutang opisyal ay kailangang ayusin/ bayaran ang halaga ng nawalang kagamitan batay sa umiiral alituntunin ng COA* | *None*  *Wala* | 3 Hours  *3 Oras* | *ROMMEL CAMAGANACAN* |
| **2.For Replacement:**    Present replacement unit for the lost property  *Ilahad ang ipapalit sa naiwalang kagamitan* | 2. Inspect/Validate the offered replacement item/s  *Suriin ang kagamitang ipapalit*    **If Non-Compliant**  ***Kung ang ipapalit na kagamitan ay hindi naayon sa alituntunin***    Inform the Accountable Officer of the reason/s for non-compliance and require to meet the needed requirements  *Ipagbigay alam ang mga sumusunod na dahillan kung bakit di maaaring tanggapin ang inilahad na kapalit sa naiwalang kagamitan. Gayundin ipabatid na nararapat na matutugunan ang kinakailangang detalye sa pagpapalit ng naiwalang kagamitan.*    **If Compliant**  ***Kung ang ipapalit na kagamitan ay naayon sa alituntunin***    Proceed to next step  *Mag patuloy sa susunod na hakbang* | *None*  *Wala* | *15 Minutes*  *15 Minuto* | *KHAIRIA KAPAMPANGAN / ROMMEL CAMAGANACAN* |
|  | 2.1. Once the replacement unit is compliant with the approved recommendation, the Property Personnel shall:  *Kung ang ipapalit na kagamitan ay naayon sa rekomendasyon, ang kawani ng property ay:*     1. Accept replacement unit upon concurrence of COA Representative   *Tanggapin ang kagamitang inilahad sa pagsasangayon ng Kinatawan ng COA*     1. Prepare necessary documentation/update record in PREMIS   *Maghanda ng mga kinakailangan document / i-udate ang talaan sa PREMIS*     1. Prepare Memorandum to Finance and Management Service (FMS)/Finance and Management Division (FMD) and COA on the acceptance of offered replacement items for reference and recording in the Books of Accounts   *Maghanda ng Memorandum para sa FMS/FMD at COA hinggil sa pagtanggap ng ipinalit na kagamitan upang kanilang maging sanggunian sa pag-upate ng kanilang aklat talaan ng kagamitan* | *None*  *Wala* | *2 HOURS*  *2 Oras* | *KHAIRIA KAPAMPANGAN / ROMMEL CAMAGANACAN* |
| **For Reimbursement**  ***Para sa pagbabayad ng naiwalang kagamitan***    Request for Assistance for securing the Order of Payment from Accounting Division/Accounting Section and pay the money value of the lost property in accordance with the approved recommendation  *Humiling ng tulong upang makakuha ng Order of Payment mula sa Accounting Division/Accounting Section at magbayad ng halaga ng naayon sa inaprubahang halaga*    Upon receipt of the Official Receipt (OR), forward original copy to property office for facilitation of cancellation of property accountability in the the property records | 2.2 Provide assistance to Accountable Officer to facilitate the required payment through a memorandum to be signed by the Administrative Service Director / Administrative Division Chief with the concurrence of the Accounting Office   1. The **“Money Value”** to be settled – the Money value shall be equal to the Depreciated Replacement Cost (DRC) of property at the time of loss, Consistent with the provisions of Section 41, Chapter 10 of GAM for NGAs, DRC shall be equal to the replacement cost (current market price) less accumulated depreciation calculated on the basis of replacement cost 2. The property staff shall conduct market research. Should there be no available current market price, the property’s carrying amount or the Net Book Value (NBV) shall be considered.   **Please refer to the sample computation provided hereunder** | None  *Wala* | 1 HOUR, 45 MINUTES  *1 Oras, 45 Minuto* | *KHAIRIA KAPAMPANGAN / ROMMEL CAMAGANACAN* |
|  | *2.3. Upon completion of the process, the Property Personnel shall secure feedback from the client/accountable officer through the prescribed customer feedback from*  *Matapos ang lahat ng proseso, ang kawani ng property ay kukuha ng* | *None*  *Wala* | *5 Minutes*  *5 Minuto* | *KHAIRIA KAPAMPANGAN* |
| **TOTAL:** | | None  *Wala* | For Replacement: 5 Hours, 25 Minutes  *For Reimbursement: 5 Oras, 10 Minuto* | |

**Note**:

*Tanda:*

**Computation of the Money Value of Lost Properties**

***Pagkuha ng katumbas na halaga ng naiwalang kagamitan***

Rule:

*Panuntunan:*

1. The Money Value shall be equal to the Depreciated Replacement Cost (DRC) of property at the time of loss. Consistent with the provisions of Section 41, Chapter 10 of GAM for NGAs, DRC shall be equal to the replacement cost (current market price) less accumulated depreciation calculated on the basis of replacement cost;

*Ang halaga ay katumbas ng DRC ng kagamitan sa oras ng pagkawala nito. Ito ay naaayon sa probisyon ng Seksyon 41, Kabanata 10 ng GAM para sa NGAS, ng DRC ay katumbas ng kasalukuyang halaga ng naiwalang kagamitan sa merkado at ibabawas ang halaga ng kabuuang pag baba ng halaga ng kagamitan mula sa oras na pagkawala hanggang sa kasalukuyan. Ito ay marapat na ibabatay sa halaga ng naiwalang kagamitan sa merkado.*

1. Should there be no available current market price, the property’s carrying amount or the Net Book Value (NBV) shall be considered.

*Kung ang naiwalang kagamitan ay hindi na makikita pa sa merkado upang maging batayan upang makuha ang halaga na dapat na bayaran ng kawani. Maaaring maging batayan ang halaga ng naiwalang kagamitan o ang Net Book Value (NBV)*

1. The computation of DRC shall be done by the Property Officer; On the other hand, the Net Book Value may be requested from the Accounting Division/Section;

*Ang pag kuha ng DRC ay isasagawa ng kawanin ng property at ang NBV ay magmumula sa Accounting Division/Section*

1. For properties which are fully depreciated, adopt the residual value equivalent to at least 5% of the cost of the property shall be adopted

*Kung ang kagamitan na ganap ng nagamit ang halaga, marapat na gamitin ang halaga na katumbas ng hindi bababa sa 5% na halaga ng pagkabili ng nasabing kagamitan*

**Sample Computations:**

1. **DEPRECIATED REPLACEMENT COST (DRC)**

DRC = Current Market Price – Accumulated Depreciation

Where:

Accumulated Depreciation = Monthly Depreciation X Depreciation Period

Thus:

|  |  |
| --- | --- |
| **Current Market Price (replacement cost)** | **~~P~~50,000.00** |
| Estimated Useful Life (in months) | 60 months (5 years) |
| Monthly Depreciation = Current Market Price – 5%  Estimated Useful Life  (~~P~~50,000.00 – 2,500)/60 mos. | ~~P~~791.67 |
| Date of Acquisition | January 6, 2020 |
| Date of Loss | November 15, 2020 |
| Depreciation Period (from the date of acquisition until the time of loss) | 11 months |
| **Accumulated Depreciation**  (P791.67 x 11) | ~~P~~8,708.37 |
| **Depreciated Replacement Cost**  (~~P~~50,000.00 – ~~P~~8,708.37) | **~~P~~41,291.63** |

1. **NET BOOK VALUE**

Net Book Value = Acquisition Cost – Accumulated Depreciation

Where:

Accumulated Depreciation = Monthly Depreciation X Depreciation Period

Thus:

|  |  |
| --- | --- |
| **Acquisition Cost** | **~~P~~50,000.00** |
| Estimated Useful Life (in months) | 60 months (5 years) |
| Monthly Depreciation = Acquisition Cost – 5%  Estimated Useful Life  (~~P~~50,000 – 2,500)/60 mos. | ~~P~~791.67 |
| Date of Acquisition | November 4, 2014 |
| Date of Loss | February 27, 2019 |
| Depreciation Period (from the date of acquisition until the time of loss)  2014 – 2 mos.  2015 – 12 mos.  2016 – 12 mos.  2017 – 12 mos.  2018 – 12 mos.  2019 – 2 mos.  Total = 52 mos. | 52 months |
| **Accumulated Depreciation**  (P791.67 x 52) | **~~P~~ 41,166.64** |
| **NBV/Carrying Amount**  (P50,000.00 – 41,166.67) | **~~P~~ 8,833.33** |

|  |  |
| --- | --- |
| **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. **Facilitation of Request for Relief from Property Accountability Through Reimbursement/Replacement**

When the lost, damaged and destroyed property issued to employees was due to other circumstance other that force majeure, theft/robbery and fire (whereas lost may be credited), the Accountable Officer can request for the replacement or reimbursement of the money value of the lost property or payment of cost of repair of the damaged property, within thirty (30) days from the occurrence of loss.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Office/Division:**  ***Tanggapan/Dibisyon*** | | DSWD Field Office XII - Administrative Division - Property and Supply Section (PSS) | | | |
| **Classification:**  ***Kinabibilangan*** | | Complex Transaction  *Komplikado* | | | |
| **Type of Transaction:**  ***Uri ng Transaksyon*** | | G2G – Government to Government  *Pamahalaan sa Pamahalaan* | | | |
| **Who may avail:**  ***Sino ang maaaring makinabang?*** | | Department of Social Welfare and Development (DSWD) Officials and Employees  *Kawani o opisyales ng Kagawaran ng Kagalingang Panlipunan at Pagpapaunlad* | | | |
| **CHECKLIST OF REQUIREMENTS**  ***MGA KINAKAILANGAN*** | | | **WHERE TO SECURE**  ***SAAN KUKUHA*** | | |
| 1. One (1) copy of duly accomplished Report of Loss, Stolen, Damaged and Destroyed Property (RLSDDP), with proof of submission to COA  *Isang (1) kopya ng wastong natapos na Ulat ng Pagkawala, Ninakaw, Nakasira at Nasirang Ari-arian (RLSDDP), na may katibayan ng pagsumite sa COA*    2. One (1) original copy of Memorandum requesting reimbursement/replacement of item lost endorsed by Undersecretary concern to Undersecretary for GASSG  *Isang (1) orihinal na kopya ng Memorandum na humihiling ng bayad / pagpapalit ng item na nawala na inindorso mula sa Undersecretary ng opisinang nakawala kay Undersecretary para sa GASSG* | | | 1. *From PSAMD Office through PREMIS*   *Mula sa Opisina ng PSAMD sa pamamagitan ng PREMIS*         1. *To be prepared by the Client without any prescribed format*   *Ihahanda ng Kliyente nang walang*  *anumang iniresetang format* | | |
| **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 copy of Request for Replacement/Reimbursement with the notarized Report of Lost, Stolen, Damaged, Destroyed Properties (RLSDDP) with proof of submission to Commission on Audit (COA) and Property Acknowledgement Receipt (PAR)/Inventory Custodian Slip (ICS) addressed to the Undersecretary for GASSG/Regional Director. This shall be endorsed by the Head of Offices, Divisions and Sections, copy furnished the Property Office.   1. *Mag sumite ng kopya ng liham na nag lalayong palitan o bayaran ang kagamitan kalakip ang notaryadong RLSDDP na naka address sa Undersecretary ng GASSG/Regional Director. Ito ay nararapat na i-indorso ng pinuno ng tanggapan* | 1. Receive copy of Request for Replacement/Reimbursement with notarized RLSDDP, with proof of submission to COA and with PAR/ICS  *Tumanggap ng Kahilingan para sa*  *Kahulugan mula sa Pananagutan sa Ari-arian na may*  *pag-eendorso mula sa concerned HOBS at itala sa DTS /Logbook*    1.1.Record the same in the Enhanced Data Tracking Management System (EDTMS)/Logbook and forward to the Property Division/Section Chief for action. The Division/Section Chief shall assign the request to the personnel concerned for review/preparation of recommendation/response, as the case maybe  *Itatala ang natanggap na dokumento sa EDTMS/aklat talaan at ito ay ibibigay sa pinuno ng Property Office upang ito ay maitalaga sa nararapat na kawani na mag susuri/mag hahanda ng rekomendasyon at sagot ng naaayon sa sitwasyon* | | *None*  *Wala* | *20 Minutes*  *20 minuto* | *KHAIRIA KAPAMPANGAN*                                ROMMEL CAMAGANCAN |
|  | *1.2 Review the request and determine the completeness of data and attachments*  *Suriin ang request kung ang mga kinakailangang impormasyon at dokumento ay kumpleto*    *a. If not complete – Prepare a Memorandum to the Accountable Officer thru the HOBS/HODS concerned to require submission of the identified lacking requirement/s*  *Kung hindi kumpleto – Maghanda ng Memorandum para sa kawani na idadaan sa Pinuno ng kanilang tanggapan upang hilingin isumite ang mga kinakailangang dokumento*    *a.1. The Memorandum shall be signed by the Administrative Service Director/Administrative Division Chief*  *Ang Memorandum ay kinakailangan nilagdaan ng Direktor ng Administrative Service o Pinuno ng Adminsitrative Division*    *b. If Complete – Proceed to the next step*  *Kung kumpleto – Magpatuloy sa susunod na hakbang* | | *None*  *Wala* | *2 Hours*  *2 Oras* | *KHAIRIA KAPAMPANGAN* |
|  | *1.3* Prepare a recommendation addressed to the Undersecretary for GASSG/Regional Director for the replacement or payment of the lost property to be coursed through the Accounting Office for concurrence as to the computation of the Money Value  *Mag handa ng rekomendasyon na naka-address sa Undersecretary ng GASSG/Regional Director para sa kahilingang palitan o bayaran ang kagamitang nawala. Ito ay idadaan din sa tanggapan ng Accounting upang kanilang masuri kung nararapat ba ng ginawang paraan ng pag bilang ng halaga ng kagamitan*  *The following factors should be taken into consideration when preparing a recommendation (as provided in AO 6, S. 2017)*  *Ang mga sumusunod ang dapat na bigyan pansin sa pag handa ng rekomendasyon ng naayon sa AO 6, S. 2017*    *a. The replacement unit must be of similar or higher specification than that of the unit sought to be replaced.*  *Ang kagamitang ipapalit ay kahalintulad o mas mataas na specification kumpara kagamitang nais palitan*    *b.* *The replacement unit must be in good working condition, regardless of the lost property’s condition at the time of loss.*  *Ang kagamitang ipapalit ay dapat na nasa mabuting kondisyon, anuman ang kondisyon ng nawalang kagamitan*    *c. The replacement of the lost property is more advantageous to the government. Otherwise, payment of the money value of the property shall be required.*  *Ang kagamitang ipapalit ay mas kapaki-pakinabang sa gobyerno. Kung hindi, ang pagbabayad ng aprubadong halaga ng kagamitan ang kinakailangan*    *In preparing the recommendation, the Property personnel should determine the money value of the lost property in accordance with the applicable rules:*  *Sa paghahanda ng rekomendasyon, tutukuyin ng kawani ng property ang halaga ng kagamitan alinsunod sa naaangkop na batas:*  *a. Money value of the lost Property, Plant and Equipment (PPE) shall be based on the Depreciated Replacement Cost (DRC)*  *Ang halaga ng nawalang kagamitan ay naayon sa DRC*    ***Please refer to the sample computation of the DRC provided hereunder.***  ***Sumangguni sa halimbawang komputasyon ng DRC***    *b. Money value of lost semi-expendable properties shall be based on the Current Replacement Cost (CRC) with the same condition and specifications of the lost semi-expendable property.*  *Ang halaga ng nawawalang kagamitan ay naaayon sa CRC na kahalintulad ng spesipikasyon ng nawalang kagamitan*    *The property personnel shall conduct the necessary market research to determine the appropriate computation of money value of the lost property.*  *Ang kawani ng property ay magsasagawa ng kinakailangang pananaliksik sa merkado upang matukoy ang naaangkop na halaga ng nawalang kagamitan*    *Note: for lost IT and communication equipment, system upgrades, installed applications and licenses, as well as the cost incurred for the said upgrades shall be considered in the determination of the value of lost property.*  *Tandaan: Para sa nawalang IT at kagamitang pagn komunikasyon, pag-upgrade ng system, naka-install na mga aplikasyon at lisensya, kasama ang halaga sa pag-upgrade ay dapat na isaalang-alang sa pag tukoy ng halaga ng nawalang kagamitan.* | | *None*  *Wala* | *3 Hours*  *3 oras* | *KHAIRIA KAPAMPANGAN / ROMMEL CAMAGANCAN* |
|  | 1.4 Upon receipt of the decision (approval/disapproval) from the Undersecretary for GASSG/Regional Director on the request, the Property personnel shall assess the same and advise the accountable officer through the HOBS/HODS for the next steps to be undertaken:  *Pagkatanggap ng desisyon kung ang kahilingan ay katanggaptanggap o hindi mula sa Undersecretary ng GASSG/Regional Director, ito ay susuriin ng kawani ng property at magbibigay payo sa kawaning may pananagutan sa pamamagitan ng Memorandum na dadaan sa pinuno ng kanilang tanggapan*    **If the request is disapproved**  ***Kung ang kahilingan ay hindi tinanggap***    Prepare a Memorandum informing the Accountable Officer of the disapproval of the request and/or require compliance with the lacking requirements, within 7 working days upon receipt of the Memorandum.  *Ipapaalam sa kawaning may pananagutan sa pamamagintan ng Memorandum ang hind pagsangayon sa kanyang kahilingan at/o ipapaalam ang mga kalilangang dokumento na dapat na isumite sa loob ng 7 pitong araw ng pag gawa mula sa araw na natanggap ang Memorandum.*    Upon receipt of the lacking requirements or compliance with the instructions of the Undersecretary for GASSG/Regional Director, repeat the 3rd step of this Citizen’s Charter  *Pagkatanggap ng mga kakulangang dokumento o pagkasunod sa mga tagubilin ng Undersecretary for GASSG/Regional Director ay uulitin ang pangatlong hakbang ng Citizen’s Charter na ito.*    **If the request is approved**  ***Kung ang kahilingan ay tinanggap***    Proceed to next step  *Magpatuloy sa susunod na hakbang* | | *None*  *Wala* | *2 Hours*  *2 oras* | *KHAIRIA KAPAMPANGAN / ROMMEL CAMAGANCAN* |
|  | 1.5 Prepare Memorandum to Accountable Officer through his head informing the approval of the request for reimbursement/replacement of the lost property and the steps to be undertaken for the execution of the decision (e.g. submission of the replacement unit and TA Report, if applicable) or payment of the money value to the Cash Division/Section within 15 calendar days from receipt of the decision  *Ipapaalam sa kawaning may pananagutan na ang kahilingang palitan o bayaran ang nawalang kagamitan ay tinanggap sa pamamagitan ng isang Memorandum. Kasabay nito, ipapaalam sa kawaning may pananagutan ang mga hakbang na isasagawa para sa pagpapatupad ng desisyon (e.g. pag sumite ng kapalit na kagamitan at TA Report, kung ito ay naaangkop) o pagbabayad ng kaukulang halaga sa Cash Division/Section sa loob ng 15 araw mula ng matanggap ang desisyon* | | *None*  *Wala* | *30 Minutes*  *30 Minuto* | *KHAIRIA KAPAMPANGAN / ROMMEL CAMAGANCAN* |
| 1. Present replacement unit/Settle the money value of the lost property | *2. In case of replacement of IT and communication equipment, the accountable officer should be advised to request technical assistance from the Regional/Information and Communications Technology Management Service (R/ICTMS) for the assessment of the replacement unit. The technical assistance report from the R/ICTMS shall be presented to the Property Office upon submission of the replacement unit in accordance with the approved recommendation*  *Sa pagpapalit ng IT at komunikasyong kagamitan, ang kawaning may pananagutan ay hihing ng tulong teknikal sa R/ICTMS upang masuri ang kagamitang ipapalit. Ang R/ICTMS ay mag bibigay ng ulat hinggil sa kagamitang ipapalit na ibibigay sa tanggapan ng property alinsunod sa naaprubahan rekomendasyon*    *Inspect/Validate the offered replacement item/s*  *Suriin ang kagamitang nilalayong ipalit sa nawalang kagamitan*    ***If Non-Compliant***  ***Kung ang kagamitan ay hindi naayon sa naaprubahang rekomendasyon***    *Inform the Accountable Officer of the reason/s for non-compliance and require to meet the needed requirements.*  *Ipaalam sa kawaning may pananagutan ang mga dahilan kung bakit nasabing hindi ito naaayon sa naaprubahang rekomendasyon nang sa gayon kanila ito matugunan*    ***If Compliant***  ***Kung naaayon sa naaprubahang rekomendasyon***    *Proceed to next step*  *Magpatuloy sa susunod na hakbang* | | None  *Wala* | *2 Hours*  *2 oras* | *KHAIRIA KAPAMPANGAN / ROMMEL CAMAGANCAN* |
|  | *2.1. Once the replacement unit is compliant with the approved recommendation, the Property Personnel shall:*  *Kung ang kagamitang ipapalit ay naaayon sa naaprubahang rekomendasyon, ang kawani ng Property ay:*  *a. Accept replacement unit*  *Tatanggapin ang kagamitang ipinapalit*    *b. Prepare necessary documentation/update record in PREMIS*  *Maghahanda ng kinakailangang dokumento o i-aupdate ang talaan sa PREMIS*    *c. Prepare Memorandum to Finance and Management Service (FMS)/Finance and Management Division (FMD) and copy furnish Accountable Officer on the acceptance of the offered replacement items for reference and recording in the Books of Account*  *Ipapaalam sa FMS/FMD ang pagtanggap sa ipinalit na kagamitan para maging kanilang sanggunian sa pag tala sa sa Books of Account. Ang kawani na may pananagutan ay bibigyan din ng kopya ng Memorandum para sa kanyang kaalaman* | | *None*  *Wala* | *2 Hours*  *2 oras* | *KHAIRIA KAPAMPANGAN / ROMMEL CAMAGANCAN* |
|  | *2.2 In case of reimbursement, the accountable officer, through the assistance of property personnel shall secure from the Accounting Division/Section the order of payment and pay to the Cash Division/Section the money value of the lost property in accordance with the approved recommendation.*  *Kung ang nawalang kagamitan ay babayaran, ang kawaning may pananagutan, sa tulong ng kawani ng property office ang kukuha ng order of payment mula sa Accounting Division/Section at magbabayad ng halaga ng kagamitan ng naaayon sa naaprubahang rekomendasyon.* | | *None*  *Wala* | *1 Hour*  *1 oras* | *KHAIRIA KAPAMPANGAN / ROMMEL CAMAGANCAN* |
| 3. Forward original copy of Official Receipt (OR)  *Ibigay ang orihinal na kopya ng OR* | *3. Facilitation of cancellation of property accountability in the property records.*  *Ipawalang bisa ang pananagutan ng kawani sa nawalang kagamitan*    *The Property Office shall, through the Memorandum forward to the Accounting Division/Section the original copy of OR together with the relevant documents for purposes of dropping from the books of accounts.*  *Ipaaabot ng tanggapan ng Property sa tanggapang ng Accounting ang orihinal na kopya ng OR kalakip ang dokumentong may kaugnayan sa nawalang kagamitan upang kanilang maging basehan sa pag tanggal nito mula sa talaan ng mga kagamitan. Ito ay gagawin sa pamamagitan ng isang Memorandum*    *In the same Memorandum a copy of Journal Entry Voucher (JEV) shall be requested from the Accounting Division, for records purposes.*  *Sa parehong Memorandum, ang tanggapang ng property ay hihingi ng kopya ng JEV mula sa tanggapan ng Accounting.* | | *None*  *Wala* | *1 Hour*  *1 oras* | *KHAIRIA KAPAMPANGAN / ROMMEL CAMAGANCAN* |
|  | *3.1 Upon completion of the process, the Property personnel shall secure feedback from the client/accountable officer through the prescribed customer feedback form* | | *None*  *Wala* | *5 MINUTES*  *5 minuto* | *KHAIRIA KAPAMPANGAN* |
| **TOTAL:** | | | **None**  ***Wala*** | ***Replacement: 11 Hours, 55 Minutes***    ***Reimbursement: 7 Hours, 25 Minutes*** | |

**Note:**

*Tanda:*

**Computation of the Money Value of Lost Properties**

*Pagkuha ng katumbas na halaga ng naiwalang kagamitan*

**Rule:**

*Panuntunan:*

1. The Money Value shall be equal to the Depreciated Replacement Cost (DRC) of property at the time of loss. Consistent with the provisions of Section 41, Chapter 10 of GAM for NGAs, DRC shall be equal to the replacement cost (current market price) less accumulated depreciation calculated on the basis of replacement cost;

*Ang halaga ay katumbas ng DRC ng kagamitan sa oras ng pagkawala nito. Ito ay naaayon sa probisyon ng Seksyon 41, Kabanata 10 ng GAM para sa NGAS, ng DRC ay katumbas ng kasalukuyang halaga ng naiwalang kagamitan sa merkado at ibabawas ang halaga ng kabuuang pag baba ng halaga ng kagamitan mula sa oras na pagkawala hanggang sa kasalukuyan. Ito ay marapat na ibabatay sa halaga ng naiwalang kagamitan sa merkado.*

1. Should there be no available current market price, the property’s carrying amount or the Net Book Value (NBV) shall be considered.

*Kung ang naiwalang kagamitan ay hindi na makikita pa sa merkado upang maging batayan upang makuha ang halaga na dapat na bayaran ng kawani. Maaaring maging batayan ang halaga ng naiwalang kagamitan o ang Net Book Value (NBV)*

1. The computation of DRC shall be done by the Property Officer; On the other hand, the Net Book Value may be requested from the Accounting Division/Section;

*Ang pag kuha ng DRC ay isasagawa ng kawanin ng property at ang NBV ay magmumula sa Accounting Division/Section*

1. For properties which are fully depreciated, adopt the residual value equivalent to at least 5% of the cost of the property shall be adopted

*Kung ang kagamitan na ganap ng nagamit ang halaga, marapat na gamitin ang halaga na katumbas ng hindi bababa sa 5% na halaga ng pagkabili ng nasabing kagamitan*

Sample Computations:

1. DEPRECIATED REPLACEMENT COST (DRC)

DRC = Current Market Price – Accumulated Depreciation

Where:

Accumulated Depreciation = Monthly Depreciation X Depreciation Period

Thus:

|  |  |
| --- | --- |
| Current Market Price (replacement cost) | ~~P~~50,000.00 |
| Estimated Useful Life (in months) | 60 months (5 years) |
| Monthly Depreciation = Current Market Price – 5%  Estimated Useful Life    (~~P~~50,000.00 – 2,500)/60 mos. | ~~P~~791.67 |
| Date of Acquisition | January 6, 2020 |
| Date of Loss | November 15, 2020 |
| Depreciation Period (from the date of acquisition until the time of loss) | 11 months |
| Accumulated Depreciation  (P791.67 x 11) | ~~P~~8,708.37 |
| Depreciated Replacement Cost  (~~P~~50,000.00 – ~~P~~8,708.37) | ~~P~~41,291.63 |

1. NET BOOK VALUE

Net Book Value = Acquisition Cost – Accumulated Depreciation

Where:

Accumulated Depreciation = Monthly Depreciation X Depreciation Period

Thus:

|  |  |
| --- | --- |
| Acquisition Cost | ~~P~~50,000.00 |
| Estimated Useful Life (in months) | 60 months (5 years) |
| Monthly Depreciation = Acquisition Cost – 5%  Estimated Useful Life    (~~P~~50,000 – 2,500)/60 mos. | ~~P~~791.67 |
| Date of Acquisition | November 4, 2014 |
| Date of Loss | February 27, 2019 |
| Depreciation Period (from the date of acquisition until the time of loss)  2014 – 2 mos.  2015 – 12 mos.  2016 – 12 mos.  2017 – 12 mos.  2018 – 12 mos.  2019 – 2 mos.  Total = 52 mos. | 52 months |
| Accumulated Depreciation  (P791.67 x 52) | ~~P~~ 41,166.64 |
| NBV/Carrying Amount  (P50,000.00 – 41,166.67) | ~~P~~ 8,833.33 |

|  |  |
| --- | --- |
| **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 |

# **HUMAN RESOURCE MANAGEMENT AND DEVELOPMENT DIVISION**

**(HRMDD)**

**NON-FRONTLINE (INTERNAL) SERVICES**

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

The Service Record (SR) is issued to current Officials and employees in the Central Office and, as requested, which 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.

***Pag-isyu ng Service Record sa Mga Kasalukuyang Opisyal at Empleyado***

*Ang Service Record (SR) ay ibinibigay sa mga kasalukuyang Opisyal at empleyado sa Central Office at, gaya ng hinihiling, na 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 Mga Panahon at Sahod.*

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Office or Division:** | Personnel Administration Division (PAS) | | | |
| **Classification:** | Simple  *Kumplikado* | | | |
| **Type of Transaction:**  ***Uri ng Transaksyon:*** | G2G – Government to Government | | | |
| **Who may avail:**  **Sino ang maaaring mag-avail:** | Current Field Office XII Officials and Employees  Mga Kasalukuyang Opisyal at Empleyado ng Field Office XII. | | | |
| **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 / *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, if needed) and submit to PAS  *1. Magpadala ng mail/e-mail o para sa walk-in nang walang anumang nakasulat na kahilingan, gawin ang HRMDS-PAD Request Form (isulat din ang mga detalye ng contact, kung kinakailangan) at isumite sa PAD* | 1. Receive the complete documents submitted  *1. Tanggapin ang kumpletong mga dokumentong isinumite* | None  *Wala* | 10 minutes  *10 Minuto* | Incoming/Outgoing Clerk  PAS Receiving Area |
| 2. Wait for advice of the Personnel Officer assigned  *2. Maghintay ng payo ng Personnel Officer na nakatalaga* | 2.1. Review the Service Card data, if updated Per16 / FILE 201 if needed.  *2.1. Suriin ang data ng Service Card, kung na-update ang Per16 / FILE 201 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)* | Personnel Officer  CO & FO Personnel Transaction Section |
| 2.2. Encode/  check details of SR, print the issuance and attach the necessary documents  *2.2. Encode/*  *suriin ang mga detalye ng SR, i-print ang pagpapalabas at ilakip ang mga kinakailangang dokumento* | None  *Wala* |
| 2.3. Review and Sign/initial the SR  *2.3. Suriin at Lagdaan/inisyal ang SR* | None  *Wala* | 3 hours and 30 minutes (depending on the availability of signatories)  *3 oras at 30 minuto (depende sa pagkakaroon ng mga lumagda)* | Section Head  PAS Section or Personnel Officer    OIC/Chief Admin. Officer  Personnel Admin. Division |
| 2.4. Inform the client that SR is ready (either through chat, e-mail or phone call)  *2.4. Ipaalam sa kliyente na handa na ang SR (sa pamamagitan ng chat, e-mail o tawag sa telepono)* | None  *Wala* | 10 minutes  *10 Minuto* | Personnel Officer  CO & FO Personnel Transaction Section |
| 3. Get the SR issued  *3. Kunin ang na isyung SR* | 3. Provide one originally signed SR to the client and have it properly received. Ask the client to accomplish Customer Feedback Form  *3. 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 Minuto* | Incoming/Outgoing Clerk  PAS Receiving Area |
| **TOTAL**  May be extended depending on the volume of transactions handled  **KABUUAN**  Maaaring palawigin depende sa dami ng mga transaksyong pinangangasiwaan | | None  Wala | 3 Days  3 Araw |  |

**2.** **Issuance of Certificate of Employment to Current Officials, Employees and Contract of Service Workers**

The COE is issued to current Officials, employees, and COS Workers in the Central Office, which certifies their services rendered.

***Pagbibigay ng Sertipiko ng Trabaho sa mga Kasalukuyang Opisyal, Empleyado at Kontrata ng mga Manggagawa sa Serbisyo***

Ang COE ay ibinibigay sa mga kasalukuyang Opisyal, empleyado, at COS Workers sa Field Office XII, na nagpapatunay sa kanilang mga serbisyong ibinigay.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Office or Division:** | Personnel Administration Division (PAS) | | | |
| **Classification:** | Simple  *Kumplikado* | | | |
| **Type of Transaction:**  **Uri ng Transaksyon:** | G2G – Government to Government | | | |
| **Who may avail:**  ***Sino ang maaaring mag-avail:*** | Current Field Office XII Officials and Employees  *Mga Kasalukuyang Opisyal at Empleyado ng Field Office XII.* | | | |
| **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 / *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 and submit to PAS  *1. Magpadala ng mail/e-mail o para sa walk-in nang walang anumang nakasulat na kahilingan, gawin ang HRMDS-PAD Request Form at isumite sa PAD* | 1. Receive the complete documents submitted  *1. Tanggapin ang kumpletong mga dokumentong isinumite* | None  *Wala* | 10 minutes  *10 Minuto* | Incoming/Outgoing Clerk  PAS Receiving Area |
| 2. Wait for advice of the Personnel Officer assigned  *2. Maghintay ng payo ng Personnel Officer na nakatalaga* | 2.1. Review the documents submitted and check the FILE 201 if needed.  *2.1. Suriin ang mga dokumentong isinumite at suriin ang FILE 201 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)* | Personnel Admin. Asst.  MOA Section  (for COS Workers)  Personnel Admin. Asst.  CO & FO Personnel Transaction Section  (for Officials and employees) |
| 2.2. 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 |
| 2.3. Review and Sign/initial the COE  *2.3. Suriin at Lagdaan/Inisyal ang COE* | None  *Wala* | 3 hours and 30 minutes  *3 Oras at 30 minuto* | Section Head  PAS Section or Personnel Officer  OIC/Chief Admin. Officer  Personnel Admin. Division |
| 2.4. Inform the client that COE is ready through the HRMIS (or either through chat, e-mail, or phone call)  *2.4. Ipaalam sa kliyente na handa na ang COE sa pamamagitan ng HRMIS (o sa pamamagitan ng chat, e-mail, o tawag sa telepono)* | None  *Wala* | 10 minutes  *10 Minuto* | Personnel Admin. Asst.  MOA Section  (for COS Workers)    Personnel Admin. Asst.  CO & FO Personnel Transaction Section  (for Officials and employees) |
| 3. Get the COE issued  *3. Kunin ang na isyu na COE* | 3. Provide one originally signed COE to the client and have it properly received. Ask the client to accomplish Customer Feedback Form  *3. Magbigay ng isang orihinal na nilagdaan na COE sa kliyente at matanggap ito 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**  May be extended depending on the volume of transactions handled  ***KABUUAN***  *Maaaring palawigin depende sa dami ng mga transaksyong pinangangasiwaan* | | **None**  ***Wala*** | **3 days**  ***3 Araw*** |  |

**3.** **Issuance of Certificate of Leave Without Pay (LWOP)/No LWOP to Current Officials and Employees**

The CLWOP/CNLWOP is being issued to current Officials and employees in the Central Office (CO), which certifies that they have/do not have LWOP for a certain period.

***Pag-isyu ng Certificate of Leave Without Pay (LWOP)/No LWOP sa mga Kasalukuyang Opisyal at Empleyado***

*Ang CLWOP/CNLWOP ay ibinibigay sa mga kasalukuyang Opisyal at empleyado sa Field Office XII (FO XII), na nagpapatunay na mayroon/wala silang LWOP sa isang tiyak na panahon.*

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Office or Division:** | Personnel Administration Division (PAS) | | | |
| **Classification:** | Simple  *Kumplikado* | | | |
| **Type of Transaction:**  **Uri ng Transaksyon:** | G2G – Government to Government | | | |
| **Who may avail:**  ***Sino ang maaaring mag-avail:*** | Current Field Office XII Officials and Employees  *Mga Kasalukuyang Opisyal at Empleyado ng Field Office XII.* | | | |
| **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 / *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 and submit to PAS.  *1. Magpadala ng mail/e-mail o para sa walk-in nang walang anumang nakasulat na kahilingan, gawin ang HRMDS-PAD Request Form at isumite sa PAD.* | 1. Receive the complete documents submitted.  *1. Tanggapin ang kumpletong mga dokumentong isinumite*.  2. Forward the request to the PAS Focal Person.  *2. Ipasa ang kahilingan sa PAD Focal Person.* | None  *Wala* | 5 minutes  *5 Minuto* | **Receiving Clerk/Email Custodian**  PAS Receiving Area |
| 2. Wait for advice of the assigned Focal Person  *2. Maghintay ng payo ng nakatalagang Focal Person* | 3. Review the documents submitted and check if the client already has an encoded ELARS.  *3. Suriin ang mga dokumentong isinumite at suriin kung ang kliyente ay mayroon nang naka-encode na ELARS.*    3.1. If there is none, encode the ELARS.  *3.1. Kung wala, i-encode ang ELARS.*  3.2. If there is an encoded ELARS, proceed to step 4.  *3.2. Kung mayroong naka-encode na ELARS, magpatuloy sa hakbang 4.*3.3. If there is an encoded and reviewed ELARS, proceed to step 6.  *3.3. Kung mayroong naka-encode at nasuri na ELARS, magpatuloy sa hakbang 6.*  4. Review/check the ELARS vis-à-vis the leave card.  *4. Suriin/suriin ang ELARS vis-à-vis sa leave card.*  5. Reprint the corrected ELARS, if errors are found.  *5. I-print muli ang itinamang ELARS, kung may nakitang mga error.*  6. Encode the needed details to the CLWOP/ CNLWOP, print the issuance and attach the necessary documents.  *6. I-encode ang mga kinakailangang detalye sa CLWOP/CNLWOP, i-print ang issuance at ilakip ang mga kinakailangang dokumento.* | none | 6 days, 5 hours and 45 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.)* | **Focal Person**  LAS                                            **Administrative Staff**  LAS    **Focal Person**  LAS      **Focal Person**  LAS |
| 7. The Focal Person shall forward the CLWOP/CNLWOP to the Certifying Authority for certification.  *7. Dapat ipasa ng Focal Person ang CLWOP/CNLWOP sa Certifying Authority para sa sertipikasyon.*  8. The Certifying Authority shall sign the CLWOP/ CNLWOP.  *8. Ang Awtoridad sa Pagpapatibay ay lalagda sa CLWOP/CNLWOP.* | None  Wala | 2 hours  2 Oras | **Focal Person**  LAS            **Certifying Authority**  PAS |
| 3. Get the CLWOP/ CNLWOP issued.    *3. Kunin ang CLWOP/ CNLW OP na inisyu.* | 9. Ensure that the CLWOP/ CNLWOP has a security feature (e.g. barcode, dry seal, etc.) to avoid data fraud or falsification of document.  *9. Tiyakin na ang CLWOP/CNLWOP ay may tampok na panseguridad (hal. barcode, dry seal, atbp.) upang maiwasan ang data fraud o falsification ng dokumento.*  10. Inform the client that the CLWOP/ CNLWOP is ready for releasing via email/SMS/call/chat.  *10. Ipaalam sa kliyente na ang CLWOP/ CNLWOP ay handa nang ilabas sa pamamagitan ng email/SMS/tawag/chat.*  11. 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.  *11. 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 | **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* |
| **TOTAL**  May be extended based on the number of transactions being handled.***KABUUAN***  *Maaaring palawigin batay sa bilang ng mga transaksyong hinahawakan.* | | **None**  **Wala** | **7 days**  **7 Araw** |  |

**4.** **Issuance of Certificate of Leave Credits (CLC) to Current Officials and Employees**

The CLC is issued to current Officials and employees in the Central Office, which certifies their unutilized leave credit balances for a certain period.

***Pagbibigay ng Certificate of Leave Credits (CLC) sa mga Kasalukuyang Opisyal at Empleyado***

*Ang CLC ay ibinibigay sa mga kasalukuyang Opisyal at empleyado sa Central Office, na nagpapatunay sa kanilang hindi nagamit na mga balanse sa credit sa leave para sa isang tiyak na panahon.*

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Office or Division:** | Personnel Administration Division (PAS) | | | |
| **Classification:** | Simple  *Kumplikado* | | | |
| **Type of Transaction:**  **Uri ng Transaksyon:** | G2G – Government to Government | | | |
| **Who may avail:**  ***Sino ang maaaring mag-avail:*** | Current Field Office XII Officials and Employees  *Mga Kasalukuyang Opisyal at Empleyado ng Field Office XII.* | | | |
| **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 / *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 and submit to PAS.  *1. Magpadala ng mail/e-mail o para sa walk-in nang walang anumang nakasulat na kahilingan, gawin ang HRMDD-PAS Request Form at isumite sa PAS.* | 1. Receive the complete documents submitted.  *1. Tanggapin ang kumpletong mga dokumentong isinumite.*    2. Forward the request to the PAS Focal Person.  *2. Ipasa ang kahilingan sa PAD Focal Person.* | None  Wala | 5 minutes  5 Minuto | **Receiving Clerk/Email Custodian**  PAS Receiving Area |
| 2. Wait for advice of the assigned Focal Person  *2. Maghintay ng payo ng nakatalagang Focal Person* | 3. Review the documents submitted and check if the client already has an encoded ELARS.  *3. Suriin ang mga dokumentong isinumite at suriin kung ang kliyente ay mayroon nang naka-encode na ELARS.*  3.1. If there is none, encode the ELARS.  *3.1. Kung wala, i-encode ang ELARS.*  3.2. If there is an encoded ELARS, proceed to step 4.  *3.2. Kung mayroong naka-encode na ELARS, magpatuloy sa hakbang 4.*  3.3. If there is an encoded and reviewed ELARS, proceed to step 6.  *3.3. Kung mayroong naka-encode at nasuri na ELARS, magpatuloy sa hakbang 6.*  4. Review/check the ELARS vis-à-vis the leave card.  *4. Suriin/suriin ang ELARS vis-à-vis sa leave card.*  5. Reprint the corrected ELARS, if errors are found.  *5. I-print muli ang itinamang ELARS, kung may nakitang mga error.*  6. Encode the needed details to the CLC, print the issuance and attach the necessary documents.  *6. I-encode ang mga kinakailangang detalye sa CLC, i-print ang pagpapalabas at ilakip ang mga kinakailangang dokumento.* | None  Wala | 6 days, 5 hours and 45 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, 5 oras at 45 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 kliyente.)* | **Focal Person**  LAS                                            **Administrative Staff**  LAS    **Focal Person**  LAS      **Focal Person**  LAS |
| 7. The Focal Person shall forward the CLC to the Certifying Authority for certification.  *7. Ipapasa ng Focal Person ang CLC sa Certifying Authority para sa sertipikasyon.*  8. The Certifying Authority shall sign the CLC.  *8. Ang Awtoridad sa Pagpapatibay ay lalagda sa CLC.* | None  Wala | 2 hours  2 Oras | **Focal Person**  LAS          **Certifying Authority**  PAS |
| 3. Get the CLC issued.  3. Kunin na isyu na CLC. | 9. Ensure that the CLC has a security feature (e.g. barcode, dry seal, etc.) to avoid data fraud or falsification of document.  *9. Tiyakin na ang CLC ay may tampok na panseguridad (hal. barcode, dry seal, atbp.) upang maiwasan ang data fraud o falsification ng dokumento.*  10. Inform the client that the CLC is ready for releasing via email/SMS/call/chat.  *10. Ipaalam sa kliyente na ang CLC ay handa nang ilabas sa pamamagitan ng email/SMS/tawag/chat.*  11. Provide one (1) duly signed CLC to the client and request the client to accomplish the CSMF to be submitted via drop box, email or Google form.  *11. Magbigay ng isang (1) nararapat na nilagdaan na CLC 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 | **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* |
| **TOTAL**  May be extended based on the number of transactions being handled.  ***KABUUAN***  *Maaaring palawigin batay sa bilang ng mga transaksyong hinahawakan* | | None  Wala | 7 days  7 Araw |  |