

CITIZEN'S CHARTER HANDBOOK

**2022
5th Edition**

DSWD FIELD OFFICE 1 CITIZEN'S CHARTER HANDBOOK

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AGENCY PROFILE

I. MANDATE:

The Department of Social Welfare and Development (DSWD) is a national agency mandated to provide assistance to local government units (LGUs), non-government organizations (NGOs), other national government agencies (NGAs), people's organizations (POs), and other members of civil society in effectively implementing programs, projects, and services that will alleviate poverty and empower disadvantaged individuals, families, and communities for an improved quality of life (Executive Order No.15 issued in 1998). It also implements statutory and specialized programs which are directly lodged with the Department and/or not yet devolved to the LGUs (Executive Order No. 221 issued in 2003).

II. VISION:

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

III. MISSION:

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

IV. SERVICE PLEDGE:

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

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

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

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

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PROPERTY and SUPPLY SECTION NON-FRONTLINE SERVICES

1. Physical Count of Property, Plant and Equipment (PPE)

To ensure the 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.

Office or Division:	Administrative Division – Property and Supply Section (PSS)			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government;			
Who may avail:	DSWD Officials and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Special Order		1. Property and Supply Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. None	1.1 Preparation and Planning of conduct of Physical Count:			
	1.1.1 Prepare and facilitate the approval of the Regional Special Order (RSO) for the Constitution/ Reconstitution of Membership of the Inventory Committee for Field Office (ICFO).	None	3 days	Secretariat
	1.1.2 Prepare the Notice of Meeting for signature of the ICFO Chairperson. Once signed route to members of the ICFO.	None	30 minutes	Secretariat
	1.1.3 Conduct meeting and finalize the activities for the conduct of physical count.	None	4 hours	ICFO Secretariat
	1.1.4 Prepare the invitation to COA and Internal Audit Unit (IAU) and Memorandum	None	1 hour 30 minutes	Secretariat

	to Offices informing about the schedule of inventory. 1.1.5 Route the memorandum to concerned offices.	None	5 minutes	<i>Secretariat</i>
2. Participate in the conduct of Physical Count and present PPEs requested by the auditees.	2.1 Provide specific instructions to the Inventory Team.	None	30 minutes	<i>ICFO Chairperson</i>
	2.2 Conduct the Physical Count to Offices:	None	2 minutes (per item)	<i>Inventory Team (ICFO)</i>
	2.2.1 Use the barcode scanner to check property description vis-à-vis reference documents on hand and indicate present condition of the equipment.			
	2.2.2 Replace property stickers (if necessary)			
	2.2.3 Accomplish the inventory sheet and submit to secretariat.			
	2.3 Consolidate the accomplished inventory sheet.	None	20 days	<i>Secretariat</i>
	2.4 Prepare the Inventory Findings and Memorandum addressed to concerned offices informing the result of Physical Count in their office.	None	4 hours	<i>Secretariat</i>
	2.5 Sign the Report Findings and the drafted memorandum to concerned offices.	None	1 day	<i>ICFO Chairperson</i>

	2.6 Prepare the Report on the Physical Count of Property, Plant and Equipment (RPCPPE).	None	4 hours	Secretariat
	2.7 Review the prepared RPCPPE and sign.	None	2 days	ICFO Members
	2.8 Route the signed RPCPPE to the Chief of Administrative Division and Assistant Regional Director for Administration.	None	30 minutes	Secretariat
	2.9 Approval of the RPCPPE.	None	3 days	Administrative Division Chief, Assistant Regional Director for Administration (ARDA), Regional Director
	2.10 Submit the signed RPCPPE to COA. Furnish a copy of to the IAU and the Accounting Section. • Note: Submission of RPCPPE to COA is on or before 31 January of the year.	None	15 minutes	Secretariat
TOTAL		None	30 Days 7 Hours and 20 Minutes	

2. Recording, Documentation and Issuance of Expendable or Consumable Supplies

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 and Supply Section (PSS) for recording and property tagging.

Office or Division:	Administrative Division – Property and Supply Section (PSS)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government;			
Who may avail:	DSWD Officials and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Inventory of Supplies on Hand 2. Technical Assistance Report or Pre-repair Inspection 3. Photocopy of Approved Project Procurement Management Plan (PPMP)		1. DSWD Field Office 1 – responsible ODSU 2. DSWD Field Office 1 – responsible ODSU 3. DSWD Field Office 1 – responsible ODSU		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Forward to Property Supply Section all the documentary requirements.	1.1 Receive and validate the completeness of the submitted documents 1.1.1 Incomplete: Request for the lacking document/s 1.1.2 Complete: Assign a Requisition and Issue Slip (RIS) no. Encode the details in the monitoring tool and check the availability of the stocks	None	30 minutes	<i>Administrative Assistant (PSS)</i>
	1.2 Assess the availability of requested supplies. 1.2.1 Not Available: Prepare memo for the end-user returning the RIS of instruction to prepare Purchase Request (PR 1.2.2 Available: Request the approval of the Division	None	15 minutes	<i>Administrative Officer II (AO II) PSS</i>

	Chief/Section Head in the RIS for the issuance of the item/s.			
	1.3 Indicate the quantity issued. Prepare the memo and sign the RIS. Records goods issued in the Stock Card, Bin Card and existing database.	None	15 minutes	AO II (PSS)
2. Validate the quantity & specification of goods being issued. Sign the RIS.	2.1 Issue the available requested goods. 2.2 Issue one (1) copy of the RIS to end-user and retain one (1) copy for Report of Supplies and Materials Issued (RSMI). 2.3 Provide end-user Client Satisfaction Measurement Survey (CSMS) Form and instruct to accomplish and submit to PSS or via google form.	None	4 hours	AO II (PSS)
3. Submit the accomplished CSMS Form.	3. Receive the accomplished CSMS Form and file.	None	2 minutes	AA II/ AO II (PSS)
TOTAL		None	5 Hours and 4 Minutes	

3. Recording, Documentation and Issuance PPE and Semi-Expendable Properties

Prior to issuance to end-user, all newly acquired properties, classified either as PPE of Semi-expandable properties shall first be coordinated with the Property and Supply Section (PSS) for recording and property tagging.

Office or Division:	Administrative Division – Property and Supply Section (PSS)
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Classification:	Simple			
Type of Transaction:	G2G – Government to Government;			
Who may avail:	DSWD Officials and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. One (1) copy of Purchase Order (PO); 2. One (1) copy of Sales Invoice (SI) or Delivery Receipt (DR); 3. One (1) copy of Inspection and Acceptance Report (IAR); 4. One (1) copy of Property Transfer Report (PTR), from CO to FO or FO to FO; 5. One (1) copy of Contract (for properties attached to subscription plan); 6. Certificate of Completion; 7. Deed of Donation (DOD) for donated properties; 8. Liquidation Report for fabricated properties; 9. Approved Distribution List		1. DSWD FO 1 – Procurement Section 2. DSWD FO 1 – Procurement Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inspection Committee to submit the documents to PSS.	1.1 Receive and validate the accuracy and completeness of submitted documents.	None	20 minutes	<i>Administrative Assistant (AA)</i> <i>PSS</i>
	1.1.1 Incomplete: Request for the lacking documents;			
	1.1.2 Complete: Proceed to the next step.			
	1.2 Determine the Property Acquisition cost for recording in PREMIS	None	10 minutes	<i>Administrative Officer (AO)</i> <i>PSS</i>
	1.2.1 Above Php 50,000.00: Record the property details in PREMIS under the “Property Records” module;			
	1.2.2 Php 49,999.99			

	<p>and below (or attachment to subscription plan/ contracts, donation, fabrication regardless of the acquisition cost): Record in PREMIS under "Inventory Custodian Slip (ICS)" module.</p>			
1.3	<p>Copy the generated property number and open the "Transfer Thru Furniture and Equipment Transfer Slip (FETS)" module in PREMIS to record the identified end-user.</p> <p><i>*Note: The Primary Accountable personnel are those holding a regular, coterminous, contractual, or casual positions. If end-user is a COS Worker, they will be recorded as the secondary accountable personnel.</i></p>	None	10 minutes	Administrative Officer (AO) PSS
1.4	<p>Generate and print the Property Acknowledgement Report (PAR) or ICS, and Undertaking into three (3) copies. Print barcode sticker through "PREMIS Report" module.</p> <p>• No. of Barcode Sticker to be printed:</p> <p>1.4.1 Computer Desktop: 4 copies</p>	None	5 minutes	AA (PSS)

	1.4.2 Split-type Air Conditioning Unit: 2 copies			
	1.4.3 Partitions/Blinds : Depending on the no. of partitions/blinds per property number			
	1.4.4 Other property: 1 copy			
	1.5 Attach barcode stickers and property label to the property. Endorse the printed PAR/ICS for approval.	None	5 minutes	AA (PSS)
	1.6 Approve the PAR/ICS	None	1 hour	AO V (PSS Head)
	1.7 Endorse the approved PAR/ICS and Undertaking to the End-user. Attach the Client Satisfaction Measurement Survey (CSMS) Form.	None	15 minutes	AA (PSS)
2. Receive the issued property and affix signature on PAR/ICS and Undertaking (if any). Accomplish and submit the CSMS Form.	2.1 Issue the property to the end-user. Sign the PAR/ICS in the "Issued By" portion.	None	5 minutes	AA (PSS)
	2.2 Provide one (1) copy of PAR/ICS and undertaking to the end-user, one (1) copy to the Procurement Section. Retain one (1) copy for PSS reference.	None	30 minutes	AO (PSS)
	2.3 Update the PREMIS.	None	15 minutes	AO (PSS)

TOTAL	None	2 Hours and 55 Minutes	
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4. Surrender/Turnover of Property and Cancellation of Property Accountability

To ensure documentation of surrendered properties and consequently to cancel accountability of the end-user.

Office or Division:	Administrative Division – Property and Supply Section (PSS)			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government;			
Who may avail:	DSWD Officials and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Furniture and Equipment Transfer Slip (FETS) 2. Pre-inspection Report Form/ Technical Assistance Report Form (TARF)		1. Property Records and Equipment Monitoring System (PREMIS) 2. DSWD FO 1 – responsible ODSU		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish FETS thru PREMIS. Submit the accomplished FETS and Pre-inspection Report of the items to be surrendered to PSS.	1.1 Receive the submitted FETS with the pre-inspection report.	None	5 minutes	<i>Administrative Assistant (AA) PSS</i>
	1.2 Validate the submitted documents and verify the condition of the surrendered item. Provide the Client Satisfaction Measurement Survey (CSMS) Form.	None	10 minutes	<i>Administrative Officer II (AO II) PSS</i>
	1.3 Process the submitted FETS thru the PREMIS	None	1 hour	<i>AO II (PSS)</i>
	1.3.1 With Discrepancy: inquire for the correct details of the surrendered equipment. 1.3.2 Without Discrepancy:			

	Signed the "Received By" portion of FETS.			
1.4	Generate and print two (2) copies of PAR or ICS using the PREMIS Report Module.	None	5 minutes	AA (PSS)
1.4.1	PAR: for P50,000 above acquisition cost			
1.4.2	ICS: for P49,999.99 and below acquisition cost			
1.5	Generate and print the barcode sticker with the number of copies as follows:	None	10 minutes	AA (PSS)
1.5.1	Computer Desktop: 4 copies			
1.5.2	Split-type Air Conditioning Unit: 2 copies			
1.5.3	Partitions/Blinds: depending on the number of partitions/ blinds per property number			
1.5.4	Other property: 1 copy			
1.6	Sign the generated barcode stickers.	None	15 minutes	PSS Section Head
1.7	Attach the printed barcode stickers to the most visible and secured area of the property. Forward the PAR/ICS to Division Chief/ Section Head for approval.	None	5 minutes	AA (PSS)
1.8	Approval of	None	1 hour	Division Chief

	PAR/ICS			
	1.9 Cancel the Accountability of the end-user. Update the PREMIS by uploading a scan copy of the approved PAR/ICS and file the hard copy for reference.	None	25 minutes	AO/AA (PSS)
TOTAL		None	3 Hours and 15 Minutes	

5. Transfer of Property Accountability

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.

Office or Division:	Administrative Division – Property and Supply Section (PSS)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government;			
Who may avail:	DSWD Officials and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Furniture and Equipment Transfer Slip (FETS)		1. Property Records and Equipment Monitoring Inventory System (PREMIS)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish and submit the FETS for transfer to PSS.	1.1 Receive the submitted accomplished FETS. Review the form as to the completeness of signatories. 1.1.1 Incomplete: Return to requester for completion. 1.1.2 Complete: proceed to the next step.	None	10 minutes	<i>Administrative Assistant (AA), Administrative Officer (AO)</i>

	1.2 Process the approval of the request through PREMIS FETS request module.	None	25 minutes	AO (PSS)
	1.3 Generate and print PAR or ICS and Undertaking (if there is secondary accountable) in 2 copies. Generate Barcode sticker through "PREMIS Report" module. Print the barcode sticker, with the number of copies as follows: 1.3.1 Computer Desktop: 4 copies 1.3.2 Split-type Air Conditioner: 2 copies 1.3.3 Partitions/ Blinds: depends on the number of partition/blinds per property number. 1.3.4 Other property: 1 copy	None	15 minutes	AA, AO (PSS)
	1.4 Record in the logbook/ routing slip details of transfer properties stated in the PAR/ICS. Forward to concerned ODSU for signature of the previous accountable person and to the new accountable person.	None	10 minutes	PSS Head
	1.5 Replace the old	None	15 minutes	AA, AO (PSS)

	barcode sticker to the property.			
2. Sign the PAR/ICS and return to the property office.	2.1 Receive the signed PAR/ICS and forward to the Division Chief/Section Head for approval.	None	15 minutes	AA (PSS)
	2.2 Provide one (1) copy of approved PAR/ICS to the end-user for their reference.	None	5 minutes	AA, AO (PSS)
	2.3 Update the PREMIS. One (1) copy of the PAR/ICS is filed for reference.	None	15 minutes	AA, AO (PSS)
TOTAL		None	1 Hour and 50 Minutes	

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

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; and to ensure recording and documentation in cases of loss, damage or destruction of government properties.

Office or Division:	Administrative Division – Property and Supply Section (PSS)		
Classification:	Highly Technical		
Type of Transaction:	G2G – Government to Government;		
Who may avail:	DSWD Officials and Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. One (1) original copy of duly accomplished and notarized Report of Loss, Stolen, Damaged and Destroyed Property (RLSDDP)		1. PREMIS	
2. One (1) original copy of Notarized Affidavit of Loss		2. Applicant	
3. One (1) original copy of Notarized Joint Affidavit of Two (2) Disinterested Person		3. Applicant	
4. One (1) original copy of Police Report		4. Applicant	
5. One (1) original copy Comments of the Regional Director		5. Applicant	
6. One (1) original copy of Certification from Competent Authority on the Destruction brought by Natural Calamity and Insurgency.		6. Applicant	

7. One (1) original copy of Inspection Report of Damaged Property 8. One (1) photocopy of Property Acknowledgement Receipt (PAR)/ Inventory Custodian Slip (ICS)		7. Applicant 8. DSWD FO 1 - Property and Supply Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Forward a copy of the Notarized RLSDDP to the Property and Supply Section.	1.1 Receive the RLSDDP with proof of receipt by COA and/or request for Relief duly endorsed by the ODSU Head.	None	5 minutes	<i>Administrative Assistant (AA) PSS</i>
	1.2 Review and check completeness of submitted documentary requirements under Sec.6.9 of AO 6 s.2017	None	10 minutes	<i>Administrative Officer (AO) PSS</i>
	1.3 Verify the property is tagged in PREMIS as lost/ damaged/ destroyed. If not, tag the property as lost under the RLSDDP module.	None	2 hours	<i>AO (PSS)</i>
	1.3.1 Not Complete: Prepare a Memorandum to the accountable officer thru ODSU Head to submit identified lacking document/s or any requirement/s			
	1.3.2 Complete: Proceed to the next step			
	1.4 Prepare recommendation/ comments addressed to COA, copy	None	3 hours	<i>AO (PSS)</i>

	<p>furnished the Accountable Officer and Head of ODSU concerned and to be signed by the Regional Director.</p> <p>*Note: The Administrative Division Chief shall affix his/her initial on the Recommendation/Comment</p> <p>1.4.1 In Order: Regional Director shall sign the same and endorse back to PSS for proper routing.</p> <p>1.4.2 Not In Order: Return to PSS with instructions and recommend further action.</p> <p>1.5 Route the signed original copy to COA and photocopy to the Accountable Officer and ODSU Head.</p> <p>*Note: If not signed, assign to concerned PSS Staff for appropriate action.</p>	None	10 minutes	AA (PSS)
2. Receive photocopy of the approved recommendation	2. Scan and file the receiving copy of the Recommendation/Comments	None	10 minutes	AA (PSS)
TOTAL		None	6 Hours and 5 Minutes	

7. 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 than 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) day from the occurrence of loss.

Office or Division:	Administrative Division – Property and Supply Section (PSS)			
Classification:	Complex Transaction			
Type of Transaction:	G2G – Government to Government;			
Who may avail:	DSWD Officials and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. One (1) copy of Report of Loss, Stolen, Damaged, and Destroyed Property (RLSDDP), Notarized with proof of submission to COA		1. Online thru PREMIS		
2. Property Acknowledgement Receipt (PAR)		2. Applicant/ DSWD Field Office – PSS		
3. Inventory Custodian Slip (ICS)		3. Applicant/ DSWD Field Office – PSS		
4. One (1) original copy of Memorandum requesting reimbursement/ replacement of item lost endorsed by Head of ODSU concern to the Regional Director.		4. Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a request for replacement/ reimbursement addressed to the Regional Director	1.1 Receipt of request and route to Property and Supply Section for appropriate action.	None	10 minutes	Administrative Assistant (AA)/ Administrative Aide (AAide) ORD
	1.2 Record the receipt of request on logbook/ update the tracking system. Prepare a recommendation or response letter.	None	10 minutes	AA/AO (PSS)
	1.3 Review the request and determine the completeness of data and its attachments	None	2 Hours	AO (PSS)

	<p>1.3.1 Incomplete: Prepare a Memorandum (signed by Section Head) requesting the applicant to complete lacking requirements.</p> <p>1.3.2 Complete: proceed to the next step.</p>	None		AO (PSS)/ PSS Section Head
	<p>1.4 Prepare a recommendation addressed to the 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 Money Value.</p> <p>1.4.1 For Replacement:</p> <ul style="list-style-type: none"> Unit must be of similar or higher specification than that of the unit sought to be replaced; Unit must be in good working condition, regardless of the lost property's condition at the time of loss; Unit is more advantageous to the government. Otherwise, payment of the money value of the property shall be required. 	None	3 Hours	Administrative Officer (AO) PSS

	<p>1.4.1 For Payment:</p> <ul style="list-style-type: none"> • The Property Staff shall determine the “Money Value” of the lost property to be settled by the Accountable Officer; • The Property Staff shall conduct a market research. Should there be no available current market price, the property’s carrying amount or the Net Book Value (NBV) shall be considered. 			
	<p>1.5 Receive and assess the decision from the Regional Director.</p>	None	2 Hours	AO/ PSS Section Head
	<p>1.5.1 Disapproved: Prepare a memorandum informing the Accountable Officer of the disapproval of request and/or require compliance with the lacking requirements within 7 days upon receipt of the Memorandum.</p>			
	<p>1.5.2 Approved: Prepare a memorandum to the Accountable Officer informing the approval of the request for reimbursement/ replacement of the lost of property and the</p>			

	steps to be undertaken for the execution of the decision.			
If For Reimbursement:				
2. Secure the Order of Payment and settle the amount at the Cash Section.	2.1 Assist the Accountable Officer to secure order of payment at the Accounting Office.	None	2 Hours	AO(PSS)
	2.2 Receipt of payment and issue Official Receipt.			AO (Cash Section)
	2.3 Prepare Memorandum and Letter endorsing the proof of payment from the accountable person and request for dropping from the Books of Accounts.			AO (PSS)
	2.4 Update the PREMIS as to the settlement of property accountability			AA/AO (PSS)
If for Replacement:				
2. Present the replacement unit for the lost property.	2.1 Request for the presence of COA representative during inspection of the replacement unit.	None	30 minutes	AO (PSS)
	2.2 Inspect/Validate the offered replacement unit/s:	None	1 Hour	AO (PSS), COA Representative
	2.2.1 Non-Compliant: Inform the			

	Accountable Officer of the reason/s of non-compliance to require to meet the needed requirements.			
	2.2.2 Compliant: Accept replacement upon concurrence of COA Representative			
	2.3 Prepare Memorandum to FMD and COA on the acceptance of offered replacement items for reference and recording in the Books of Accounts.	None	30 minutes	AO (PSS)
	2.4 Prepare necessary documentation/ update record in PREMIS.	None	30 minutes	AO (PSS)
TOTAL		None	1 Day 6 Hours and 55 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;
2. Should there be no available current market price, the property's carrying amount of the Net Book Value (NBV) shall be considered.
3. 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 Section.

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

Sample Computations:

1. Depreciated Replacement Cost (DRC)

DRC = Current Market Place – Accumulated Depreciation

Where:

Accumulated Depreciation = Monthly Depreciation x Depreciation Period

Thus:

Current Market Price (replacement cost)	Php 2,499.00
Estimated Useful Life (in months)	60 months (5 years)
Monthly Depreciation = $\frac{\text{Current Market Price} - 5\%}{\text{Estimated Useful Life}}$ $\frac{(\text{Php } 2,499.00 - 5\%)}{60 \text{ months}}$	Php 39.57
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 (Php 39.57 x 11 months)	Php 435.00
Depreciation Replacement Cost (Php 2,499.00 – Php 435.24)	Php 2,063.76

2. Net Book Value

Net Book Value = Acquisition Cost – Accumulated Depreciation

Where:

Accumulated Depreciation = Monthly Depreciation x Depreciation Period

Thus:

Acquisition cost	Php 13,990.00
Estimated Useful Life (in months)	60 months (5 years)
Monthly Depreciation = $\frac{\text{Acquisition Cost} - 5\%}{\text{Estimated Useful Life}}$ $\frac{\text{Php } 13,990 - 5\%}{60 \text{ months}}$	Php 221.51
Date of Acquisition	November 4, 2014
Date of Loss	February 27, 2019
Depreciation Period (from the date of acquisition until	52 months

the time of loss)	
November 4, 2014	2 months
CY 2015	12 months
CY 2016	12 months
CY 2017	12 months
CY 2018	12 months
February 27, 2019	<u>2 months</u>
Total	52 months
Accumulated Depreciation (Php 221.51 x 52 months)	Php 11,518.52
NBV/Carrying Amount (Php 13,990 – 11,518.52)	Php 2,471.52

8. Issuance of Sticker Pass

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

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

Office or Division:	Administrative Division – Property and Supply Section (PSS)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government;			
Who may avail:	DSWD Officials and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. One (1) original copy of Request for issuance of Sticker Pass		1. Property Records and Equipment Monitoring Inventory System (PREMIS)		
In the absence of the authorized signatory secure any of the following:				
1. Signed by the personnel authorized to sign in behalf of the authorized signatory; attach one (1) photocopy of Special Order (SO) for Order of Succession		1. Records and Archives Management Section (RAMS)		
2. Digitally signed using the PNPPI registered digital signature		2. Authorized representative		
3. Printed copy of email using the official DSWD email account requesting for the issuance of sticker pass		3. Authorized representative		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the	1.1 Receipt and validate	None	1 Hour	Administrative

accomplished and signed request for Sticker Pass.	the submitted request.			<i>Assistant (AA) PSS</i>
	1.1.1 Not Signed: Return the request and request for the lacking signature.			
	1.1.2 Signed: Update the expiration date of the sticker pass in PREMIS.			
	<ul style="list-style-type: none"> For Regular/ Contractual/ Co-Terminous/ Casual Employee: expiration date shall be at the end of the semester. For COS Workers: expiration date shall be the end of every quarter. For Personal Property: expiration date shall be at the end of the semester. 			
	1.2 Generate and print sticker pass and forward to the PSS Head for signature.	None	5 minutes	<i>AA (PSS)</i>
	1.3 Sign the sticker pass.	None	5 minutes	<i>PSS Head</i>
	1.4 Attach the signed sticker pass request in the data file folder according to numerical sequence.	None	25 minutes	<i>AA (PSS)</i>
2. Present the equipment to the Property Staff to claim the signed sticker pass.	2.1 Validate the presented equipment vis-à-vis the details of property indicated in the request and the	None	20 minutes	<i>AA (PSS)</i>

	printed sticker pass. 2.1.1 Incorrect Details: inform the requester and request for the right item. 2.1.2 Correct Details: Attach the sticker pass in the most visible and secure area of the equipment. Request the accountable person to sign the submitted request.			
	2.2 Update the PREMIS and mark the sticker pass as "Claimed"	None	5 minutes	AA (PSS)
TOTAL		None	1 Hour and 35 Minutes	

9. Provision of Technical Assistance on Property and Supply Management

Technical Assistance (TA) is provided to Offices, Division, Sections, Units (ODSU) in the area of Property, Asset and Warehouse Management to capacitate the Property Officer/ Designated Property and Supply Custodians on the knowledge of DSWD Guidelines, Oversight Agencies Rules and Regulations on Property and Supply Management and Land Titling facilitation.

Office or Division:	Administrative Division – Property and Supply Section (PSS)			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government;			
Who may avail:	DSWD Officials and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request for Technical Assistance addressed to the Administrative Division Chief.		1. Requesting ODSU signed by the Section Head		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Forward the request for Technical	1.1 Receipt of the request and forward to the PSS Head.	None	5 minutes	Administrative Assistant (PSS)

Assistance indicating the specific topics and concerns to be discussed.	1.2 Review the request. Check the availability of Technical Staff on the requested date of Technical Assistance.	None	15 minutes	<i>PSS Section Head</i>
	1.2.1 Not Available: Assign request to concerned Technical Staff and advise staff to request for reschedule of TA through Memorandum.			
	1.2.2 Available: Assign request to concerned Technical Staff and advise staff to confirm request for TA through Memorandum.			
	1.3 Prepare a reply confirming the date of Technical Assistance. Prepare Travel Orders and other needed documents and information for the conduct of Technical Assistance.	None	5 days	<i>Administrative Officer (AO)/ AA PSS</i>
	1.4 Conduct the Technical Assistance on the scheduled date. Provide the Evaluation Form.	None	1 day	<i>AO (PSS)</i>

2. Accomplish the Technical Assistance Evaluation Form	2.1 Receipt of the duly accomplished evaluation.	None	7 days	AO (PSS)
	2.2 Consolidate Technical Evaluation Form and prepare the feedback report for approval of the section head.			
	2.3 Provide a copy of the Feedback Report to the ODSU requesting TA.			
TOTAL		None	14 Days and 25 Minutes	

10. Re-issuance of Equipment and Semi-Expendable Supplies

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

Office or Division:	Administrative Division – Property and Supply Section (PSS)			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government;			
Who may avail:	DSWD Officials and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Memorandum Requesting for Issuance of Property		1. Requesting Office/Division/Section/Unit (ODSU)		
2. Two (2) original copies of Furniture and Equipment Transfer Slip (FETS)		2. PREMIS		
3. Two (2) original copies of Property Accountability Receipt (PAS) or Inventory Custodian Slip (ICS)		3. PREMIS		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Memorandum containing item specifications, quantity, purpose and the name of personnel the	1.1 Receive, review, and verify the availability of the request. 1.1.1 If Not-Available: Inform the	None	3 Hours	Administrative Assistant (AA)/ Administrative Officer (AO) PSS

equipment/ supply shall be assigned to.	1.1.2 If Available: Inform the requesting party and request for the approval of FETS for confirmation of transfer.			
2. Submit the approved FETS	2.1 Receive the approved FETS and update the PREMIS. Generate the PAR and ICS.	None	1 Hour	AA/AO (PSS)
	2.2 Transfer accountability by updating the database and issuance of PAR and ICS for approval.	None	1 Hour	AA/ AO (PSS)
	2.3 Attach the printed barcode sticker on the requested item/s.	None	5 minutes	AA/ AO (PSS)
3. Receive and sign the PAR/ ICS to confirm acceptance of equipment/ supply	3.1 Issuance of requested equipment/ supply. File the signed PAR/ ICS.	None	1 Hour	AA/ AO (PSS)
TOTAL		None	6 Hours and 5 Minutes	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Through client satisfaction measurement mechanism.
How feedbacks are processed	Consolidate and analyze monthly, quarterly, semi-annually and annually to identify root cause analysis or other known quality management techniques and identify plans and actions that must be recommended for

	execution to resolve the issues and improve the situation.
How to file a complaint	<p>A complaint may be filed through any of the established modalities”</p> <ul style="list-style-type: none"> -a telephone call (072-687-8000 loc. 11201) -electronic mail (psms.fo1@dswd.gov.ph) -posts, comments and chat messages via DSWD FO1 Official Facebook Page: “DSWD Field Office 1” -personal appearance (walk-in clients) -letter addressed to the Regional Director, Marie Angela S. Gopalan -Official website at fo1.dswd.gov.ph -through 8888 Citizen's Complaint Center
How complaints are processed	<p>Complaints received through Official FB Page, the Office of the Regional Director, Official website and 8888 will be forwarded to Human Resource Management and Development Division for action and resolution.</p> <p>The resolution of all complaint consists of:</p> <ol style="list-style-type: none"> 1. Submission/Receipt of a complaint 2. Recording of complaint 3. Data Gathering and Investigation 4. Resolution 5. Final Feedback
Contact Information of CCB, PCC, ARTA	<p>Anti-Red Tape Authority (ARTA)</p> <ul style="list-style-type: none"> • (028) 478-5093 • complaints@arta.gov.ph <p>Presidential Complaint Center (PCC):</p> <ul style="list-style-type: none"> • Call/ text: 8888 • Web: www.8888.gov.ph <p>Contact Center ng Bayan (CCB):</p> <ul style="list-style-type: none"> • SMS: 0908-881-6565 • Call: 165 65 <p>Php 5.00 + VAT per call anywhere in the Philippines via PLDT landlines</p> <p>Email: email@contactcenterngbayan.gov.ph</p> <p>Web: https://contactcenterngbayan.gov.ph</p> <p>Facebook: https://facebook.com/civilservicegovph</p>

LIST OF OFFICES

Office	Address	Contact Information
DSWD Field Office 1	Quezon Avenue, City of San Fernando, La Union	(072) 687-8000 loc. 11201

**BUILDING and GROUNDS MANAGEMENT
SECTION
NON-FRONTLINE**

11. Request for Technical Assistance relative to Building and Grounds Management

To provide an effective and systematic method of preparation and implementation of request for the technical assistance related to repair and 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 or request submitted by the Offices/Division/Section/Unit (ODSU) using the electronic system or manual request form.

Office or Division:	Building Grounds Management Section			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government;			
Who may avail:	DSWD Officials and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request for Technical Assistance		1.1 Electronic form using GSETS via: https://gsets.dswd.gov.ph/users/login 1.2 Manual Form: DSWD FO 1- BGMS		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request for Technical Assistance.	1.1 Receipt of request for Technical Assistance. Review and evaluate the submitted request. Correct the information if necessary.	None	5 minutes	<i>Administrative Officer (AO) BGMS</i>
	1.2 Print the request and forward to responsible skilled/ technical personnel.	None	5 minutes	<i>AO (BGMS)</i>
	1.3 Determine and identify the scope and requirements of the request.	None	10 minutes	<i>Administrative Assistant (AA) BGMS</i>
	1.4 Perform a visual inspection and evaluate the specific request. 1.4.1 For Further Analysis or has other areas of concern: Assign	None	1 hour	<i>Technical Skilled Staff (BGMS)</i>

	to another skilled personnel who are authorized to do the job.			
1.4.2	Can be resolved immediately: perform/ implement the actual work needed.			
1.4.3	If request requires fabrication, installation, plan/layout, technical specification and material procurement: prepare the necessary documents: <ul style="list-style-type: none"> • Plan/ Layout • Technical Specification • Bill of Quantities • Program of Works • Terms of Reference • Project Proposal 			
1.5	Review prepared documents for approval.	None	3 days	AO (BGMS)
1.6	Approval of the documents.			
	*Note: For procurement of materials or Outsourcing of Service Provider, follow the procedure of the Procurement Section.			
1.7	Implementation of work.	None	14 days	Technical Staff/ Skilled Personnel (BGMS)
1.7.1	If work does not disrupt usual operation: the execution shall			

	be performed within office hours. 1.7.2 If nature of work may disrupt work operations: perform the work after office hours or during the weekends. 1.8 Coordinate with requesting office for proper turnover and acceptance of work. 1.9 Provide the Client Satisfaction Measurement Survey Form.	None	1 day	Skilled Personnel (BGMS)
2. Submit the accomplished CSMS Form.	2.1 Receipt of the accomplished CSMS Form and File.	None	5 minutes	AO (BGMS)
TOTAL		None	18 days 1 Hour and 20 Minutes	

- **Note:** Processing time may take longer depending of the nature of work to be implemented. Processing time for the procurement process is not included in this process.

12. 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 weekly even without request from Offices, Divisions, Sections and/or Units (ODSUs). This process is applicable only to those ODSU that wish to have a special disinfection and sanitation of their offices during the normal operation hours provided that the request must be properly coordinated with the Human Resource Management and Development Service/Division and Administrative Division for recommendation and approval.

Office or Division:	Administrative Division – Building and Grounds Management Section (BGMS)
Classification:	Simple
Type of Transaction:	G2G – Government to Government;
Who may avail:	DSWD Offices/Division/Section/Units (ODSUs)

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application: Request for Disinfection and Sanitation		1.1 GSETS through https://gsets.dswd.gov.ph/users/login 1.2 Manual Form at DSWD FO 1: Building and Grounds Management Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request for special sanitation and disinfection	1.1 Receive and review the submitted request. Forward the request to assigned personnel for appropriate action.	None	20 minutes	<i>Administrative Assistant (AA)/ Administrative Officer (AO) (BGMS)</i>
	1.2 Check or verify the availability of disinfection team and pending schedule (if any).	None	20 minutes	<i>AA/ AO (BGMS)</i>
	1.2.1 If Not Available: Inform the requesting office of the next available schedule.			
	1.2.2 If Available: Prepare materials for sanitation.			
	1.3 Conduct the Disinfection/ Sanitation on the scheduled date.	None	3 hours	<i>Disinfection/ Sanitation Team</i>
	1.4 Coordinate with requesting office upon the completion of Disinfection/ Sanitation.			
2. Submit the accomplished Client Satisfaction Measurement Survey (CSMS)	2.1 Receipt of the accomplished CSMS as evidence of completion and acceptance.	None	10 minutes	<i>AA/AO (BGMS)</i>

Form.				
	TOTAL	None	3 Hours and 50 Minutes	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Through client satisfaction measurement mechanism.
How feedbacks are processed	Consolidate and analyse monthly, quarterly, semi-annually and annually to identify root cause analysis or other known quality management techniques and identify plans and actions that must be recommended for execution to resolve the issues and improve the situation.
How to file a complaint	<p>A complaint may be filed through any of the established modalities”</p> <ul style="list-style-type: none"> -a telephone call (072-687-8000 loc. 11201) -electronic mail (bgms.fo1@dswd.gov.ph) -posts, comments and chat messages via DSWD FO1 Official Facebook Page: “DSWD Field Office 1” -personal appearance (walk-in clients) -letter addressed to the Regional Director, Marie Angela S. Gopalan -Official website at fo1.dswd.gov.ph -through 8888 Citizen's Complaint Center
How complaints are processed	<p>Complaints received through Official FB Page, the Office of the Regional Director, Official website and 8888 will be forwarded to Human Resource Management and Development Division for action and resolution.</p> <p>The resolution of all complaint consists of:</p> <ol style="list-style-type: none"> 1. Submission/Receipt of a complaint 2. Recording of complaint 3. Data Gathering and Investigation 4. Resolution 5. Final Feedback
Contact Information of CCB, PCC, ARTA	<p>Anti-Red Tape Authority (ARTA)</p> <ul style="list-style-type: none"> • (028) 478-5093 • complaints@arta.gov.ph <p>Presidential Complaint Center (PCC):</p> <ul style="list-style-type: none"> • Call/ text: 8888

	<ul style="list-style-type: none"> • Web: www.8888.gov.ph <p>Contact Center ng Bayan (CCB):</p> <ul style="list-style-type: none"> • SMS: 0908-881-6565 • Call: 165 65 Php 5.00 + VAT per call anywhere in the Philippines via PLDT landlines <p>Email: email@contactcenterngbayan.gov.ph Web: https://contactcenterngbayan.gov.ph Facebook: https://facebook.com/civilservicegovph</p>
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LIST OF OFFICES

Office	Address	Contact Information
DSWD Field Office 1	Quezon Avenue, City of San Fernando, La Union	(072) 687-8000 loc. 11201

GENERAL SERVICES SECTION

NON-FRONTLINE SERVICE

13. Request for Use and Monitoring of Vehicle

A systematic procedure in response to the official requests for vehicles of DSWD Field Office 1's officials and employees. Subject to the availability of vehicles, the GSS provides vehicles.

Office or Division:		Administrative Division – General Services Section (GSS)		
Classification:		Simple		
Type of Transaction:		G2G – Government to Government;		
Who may avail:		DSWD Officials and Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For General Services Electronic Ticketing System (GSETS) 1. Application: Request of Vehicle		1. GSETS through https://gsets.dswd.gov.ph/users/login		
For Manual Process (GSETS Service Downtime) 1. Request for Use of Vehicle Form		1. DSWD FO 1 – General Services Section (GSS)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the accomplished request for use of Red Plate Vehicle thru: 1.1 GSESTS 1.2 Printed Form	1.1 Receipt of the properly accomplished request form.	None	2 minutes	<i>Vehicle Dispatcher (GSS)</i>
	1.2 Determine the appropriate vehicle to accommodate the request.	None	5 minutes	<i>Vehicle Dispatcher (GSS)</i>
	1.3 Review and assess request for the availability of vehicles and drivers.	None	1 minute	<i>Administrative Officer IV (AO IV) (GSS)</i>
	1.3.1 Not Available: Inform the requesting party of the non-availability of drivers and vehicles. Update GSETS or DTS. Prepare and issue Certification of Non-Availability	None	17 minutes	<i>Vehicle Dispatcher (GSS)</i>

	of Vehicle/Driver.			
	1.3.2 Available: Notify the requesting office and assign the appropriate vehicle to accommodate request: (a) No. of passengers, (b) Destination	None	20 minutes	<i>Vehicle Dispatcher (GSS)</i>
	1.4 Prepare trip ticket and other necessary documents such as the following:	None	8 minutes	<i>AO IV (GSS)</i>
	1.4.1 Travel Check-up Checklist			
	1.4.2 Client Satisfaction Measurement Survey (CSMS) form			
	1.4.3 Assessment of Passenger/s; and			
	1.4.4 Authority to transact Business			
	1.4.5 Travel Order/ Certificate of Appearance			
	1.4.6 Petty Cash Voucher			
	1.5 Endorse trip ticket and other necessary documents for approval of Administration Division Chief.	None	3 minutes	<i>Administrative Staff (GSS)</i>
	1.6 Review and approval of trip ticket/s and other documents.	None	5 minutes	<i>Administrative Division Chief</i>
	1.6.1 Not Approved: Inform requester of disapproved Trip Tickets and other necessary documents.			

	Update GSETS/ Logbook.			
1.6.2	Approved: Affix signature on trip ticket/s and other necessary documents			
1.7	Inform requesting party of the approval of request for travel and endorse the Client Satisfaction Measurement Survey (CSMS) Form. Update GSETS/DTS, logbook, bulletin board.	None	25 minutes	<i>Vehicle Dispatcher (GSS)</i>
1.8	Endorse the approved Trip Ticket/s and other necessary documents to assigned Drivers/ Security Guard on Duty.	None	7 minutes	<i>Vehicle Dispatcher (GSS)</i>
1.9	Conduct vehicle check-up (BLOWBAGETS) before departure.	None	20 minutes	<i>Driver, Vehicle Dispatcher (GSS), Security Guard on Duty</i>
1.9.1	For Repair: Facilitate the necessary documents for the repair of vehicle.			
1.9.2	Not for Repair: Proceed to the schedule of travel.			
1.9.3	With defect during travel: Inform detected defects during travel			

	1.10 Approve emergency repair and/or purchase of goods for the reported defect. Facilitate the repair and/or purchase of goods.	None	5 minutes	AO IV (GSS)
	1.11 Conduct Vehicle Check-up upon arrival (BLOWBAGETS)	None	20 minutes	<i>Driver, Vehicle Dispatcher (GSS), Security Guard on Duty</i>
	1.12 Submit accomplished trip tickets and other necessary documents to include charge invoice and/or official receipt (if any).	None	8 minutes	<i>Driver</i>
	1.13 Receive accomplished trip tickets and other necessary documents, and/or receipt (if any)	None	10 minutes	<i>Vehicle Dispatcher (GSS)</i>
2. Accomplish and submit the CSMS Form after travel	2. Receive the duly accomplished CSMS and file all documents	None	8 minutes	<i>Vehicle Dispatcher (GSS)</i>
TOTAL		None	2 Hours and 46 Minutes	

14. Request for the Use of DSWD Conference Room

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

Office or Division:	Administrative Division – General Services Section (GSS)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government;			
Who may avail:	DSWD Officials and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For the Prescribed Process using GSETS 1. Onlie application through GSETS Dashboard – Requests – Conference For Manual Process 1. Reservation for Use of Conference Room Form		1. GSETS through https://gsets.dswd.gov.ph/users/login 1. DSWD Field Office 1 – General Services Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request for the use of DSWD Conference Room 1.1 through GSETS 1.2 Printed Request Form	1.1 Print/Receive request for reservation and use of conference room.	None	3 minutes	Administrative Staff (GSS)
	1.1.1 Not Available: Inform the requesting party of the non-availability of the requested conference room through phone call and GSETS. Recommend availability of conference room.	None	5 minutes	Administrative Staff (GSS)
	1.1.2 Available: Inform the requesting party of the availability of conference room. Update GSETS/DTS.	None	5 minutes	Administrative Staff (GSS)
	1.2 Review, Assess, and/or Approve the request.	None	6 minutes	Administrative Officer IV (GSS)
	1.3 Inform the requesting party of the approval of request thru phone call and GSETS.	None	6 minutes	Administrative Staff (GSS)

	Inform the Utility Worker to set-up the the conference room to the preferred arrangement.			
	1.4 Prepare the requested conference room according to preferred arrangement of the requesting party.	None	20 minutes	<i>Utility Worker</i>
	1.5 Update the bulletin board, logbook, and calendar of schedule for the conference room and file document/s.	None	15 minutes	<i>Administrative Staff (GSS)</i>
TOTAL		None	1 Hour	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Through client satisfaction measurement mechanism.
How feedbacks are processed	Consolidate and analyze monthly, quarterly, semi-annually and annually to identify root cause analysis or other known quality management techniques and identify plans and actions that must be recommended for execution to resolve the issues and improve the situation.
How to file a complaint	<p>A complaint may be filed through any of the established modalities"</p> <ul style="list-style-type: none"> -a telephone call (072-687-8000 loc. 11246) -electronic mail (gss.fo1@dswd.gov.ph) -posts, comments and chat messages via DSWD FO1 Official Facebook Page: "DSWD Field Office 1" -personal appearance (walk-in clients) -letter addressed to the Regional Director, Marie Angela S. Gopalan -Official website at fo1.dswd.gov.ph -through 8888 Citizen's Complaint Center

How complaints are processed	<p>Complaints received through Official FB Page, the Office of the Regional Director, Official website and 8888 will be forwarded to Human Resource Management and Development Division for action and resolution.</p> <p>The resolution of all complaint consists of:</p> <ol style="list-style-type: none"> 1. Submission/Receipt of a complaint 2. Recording of complaint 3. Data Gathering and Investigation 4. Resolution 5. Final Feedback
Contact Information of CCB, PCC, ARTA	<p>Anti-Red Tape Authority (ARTA)</p> <ul style="list-style-type: none"> • (028) 478-5093 • complaints@arta.gov.ph <p>Presidential Complaint Center (PCC):</p> <ul style="list-style-type: none"> • Call/ text: 8888 • Web: www.8888.gov.ph <p>Contact Center ng Bayan (CCB):</p> <ul style="list-style-type: none"> • SMS: 0908-881-6565 • Call: 165 65 <p>Php 5.00 + VAT per call anywhere in the Philippines via PLDT landlines</p> <p>Email: email@contactcenterngbayan.gov.ph</p> <p>Web: https://contactcenterngbayan.gov.ph</p> <p>Facebook: https://facebook.com/civilservicegovph</p>

LIST OF OFFICES

Office	Address	Contact Information
DSWD Field Office 1	Quezon Avenue, City of San Fernando, La Union	(072) 687-8000 loc. 11216

PROCUREMENT SECTION NON-FRONTLINE SERVICE

15. Competitive Bidding of Goods and Services

All procurement shall be done through Competitive Bidding, except as provided in Rule XVI (Alternative Modes of Procurement) of the Revised Implementing Rules and Regulations (IRR) of Republic Act 9184 or the Government Procurement Reform Act (GPRA).

Office or Division:	Administrative Division – Procurement Section (PS)
Classification:	Highly Technical
Type of Transaction:	G2G – Government to Government; G2B – Government to Business
Who may avail:	DSWD Field Office 1 Offices/Division/Section/Unit (ODSU)
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Three (3) copies of the approved Purchase Request (PR); indicating complete technical specifications of goods and services requested. 2. Certified True Copy of approved APP/ PPMP	1.1 DSWD FO 1 – Procurement Section or download thru https://bit.ly/3SYvbeb 1.2 Government Accounting Manual (GAM) Volume 2 (under Forms/ Appendix 60) : https://bit.ly/3CilgcB
3. Other Supporting Documents 3.1 Supplies, Materials, and Equipment 3.1.1 Distribution List (for equipment) 3.1.2 Approved Project Proposal (for trainings/seminars) 3.1.3 Requisition and Issue Slip (RIS) 3.1.4 Pre-repair and Post-inspection Report (for repair and maintenance) 3.1.5 Technical Assistance Report Form (TARF) from RICTMS for ICT Equipment 3.1.6 Technical Assistant Report from BGMS (for repair and maintenance of furniture and fixtures or fabrication of equipment) 3.1.7 Drawings/ Layout plans (for fabrication/ repair/ maintenance) 3.1.8 Waste Material Report (for repair and maintenance)	
3.2 Catering Services 3.2.1 Approved Project Proposal 3.2.2 Suggested Menu (if necessary) 3.2.3 Technical Specifications indicating the address of the venue, time, schedule of service, type of service (e.g. fast food, caterers, guided buffet, packed food, etc.) number of pax, inclusion of tables and chairs and waiter (if necessary)	

3.3 Audio Visual (LED Wall, Lights and Sounds): 3.3.1 Approved Project Proposal 3.3.2 Technical Assistance Report 3.3.3 Date and Time needed 3.3.4 Venue/ Location 3.3.5 Inclusions (e.g. number of technicians required, food for technician)	
3.4 Repair and Maintenance (For Vehicle) 3.4.1 Pre-repair Inspection Report 3.4.2 Vehicle Maintenance History 3.5 Repair and Maintenance (For Equipment) 3.5.1 Technical Assistance Report Form (RICTMS: ICT Equipment; BGMS: Furniture, Fixture, et.al) 3.5.2 Pre-repair Inspection Report	
3.6 Printing Services (i.e. IEC materials, Advocacy Shirts, tarpaulin, plaque, poster, tote bag, etc.) 3.6.1 Approved Project Proposal 3.6.2 Approved layout or design from the Social Marketing Unit (SMU) 3.6.3 Date needed 3.6.4 Term and Conditions (e.g. stages of proofing and delivery schedule)	
3.7 Infrastructure Projects Consulting Services 3.7.1 Approved Project Proposal 3.7.2 TARF from BGMS 3.7.3 Mandatory Site Inspection is required prior to award or after award (if necessary) 3.7.4 Pre-repair Inspection Report (for repair and replacement of defective materials) 3.7.5 Scope of work 3.7.6 Detailed Engineering Design (DED) 3.7.7 Bill of Quantities (BOQ) 3.7.8 Detailed Unit Price Analysis (DUPA)	
3.8 Consulting Services 3.8.1 Approved Project Proposal 3.8.2 Approved Terms of Reference (TOR) indicating scope of work,	

Delivery and Payment Schedule, required qualification and evaluation criteria and passing rate.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the approved Purchase Request	1.1 Refer to the process in "Receipt of Purchase Request" on page 137 of this handbook.	None	4 days	<i>Administrative Assistant II (AA II), Administrative Aide IV (AAide IV) (BAC Secretariat, PPMU)</i>
	1.2 Draft the Bidding documents. Endorse to PS Section Head for review and additional inputs. 1.2.1 If the Approved Budget Contract (ABC) is below ₱2M BAC Sec shall: a. Review bidding documents b. Facilitate signing of the Invitation to Bid (IB) by BAC Chairperson/ Vice-Chairperson. c. Post to PhilGEPS, DSWD Website, and conspicuous places within the premises. d. Print PhilGEPS page showing its active posting. e. Print DSWD website showing its posting. f. Take a picture of the posting in the conspicuous place within premises. g. Prepare invitation letter to observers. h. Prepare the Notice of Pre-Bid	None	3 days	<i>AAide IV/ AA II (BAC Secretariat)</i>

	Conference to the BAC Members and End-user.			
1.2.2	If the ABC is above ₱2M, the BAC Sec shall: <ul style="list-style-type: none"> a. Review the bidding documents. b. Calendar the schedule of BAC Activities. c. Prepare the Notice of Pre-Bid Conference to the BAC Members and End-user. 	None	3 days	<i>BAC Secretariat</i>
1.3	Conduct of Pre-procurement Conference to discuss the readiness of the project at hand to undergo procurement process.	None	3 days	<i>BAC, BAC Secretariat, BAC Technical Working Group (TWG)</i>
1.4	Finalization of the Bidding Documents. After the pre-procurement conference the BAC Secretariat shall:			
1.4.1	Revise the bidding documents in accordance to the agreements made.			
1.4.2	Facilitate signing of the IB by the BAC Chairperson/ Vice-chairperson			
1.4.3	Post the same to PhilGEPS, DSWD Website, and in			

	conspicuous places within the premises.			
1.4.4	Print the PhilGEPS page showing its active posting;			
1.4.5	Print the DSWD website showing its posting.			
1.4.6	Take a picture of the posting in the conspicuous place within premises.			
1.4.7	Prepare invitation letter to Observers.			
1.4.8	Prepare the Notice of Pre-Bid Conference to the BAC members and End-user.			
1.5	Conduct of the Pre-Bid Conference at least 12 days before the conduct of Bid Opening. BAC Secretariat shall prepare the minutes of the Pre-Bid Conference and be routed for comments and approval.	None	6 days	<i>BAC, BAC Secretariat, BAC TWG</i>
1.6	Issuance of Supplemental/Bid Bulletin. Prepare and issue supplemental/Bid Bulletin within 7 days before the conduct of the Bid Opening.	None	6 days	<i>BAC BAC Secretariat BAC TWG</i>
1.7	Receipt of submitted Bids. BAC will immediately			

	conduct the opening and preliminary examination of the submitted bids on the set deadline.			
1.8	Conduct of the Bid Evaluation:	None	12 days	BAC BAC Secretariat BAC-TWG
1.8.1	Determine the completeness of bids and any arithmetical errors in the submitted bids to determine the Lowest Calculated Bidder (LCB)/ Single Calculated Bidder (SCB). Findings will be subjected for deliberation and adoption of BAC.			
1.8.2	Issue the Notice of Post-Qualification requesting the LCB/SCB to submit the post-qualification documents within 5 days upon receipt of Notice.			
<i>*Note: BAC-TWG will also conduct an onsite post-qualification to the LCB/SCB to check the authenticity of the submitted documents and goods offered during the Bid Opening. The findings will be subject for deliberation and adoption of the BAC.</i>				

	<p>1.9 Conduct the post-qualification of the bid from the determination of the LCB/SCB.</p> <p>*Note: In exceptional cases, the post-qualification period may be extended but in no case shall the aggregate period exceed 45 days for goods and infrastructure projects.</p> <p>1.9.1 If Not Compliant: BAC-TWG shall prepare a report recommending post-disqualification of the LCB/SCB and post-qualify the next LCB or recommend failure of bidding as the case may be.</p> <p>1.9.2 If Compliant: BAC-TWG shall prepare a report recommending for award and contract addressed to the BAC.</p>	None	12 days	<p>BAC BAC Secretariat BAC TWG</p>
	<p>1.10 Conduct of Deliberation:</p> <p>1.10.1 Resolve to recommend the award to the Lowest/Single Calculated and Responsive Bidder (L/SCRB); or</p> <p>1.10.2 Resolve to issue a Notice of Post-Disqualification and proceed to</p>	None	15 days	<p>BAC BAC Secretariat BAC-TWG</p>

	post-qualify the 2 nd LCB.			
1.10.3	If the SCB fails to pass the post-qualification, the BAC shall declare failure of bidding and advise the end-user to conduct mandatory review on the terms, conditions, and specifications in the bidding documents, including its cost estimates to determine the cause of failure, prior to conduct of another round of procurement.			
1.11	BAC Secretariat shall prepare a resolution recommending the award of Contract and the Notice of Award (NOA) to the LCRB and facilitate the signing of the same to BAC and HoPE. BAC shall notify all other bidders, in writing, of its recommendation.	None	13 days	<i>BAC BAC Secretariat BAC-TWG</i>
1.12	Sent the NOA to the awarded LCRB/SCRB through electronic mail (email) with request for acknowledgment of receipt. Post	None	1 day	<i>BAC BAC Secretariat BAC-TWG</i>

	the copy of the approved resolution and confirmed NOA at PhilGEPS and DSWD Website and at conspicuous places within DSWD FO 1 premises.			
	1.13 Prepare the memorandum of the BAC transmitting the resolution, bid of the L/SCRB and other required documents to the concerned procurement officer under the Contract Management Unit (CMU) for contract preparation.	None	1 day	<i>BAC BAC Secretariat BAC-TWG</i>
TOTAL		None	4 Months and 18 days	

16. Consolidation of Preparation of Project Procurement Management Plan and Annual Procurement Plan

Standard process for the consolidation of the Project Procurement Management Plans (PPMPs) that is critical for the preparation and submission of the Annual Procurement Plan (APP). The approved APP is the legal basis for all procurement activities to be undertaken by the Department.

Office or Division:	Administrative Division – Procurement Section (PS)
Classification:	Highly Technical
Type of Transaction:	G2G – Government to Government;
Who may avail:	DSWD Field Office 1 Offices, Divisions, Sections, Units (ODSUs)
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Project Procurement Management Plan (PPMP) 2. Annual Procurement Plan (APP) 3. Annual Procurement Plan for Common-Use Supplies and Equipment (APP-CSE)	1. DSWD FO 1 – Procurement Section

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Indicative PPMP and Indicative APP				
1. Prepare the indicative Project Procurement Management Plan (PPMP)	1.1 Receives the indicative PPMP and endorse to Budget Officer	None	*as prescribed by Oversight Agencies	<i>Administrative Assistant II (AA II) Budget Section</i>
1.1 For Common-Use Supplies and Equipment (CSE): use the templates provided by the Department of Budget and Management (DBM);	1.2 Review and sign the indicative PPMP then endorse the document to the BAC Secretariat.	None		<i>Administrative Officer V (AO V) Budget Section</i>
1.2 For Non-CSE: use the template provided by the Government Procurement and Policy Board (GPPB).	1.3 Receive the original copy of the approved indicative PPMP and stamps the lower portion of the original copy of the PPMP and track in the Routing and Tracking Slip	None		<i>Procurement Assistant, AA II, Administrative Aide IV (AAide IV) BAC Secretariat</i>
	1.4 Request electronic copy of Indicative PPMP form End-user ODSUs to be emailed to bac.fo1@dswd.gov.ph	None	1 day	<i>Procurement Assistant, AA II, AAide IV, BAC Secretariat</i>
	1.5 Review the original hard copy vis-à-vis electronic copy and consider the following: <ul style="list-style-type: none"> • If the Indicative PPMP is in accordance with the prescribed template; • The contents of the originally signed hard copy of the Indicative PPMP is the 	None	2 days	<i>Procurement Assistant, AA II, AAide IV, BAC Secretariat</i>

	same as the electronic copy.			
1.5.1	If Inconsistent: return the original to ODSU for their revision and/or appropriate action within 3 days from receipt of the original approved indicative PPMP.			
1.5.2	If Consolidated: proceed to the consolidation			
1.6	Include the contents of the PPMPs into Indicative APP.	None	1 day	BAC BAC Secretariat
1.7	Deliberate on the following: <ul style="list-style-type: none"> For final recommendation of the appropriate procurement modality on the various procurement packages; The consolidated Indicative APP within the scheduled BAC activity. 	None	1 day	BAC BAC Secretariat
1.7.1	If Disapproved: return to BAC Secretariat staff concerned for revision of the indicative APP			

	as deliberated			
1.7.2	If Approved: proceeds to the finalization of indicative APP.			
1.8	Revise and finalize the Indicative APP based on the BAC deliberation.	None	1 day	AO V/ Head, BAC Secretariat, AA II
1.9	Prepare the draft BAC resolution then recommends approval by the HoPE of the Indicative APP. Forward the resolution to BAC.	None	1 day	AAide IV, BAC Secretariat
1.10	Review and signs the BAC Resolution.	None	3 days	BAC
1.11	Review and approve/disapprove the BAC Resolution:	None	3 days	HoPE (Regional Director)
1.11.1	If Disapproved: return the BAC resolution to the BAC Secretariat for revision based on inputs of HoPE.			
1.11.2	If Approved: proceed to the submission and posting of Indicative APP.			
1.12	Submits and post the Indicative APP: <ul style="list-style-type: none"> Submits APP-CSE to DBM Procurement Service Virtual Store (VS) 	None	*as prescribed by Oversight Agencies	AA II, AAide IV, BAC Secretariat

	<p>facility on or before the set deadline;</p> <ul style="list-style-type: none"> • Posts Indicative APP Non-CSE in the Agency's Transparency Seal webpage. 			
	TOTAL	None	25 Days	
B. Revised PPMP and Revised APP				
1. Revise and adjust the PPMPs to reflect the budgetary allocation for the respective PAPs. Forward the revised PPMP to the Budget Section.	<p>1.1 Review and sign the revised PPMP.</p> <p>1.2 Return the revised PPMP to ODSU.</p>	None	*as prescribed by Oversight Agencies	<p><i>Administrative Officer V (AO V), Budget Officer</i></p> <p><i>Administrative Assistant II (AA II) Budget Section</i></p>
2. Submit the revised PPMP to BAC through Secretariat for the final recommendation of the methods of procurement.	<p>2.1 Receive the original copy of the approved/ signed revised PPMP. Stamp "Received" on lower option of the original copy of the PPMP and track in the Routing and Tracking Slip.</p> <p>2.2 Review the original hard copy vis-à-vis electronic copy. Consider the following:</p> <ul style="list-style-type: none"> • PPMP is in accordance with the prescribed template; and • The contents of the originally signed hard copy of the PPMP is the same as the 	<p>None</p> <p>None</p>	<p>1 day</p> <p>1 day</p>	<p><i>AA II, Administrative Aide IV (AAide IV), BAC Secretariat</i></p> <p><i>BAC Secretariat</i></p>

	<p>electronic copy received.</p> <p>2.2.1 If Inconsistent: return the original Indicative PPMP to ODSU for revision and/or appropriate action within 3 days from receipt of the original approved Indicative PPMP</p> <p>2.2.2 If Consistent: proceed to the consolidation.</p>			
3. Revise/ amend the Indicative PPMP (if applicable) accordingly and re-submit to the Budget Section.	3.1 Receive the revise PPMP. Include the contents of the PPMPs into Indicative APP.	None	10 days	<i>AA II, AAide IV BAC Secretariat</i>
	3.2 Deliberate on the following: <ul style="list-style-type: none"> For final recommendation of the appropriate procurement modality on the various procurement packages; The consolidated APP within the scheduled BAC Activity. 	None	1 day	<i>BAC Secretariat</i>
	3.2.1 If Disapproved: returns to BAC Secretariat staff concerned for revision of the			

	APP as deliberated.			
3.2.2	If Approved: proceed to the finalization of APP.			
3.3	Revise and finalize the APP based on the BAC deliberation.	None	1 day	AO V/ Head, BAC Sec
3.4	Prepare the draft BAC resolution then recommend approval by the HoPE of the APP. Route the resolution and revised APP to the BAC.	None	1 day	AA II, AAide IV, BAC Secretariat
3.5	Review and sign the BAC Resolution and Revised APP.	None	3 days	BAC
3.6	Reviews and approves/disapprove the BAC Resolution and Revised APP:	None	3 days	HoPE (Regional Director)
3.6.1	If Disapproved: return the BAC resolution and Revised APP to the BAC Secretariat for revision based on inputs of the HoPE.			
3.6.2	If Approved: Signs and return the entire documents to BAC Secretariat submission and posting.			
3.7	Receive the	None	2 hours	AA II

	approved BAC Resolution and Revised APP and endorse to the Budget Section.			(Budget Section)
3.8	Receives the approved Revised APP.	None	2 hours	AA II, AAide IV (Budget Section)
3.9	Certifies the availability of funds.	None	4 hours	AO V/ Section Head (Budget Section)
3.10	Return the approved Revised APP to BAC Secretariat.	None		AA II, AAide IV (Budget Section)
3.11	Receives the Approved Revised APP.	None	*as prescribed by the Oversight Agencies	AA II, AAide IV
3.12	Submit and post the Indicative APP: <ul style="list-style-type: none"> Submits the APP-CSE to DBM-Procurement Service Virtual Store (VS) facility on or before the deadline; Posts Indicative APP Non-CSE in the Agency's Transparency Seal Webpage 	None		BAC Secretariat
TOTAL		None	26 days	

17. Procurement under Agency to Agency

Standard process for the Procurement of Goods and Related Services, Infrastructure Projects or Consulting Services based on the requirement needed by the Agency to be procured using this modality under Section 53.5 of the 9th Edition 2016 Revised Implementing Rules and Regulations (IRR) of Republic Act (RA) 9184 as the applicable Alternative Method of Procurement as provided in the duly Approved Annual Procurement Plan (APP).

Office or Division:	Administrative Division – Procurement Section (PS)
Classification:	Highly Technical
Type of Transaction:	G2G – Government to Government;
Who may avail:	DSWD Field Office 1 Offices, Divisions, Sections, Units (ODSU)
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Three (3) copies of Purchase Request (signed by the Cluster Head) indicating complete technical specifications of the foods and services requested with a Certified True Copy of Approved APP/PPMP and other supporting documents.	1.1 DSWD FO 1-Procurement Section or download through https://bit.ly/3SYvbeb ; or 1.2 Government Accounting Manual Volume 2 (under Forms/ Appendix 60): https://bit.ly/3CilqcB
Supporting Documents: 1. Supplies, Materials, and Equipment 1.1 Distribution List (for equipment) 1.2 Approved Project Proposal (for training/ seminars and the like) 1.3 Requisition and Issue Slip (RIS) 1.4 Pre-repair and Post-Inspection Report (for repair and maintenance) 1.5 Technical Assistance Request Form (TARF) (for repair and maintenance of ICT equipment, furniture, and fixtures or fabrication of equipment) 1.6 Drawings/ Layout Plans (for fabrications/ repair and maintenance) 1.7 Waste Materials Report (for repair and maintenance) 1.8 Market Survey or Justification (for Direct Contracting)	
2. Repair and Maintenance – For Vehicle 2.1 Pre-repair Inspection Report 2.2 Vehicle maintenance history 2.3 Market Survey or Justification (for Direct Contracting) 2.4 Waste Materials Report	
3. Repair and Maintenance – For Equipment 3.1 Technical Assistance Request Form (TARF) from RICTMS or BGMS 3.2 Pre-repair Inspection Report 3.3 Market Survey or Justification (for Direct Contracting) 3.4 Waste Materials Report	
4. Infrastructure Projects	

4.1 Approved Project Proposal 4.2 TARF from BGMS 4.3 Mandatory Site inspection is required prior to award or after award (if necessary) 4.4 Pre-repair Inspection Report for the repair and replacement of defective materials (if necessary) 4.5 Scope of Work 4.6 Detailed Engineering Design (DED) 4.7 Bill of Quantities (BOQ) 4.8 Detailed Unit Price Analysis (DUPA)				
5. Lease of Real Property and Venue 5.1 Approved Project Proposal 5.2 Technical Specifications indicating the address of the venue, time, schedule of service, type of service (e.g. fast food, caterers, guided buffet, buffet, packed food, etc.) number of pax, inclusion of tables and chairs and waiter if necessary. 5.3 Rating Factor 5.4 Cost Benefit Analysis 5.5 Suggested Menu (if necessary)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of Approved Purchase Request (PR)	1.1 Receipt of PR. Refer on the process "Receipt of Purchase Request" on page 137 of this handbook.	None	4 days	Procurement Assistant, Administrative Assistant II (AA II), Administrative Aide IV (AAide IV)
	1.2 Endorse to BAC through the Secretariat a memorandum requesting for BAC Resolution recommending the adoption of Negotiated Procurement Agency-to-Agency as the mode of procurement and award of contract	None	1 day	AA II, AAide IV (PPMU)

	to the identified Servicing Agency together with the accomplished Checklist for AMPs.			
	1.3 Receive and verify the veracity and completeness of the documents to ensure that the Servicing agency is technically, legally, and financially capable to deliver the goods and/or services in accordance with the provision of RA 9184 and its 2016 Revised IRR.	None	1 day	<i>AA II, AAide IV, BAC Secretariat</i>
	1.4 Prepare BAC Resolution recommending the adoption of NP-A2A modality and award of contract to the Servicing Agency, then endorse to the BAC Sec Head for final review and comments.	None	5 days	<i>AA II, AAide IV, BAC Secretariat</i>
	1.5 Reviews the BAC resolution. Recommends BAC resolution to the HoPE.	None	5 days	<i>Administrative Officer V (AO V), BAC, BAC Secretariat</i>
	1.6 Approve/ Disapprove the BAC Resolution:	None	3 days	<i>HoPE</i>
	1.6.1 If Disapproved: return the documents to			<i>AA II, AAide IV (BAC Secretariat)</i>

	<p>the BAC Secretariat prepares the following:</p> <ul style="list-style-type: none"> Valid reasonable, and justifiable grounds to be expressed in writing, addressed to the BAC. Deliberates and informs the ODSU on the decision/disapproval of the HoPE. 			
1.6.2	<p>If Approved: endorse the approved BAC Resolution Certified True Copy (CTC) with complete supporting documents and the accomplished checklist for AMPs to BAC Secretariat receiving officer for the updating of PMT.</p>			
1.7	Endorse to the PS-CMU for preparation of Memorandum of Agreement (MOA)/ Memorandum of Understanding (MOU)/ Purchase Order (PO).	None	1 day	AA II, AAide IV (BAC Secretariat)
1.8	Receives the complete documents,	None	6 days	AAide VI, AAide IV (CMU)

updates the PMT, and hand over the documents to the CMU Procurement Officer, upon coordination with the CMU Head to review and prepare MOA/MOU/PO.

1.8.1 In case of MOA/MOU: prepare draft MOA/MOU between the Department and the Servicing Agency and endorse to Legal Unit for review.

- a. Finalize the contract within 3 days from receipt of comments.
- b. Prepare the FMD-AS COA Checklist and executive summary (if necessary) and label all the documents
- c. Endorse to concerned ODSU the entire document and the accomplished checklist for AMPs.

1.8.2 In case of PO: Prepare PO and endorse to concerned ODSU the entire documents and the accomplished Checklist for AMPs. Endorse the entire

	documents to ODSU for preparation of Obligation Request Status (ORS).			
2. Prepare the ORS form and facilitate signature by the Heads of the Division and approval of MOA/ MOU/ PO by HoPE. Forward the entire documents to FMD-Budget Section and Accounting Section.	2.1 Endorse funded PO/ Contract to PS-CMU.	None	1 day	AAide IV (Office of the Regional Director)
	2.2 Receive duly funded MOA/ MOU/ PO. Notify and serve immediately to the Servicing Agency and facilitate the signing by the duly authorized representative. Furnish a hard copy to BAC Secretariat/ scanned copy of the duly conformed MOA/ MOU/ PO for posting.	None	2 days	AAide IV, AAide VI (CMU)
	2.3 Post the MOA/ MOU/ PO for information purposes in the PhilGEPS website, DSWD Website, and at any conspicuous place reserved for this purpose in the DSWD premises within 10 days from the issuance (except for contracts with approved Budget for Contract of ₱50,000.00 and below).	None	10 days	AA II, AAide IV (BAC Secretariat)

	2.4 Furnish the proof of posting to the PS-CMU.	None		AA II, AAide IV (BAC Secretariat)
TOTAL		None	35 days	

18. Procurement under Direct Contracting

Standard process for the Procurement of Goods based on the requirement needed by the agency to be procured using this modality under Section 50 of the 2016 Revised IRR of R.A. 9184.

Office or Division:	Administrative Division – Procurement Section (PS)		
Classification:	Highly Technical		
Type of Transaction:	G2G – Government to Government;		
Who may avail:	DSWD Field Office 1 Offices/Division/Section/Unit (ODSU), Direct Servicing Agencies, Suppliers, Service Providers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Three (3) copies of Purchase Request (signed by the Cluster Head) indicating complete technical specifications of the foods and services requested with a Certified True Copy of Approved APP/PPMP and other supporting documents.		1.1 DSWD FO 1-Procurement Section or download through https://bit.ly/3SYvbeb ; or 1.2 Government Accounting Manual Volume 2 (under Forms/ Appendix 60): https://bit.ly/3CilgcB	
Supporting Documents: 1. Supplies, Materials, and Equipment 1.1 Distribution List (for equipment) 1.2 Requisition and Issue Slip (RIS) 1.3 Pre-repair and Post-Inspection Report (for repair and maintenance) 1.4 Technical Assistance Request Form (TARF) (for repair and maintenance of ICT equipment, furniture, and fixtures or fabrication of equipment) 1.5 Drawings/ Layout Plans (for fabrications/ repair and maintenance) 1.6 Waste Materials Report (for repair and maintenance)			
2. Repair and Maintenance – For Vehicle 2.1 Pre-repair Inspection Report 2.2 Vehicle maintenance history			
3. Repair and Maintenance – For Equipment 3.1 Technical Assistance Request Form (TARF) from RICTMS or BGMS			

3.2 Pre-repair Inspection Report				
4. Infrastructure Projects 4.1 Approved Project Proposal 4.2 TARF from BGMS 4.3 Pre-repair Inspection Report for the repair and replacement of defective materials (if necessary) 4.4 Scope of Work 4.5 Detailed Engineering Design (DED) 4.6 Bill of Quantities (BOQ) 4.7 Detailed Unit Price Analysis (DUPA)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the approved Purchase Request (PR).	1.1 Refer to the process "Receipt of Purchase Request (PR)" on page 137 of this handbook.	None	4 days	<i>Procurement Assistant, Administrative Aide IV (AAide IV), Administrative Assistant II (AA II), (BAC Secretariat, PPMU)</i>
	1.2 Prepare the Request for Quotation (RFQ), Checklist for Alternative Mode of Procurement (AMPs) using the prescribed template (DSWD-AS-GF-096).	None	1 day	<i>AA II, AAide IV (PPMU)</i>
	1.3 Forward approved RFQ is endorsed to canvassers. Send approved RFQ to identified supplier to submit the following: <ul style="list-style-type: none"> • Price quotation • Terms and Condition of sale • Certification of exclusive dealership/ sole distributorship • Patents or 	None	1 day	<i>AA II, AAide IV (PPMU)</i>

	copyrights			
1.4	Receipt of price quotation and required documents. Endorse to BAC Secretariat for BAC resolution recommending the mode of procurement and award of contract to the identified direct supplier.	None	1 day	<i>AAide IV, AA II (PPMU)</i>
1.5	Review and verify the veracity and completeness of submitted documents. <ul style="list-style-type: none"> If Incomplete: coordinate with PPMU to comply with the lacking documents. 	None	2 days	<i>BAC Secretariat BAC Head</i>
1.6	Conduct simplified negotiations on the terms of conditions of the contract to ensure that the direct supplier is technically legally and financially capable to deliver the goods at the most advantageous price and ad contract for the government.	None	3 days	<i>BAC Secretariat BAC Head</i>
1.7	Recommend the award of contract to the HoPE in accordance to Section IV (L) of the Guideline.	None	1 day	<i>BAC Secretariat BAC Head</i>
1.8	Upon BAC's deliberation. Prepare the BAC Resolution	None	1 day	<i>BAC Secretariat BAC</i>

	recommending the adoption of Direct Contracting modality and award of contract in favour of the direct supplier. Prepare the Notice of Award (NOA).			
1.9	Review the BAC Resolution and NOA. Route for signature of other BAC members and for the approval of HoPE.	None	3 days	<i>BAC Head</i>
1.10	Approval/ Disapproval of BAC Resolution and NOA.	None	3 days	<i>HoPE (Regional Director)</i>
1.10.1	If Disapproved: BAC deliberates and informs the ODSU on the disapproval of the HoPE. <ul style="list-style-type: none"> <i>Disapproval shall be based only on valid, reasonable, and justifiable grounds to be expressed in writing, addressed to BAC.</i> 			
1.10.2	If Approved: endorsed signed BAC Resolution and NOA to Procurement Officer.			
1.11	Serve the Signed BAC Resolution and NOA to the awarded supplier. Endorse the whole dossier of the transaction to the Contract	None	1 day	<i>Procurement Officer (PPMU)</i> <i>AA III, AAide IV, AAide VI (CMU, Accounting Section)</i>

		Management Unit (CMU). Prepare the Purchase Order (PO).			
	1.12	Review the drafted PO. Finalize the PO. Endorse the whole dossier of documents to ODSU with accomplished checklist for AMPs.	None	1 day	Head, Procurement Section AA III, AAide IV, AAide VI (PS)
2. Prepares the Obligation Request and Status (ORS) form and facilitate the signature of Head of Section/Division. Forward to FMD-Budget Section and Accounting Section for availability of funds.	2.1	Receipt of the approved and funded PO. If needed prepare a Notice to Proceed (NTP) and routed for approval. Furnish a scanned copy to BAC Secretariat of the duly conformed NOA, PO, and NTP for posting.	None	1 day	AAide IV, AAide VI
	2.2	Post the NOA, PO, including the NTP (if necessary) in PhilGEPS website, DSWD FO 1 Website, and at any conspicuous places in the DSWD FO 1 premises (except for contracts with ABC of ₱50,000.00 and below).	None	10 days	BAC BAC Secretariat
	2.3	Furnish the proof of posting to the CMU.	None	1 day	BAC BAC Secretariat
	TOTAL		None	34 days	

19. Procurement under Direct Retail Purchase of Petroleum Fuel, Oil and Lubricant (POL) Products and Airline Tickets

Procurement under Direct Retail Purchase of Petroleum Fuel, Oil and Lubricant (POL) Products and Airline Tickets for the procurement of Goods and Services based on the requirement needed by the Agency to be procured adopting Competitive Bidding and/or any of the applicable alternative methods of procurement of the 9th Edition 2016 Revised IRR of R.A. 9184 as provided in the duly approved Annual Procurement Plan (APP).

Office or Division:	Administrative Division – Procurement Section (PS)	
Classification:	Highly Technical	
Type of Transaction:	G2G – Government to Government;	
Who may avail:	DSWD Field Office 1 Offices/ Division/ Section/ Units (ODSU)	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Three (3) copies of Purchase Request (signed by the Cluster Head) indicating complete technical specifications of the foods and services requested with a Certified True Copy of Approved APP/PPMP and other supporting documents.		1.1 DSWD Field Office 1-Procurement Section or download through https://bit.ly/3SYvbeb 1.2 Government Accounting Manual Volume 2 (under Forms/ Appendix 60): https://bit.ly/3CilgcB
Supporting Documents:		
1. Supplies, Materials, and Equipment <ol style="list-style-type: none"> 1.1 Distribution List (for equipment) 1.2 Approved Project Proposal (for training/ seminars and the like) 1.3 Requisition and Issue Slip (RIS) 1.4 Pre-repair and Post-Inspection Report (for repair and maintenance) 1.5 Technical Assistance Request Form (TARF) (for repair and maintenance of ICT equipment, furniture, and fixtures or fabrication of equipment) 1.6 Drawings/ Layout Plans (for fabrications/ repair and maintenance) 1.7 Waste Materials Report (for repair and maintenance) 1.8 Market Survey or Justification (for Direct Contracting) 		
2. Catering Services <ol style="list-style-type: none"> 2.1 Approved Project Proposal 2.2 Suggested Menu (if necessary) 2.3 Technical Specifications indicating the address of the venue, time, schedule of service, type of service (e.g. fast food, caterers, guided buffet, buffet, packed food, etc.) number of pax, inclusion of tables and chairs and waiter if necessary. 		

3. Vehicle Rental 3.1 Approved Project Proposal 3.2 Technical Specifications indicating the capacity of vehicle, date and time of pick-up and drop off, inclusions of fees (e.g. toll fee, food for drivers), with TV, radio, and aircon. 3.3 Itinerary of Travel (maximum of fifteen (15) days)	
4. Audio Visual (LED Wall, Lights and Sounds): 4.1 Approved Project Proposal 4.2 Technical Assistance Report 4.3 Date and time needed 4.4 Venue/ Location 4.5 Inclusions (e.g. number of technicians required, food for technician)	
5. Repair and Maintenance – For Vehicle 5.1 Pre-repair Inspection Report 5.2 Vehicle maintenance history 5.3 Market Survey or Justification (for Direct Contracting) 5.4 Waste Materials Report	
6. Repair and Maintenance – For Equipment 6.1 Technical Assistance Request Form (TARF) from RICTMS or BGMS 6.2 Pre-repair Inspection Report 6.3 Market Survey or Justification (for Direct Contracting) 6.4 Waste Materials Report	
7. Printing Services such as advocacy shirts, IEC Materials, document holder, tarpaulin, plaque, primer, tote bag, shirts 7.1 Approved Project Proposal 7.2 Approved layout or design from Social Marketing Unit (SMU) 7.3 Date needed 7.4 Terms and Conditions (e.g. stages of proofing and delivery schedule)	
8. Infrastructure Projects 8.1 Approved Project Proposal 8.2 TARF from BGMS	

8.3 Mandatory Site inspection is required prior to award or after award (if necessary) 8.4 Pre-repair Inspection Report for the repair and replacement of defective materials (if necessary) 8.5 Scope of Work 8.6 Detailed Engineering Design (DED) 8.7 Bill of Quantities (BOQ) 8.8 Detailed Unit Price Analysis (DUPA)				
9. Lease of Real Property and Venue 9.1 Approved Project Proposal 9.2 Technical Specifications indicating the address of the venue, time, schedule of service, type of service (e.g. fast food, caterers, guided buffet, buffet, packed food, etc.) number of pax, inclusion of tables and chairs and waiter if necessary. 9.3 Rating Factor 9.4 Cost Benefit Analysis 9.5 Suggested Menu (if necessary)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the approved Purchase Request (PR)	1.1 Refer to the process "Receipt of Purchase Request" on page 137 of this handbook.	None	4 days	<i>Procurement Assistant, Administrative Assistant II (AA II), Administrative Aide IV (AAide IV) (PS, BAC Secretariat)</i>
	1.2 Review and verify the veracity and completeness of the documents to ensure that the conditions have been met.	None	2 days	<i>BAC, BAC Secretariat</i>
	1.2.1 If Incomplete: Coordinate with PPMU to comply with the lacking documents.			

	<p>1.3 Upon BAC's due deliberation; prepare the BAC Resolution with the following recommendations:</p> <p>1.3.1 End-user delegated to directly purchase POL products and airline tickets in accordance with PAT IV (J) of the Guidelines for Alternative Methods of Procurement (AMPs) shall determine the supplier or service provider capable of delivering the required POL products and airline tickets at retail pump price or at the most reasonable retail price as the case may be.</p> <p>1.3.2 Taking into account the usual trade and business practices being observed in the industry and the requirements and other reasonable considerations identified by the end-user, direct retail purchase of the required POL products or airline ticket shall be carried out in</p>	None	5 days	BAC, BAC Secretariat
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	accordance with pertinent accounting principles as well as of sound management and fiscal administration provided that they do not contravene existing laws and regulations applicable to financial transactions.			
1.4	Conduct final review and comments of BAC Resolution. Route the reviewed BAC Resolution to the BAC members for signature and for approval of Head of Procuring Entity (HoPE).	None	2 days	BAC Head BAC
1.5	Approval of the BAC Resolution. <ul style="list-style-type: none"> <i>In the event the HoPE disapproves the recommendation, the disapproval shall be based on valid, reasonable, and justifiable grounds to be expressed in writing, addressed to BAC.</i> 	None	2 days	HoPE (Regional Director)
1.6	Update the PMT and endorse the whole dossier of documents to the Contract	None	1 day	AA II, AAIdc IV (PS)

	Management Unit (CMU) for the preparation of Purchase Order (PO).			
	1.7 BAC deliberates and informs the end-user on the decision/ disapproval by HoPE.	None	3 days	BAC BAC Secretariat
TOTAL		None	19 Days	

20. Procurement under Emergency Cases

Standard process for the Procurement of Goods and Services, Infrastructure Projects, and Consulting Services based on the requirement needed by the Agency to be procured using this modality under Section 53.2 of the 9th Edition 2016 Revised Implementing Rules and Regulations (IRR) of the R.A. 9184 as the applicable Alternative Method of Procurement.

Office or Division:	Administrative Division – Procurement Section (PS)		
Classification:	Highly Technical		
Type of Transaction:	G2G – Government to Government;		
Who may avail:	DSWD Field Office 1 Offices/Divisions/Sections/Units (ODSU)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Three (3) copies of Purchase Request (signed by the Cluster Head) indicating complete technical specifications of the foods and services requested with a Certified True Copy of Approved APP/PPMP and other supporting documents.		1.1 DSWD FO 1 – Procurement Section or download through https://bit.ly/3SYvbeb 1.2 Government Accounting Manual Volume 2 (under Forms/ Appendix 60): https://bit.ly/3CilqcB	
Supporting Documents: 1. Supplies, Materials, and Equipment 1.1 Distribution List (for equipment) 1.2 Approved Project Proposal (for training/ seminars and the like) 1.3 Requisition and Issue Slip (RIS) 1.4 Pre-repair and Post-Inspection Report (for repair and maintenance) 1.5 Technical Assistance Request Form (TARF) (for repair and maintenance of ICT equipment, furniture, and fixtures or fabrication of equipment) 1.6 Drawings/ Layout Plans (for fabrications/ repair and maintenance) 1.7 Waste Materials Report (for repair and maintenance)			

1.8 Market Survey or Justification (for Direct Contracting)	
2. Catering Services 2.1 Approved Project Proposal 2.2 Suggested Menu (if necessary) 2.3 Technical Specifications indicating the address of the venue, time, schedule of service, type of service (e.g. fast food, caterers, guided buffet, buffet, packed food, etc.) number of pax, inclusion of tables and chairs and waiter if necessary.	
3. Vehicle Rental 3.1 Approved Project Proposal 3.2 Technical Specifications indicating the capacity of vehicle, date and time of pick-up and drop off, inclusions of fees (e.g. toll fee, food for drivers), with TV, radio, and aircon. 3.3 Itinerary of Travel (maximum of fifteen (15) days)	
4. Audio Visual (LED Wall, Lights and Sounds): 4.1 Approved Project Proposal 4.2 Technical Assistance Report 4.3 Date and time needed 4.4 Venue/ Location 4.5 Inclusions (e.g. number of technicians required, food for technician)	
5. Repair and Maintenance – For Vehicle 5.1 Pre-repair Inspection Report 5.2 Vehicle maintenance history 5.3 Market Survey or Justification (for Direct Contracting) 5.4 Waste Materials Report	
6. Repair and Maintenance – For Equipment 6.1 Technical Assistance Request Form (TARF) from RICTMS or BGMS 6.2 Pre-repair Inspection Report 6.3 Market Survey or Justification (for Direct Contracting) 6.4 Waste Materials Report	

7. Printing Services such as advocacy shirts, IEC Materials, document holder, tarpaulin, plaque, primer, tote bag, shirts 7.1 Approved Project Proposal 7.2 Approved layout or design from Social Marketing Unit (SMU) 7.3 Date needed 7.4 Terms and Conditions (e.g. stages of proofing and delivery schedule)				
8. Infrastructure Projects 8.1 Approved Project Proposal 8.2 TARF from BGMS 8.3 Mandatory Site inspection is required prior to award or after award (if necessary) 8.4 Pre-repair Inspection Report for the repair and replacement of defective materials (if necessary) 8.5 Scope of Work 8.6 Detailed Engineering Design (DED) 8.7 Bill of Quantities (BOQ) 8.8 Detailed Unit Price Analysis (DUPA)				
9. Lease of Real Property and Venue 9.1 Approved Project Proposal 9.2 Technical Specifications indicating the address of the venue, time, schedule of service, type of service (e.g. fast food, caterers, guided buffet, buffet, packed food, etc.) number of pax, inclusion of tables and chairs and waiter if necessary. 9.3 Rating Factor 9.4 Cost Benefit Analysis 9.5 Suggested Menu (if necessary)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the approved Purchase Request (PR)	1.1 Refer to the process "Receipt of Purchase Request" on page 137 of this handbook.	None	4 days	<i>Procurement Assistant, Administrative Assistant II (AA II), Administrative Aide IV (AAide IV) (BAC Secretariat)</i>
	1.2 Check the submitted PR and its supporting	None	4 hours	<i>Procurement Assistant, AA II, AAide IV</i>

	document:			(BAC Secretariat)
	1.2.1 If Incomplete: Decline the PR and require the ODSU/ End-user to complete lacking documents.			
	1.2.2 If Complete: Stamp "Received" on the approved PR and record in consonance with the existing guidelines and with complete supporting documents. Encode in the Procurement Monitoring Tool (PMT).			
	1.3 Check the inclusion of the procurement project in the approved supplemental PPMP and the completeness of the required supporting documents.	None	4 hours	BAC Secretariat AA II, AAide IV
	1.3.1 If No Approved Supplemental PPMP: Prepare a PR Action Form (DSWD-AS-GF-083) and return the PR to the ODSU for appropriate action.			
	1.3.2 If In Order: Affix the initial then endorse to BAC Secretariat Head.			
	1.4 Prepare the BAC Resolution recommending to HoPE.	None	2 hours	BAC Secretariat BAC

1.4.1	Any revision of the Annual APP to cover the Procurement Project.			
1.4.2	Adoption of the Negotiated Procurement – Emergency Cases (NP-EC) modality.			
1.4.3	Delegate to either the BAC or End-user unit or any other appropriate division, committee, support, or procuring unit the authority to directly negotiate with a legally, technically, and financially capable supplier, contractor, or consultant for procurement, undertaken through any of the allowable instances of NP-EC.			
1.5	Endorse the drafted BAC Resolution for review.	None	2 hours	<i>BAC Secretariat</i>
1.6	Review and sign the BAC Resolution.	None	4 hours	<i>BAC Head HoPE (Regional Director)</i>
1.6.1	If Disapproved: return to the PS-BAC Secretariat to prepare valid, reasonable, and justifiable grounds in			

	<p>writing, addressed to the BAC. Deliberates and informs the End-user on the decision/ disapproval by the HoPE.</p> <p>1.6.2 If Approved: Return documents to PS for the preparation of Request for Quotation (RFQ)/ Request for Proposal (RFP).</p>			
1.7	Receive, record, and update the PMT. Endorse to the PPMU Procurement Officer.	None	2 hours	AAide IV, AA II (PPMU)
1.8	Prepare the RFQ/ RFP and ensure that the specific requirements indicated in the approved PR are consistent with the approved Project Proposal/ TOR and/or supporting documents.	None	1 day	AAide IV, AA II (PPMU)
1.9	Endorse the prepared RFQ/ RFP with other relevant documents for approval of PS Head.	None	2 hours	AAide IV, AA II (PPMU)
1.10	Review and Sign the prepared RFQ/ RFP.	None	1 day	Administrative Officer V (AO V) PS Head
1.11	Update the PMT and forward to Procurement Officer to facilitate	None	3 hours	AAide IV, AA II (PPMU)

	the procurement process.			
	1.12 Send the signed RFQ/RFP and requests through email to prospective suppliers, service providers, contractors, and/or consultants to submit price quotation/ proposal.	None	3 hours	<i>AAide IV, AA II (PPMU/ Canvassers)</i>
	1.13 Receipt of submitted quotation. Endorse the RFQ/ RFP and entire documents to the BAC Secretariat with a transmittal memorandum for evaluation and/or deliberation of BAC.	None	1 day	<i>AAide IV, AA II (PPMU)</i>
	1.14 Examine and evaluate the submitted documents and determine the compliance to the minimum technical specifications recommend to BAC the findings.	None	3 days	<i>AAide IV, AA II (BAC Secretariat) BAC and/or BAC TWG</i>
	1.15 Review and verify the veracity and completeness of the appropriate supporting documents.	None	4 days	<i>AAide IV, AA II BAC Secretariat</i>
	1.16 Prepare the BAC Resolution and Notice of Award (NOA) recommending to the HoPE the	None	3 days	<i>BAC Secretariat</i>

	award of contract to the legally, technically, and financially capable supplier, service provider, contractor, or consultant. Forward to the Head BAC Sec for final review and comments.			
1.17	Review and sign the BAC Resolution and NOA. Forward to HoPE for approval.	None	4 days	<i>Administrative Officer V, BAC</i>
1.18	Review the BAC Resolution and NOA:	None	4 days	<i>HoPE (Regional Director)</i>
1.18.1	If Disapproved: return documents to BAC Secretariat. Prepare valid, reasonable, and justifiable grounds in writing addressed to BAC. Deliberate and inform the End-user on the decision/ disapproval by the HoPE.			
1.18.2	If Approved: Sign the BAC Resolution/ NOA then return the documents to the PS-BAC Secretariat.			
1.19	Endorse the complete documents to the CMU receiving	None	3 days	<i>AAide IV, AA II (BAC Secretariat)</i>

	officer. Coordinate with BAC Sec Head and endorse the entire document to the end-user and the accomplished checklist for AMPs.			
2. Prepare and facilitation of Funding Obligation Request Status (ORS) and approval of Purchase Order (PO). Submit the entire documents to FMD-Budget Section and Accounting Section.	2.1 Endorse the funded PO to PS-CMU.	None	1 day	AAide IV (Office of the Regional Director)
	2.2 Receipt of duly funded PO, notify and send immediately to the Servicing Agency and facilitate the signing of the authorized representative.	None	1 day	AAide IV, AAide VI (CMU Staff)
	2.3 Furnish a hard copy/ scan copy of conformed Contract/ PO to BAC Secretariat for posting.	None	1 day	AAide IV, AAide VI (CMU Staff)
	2.4 Post the MOA/ MOU/ PO (for information purposes) in the PhilGEPS website, DSWD website, and at any conspicuous place in the DSWD premises within 10 days from the issuance (except for contracts with an approved budget for contract of ₱50,000.00 and below.	None	10 days	AAide IV, AA II (BAC Secretariat)
	2.5 Furnish the PS-CMU the proof of posting.	None		BAC Secretariat

TOTAL	None	1 Month 3 Days and 2 Hours	
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21. Procurement under Highly Technical Consultant

Standard process for the Procurement of Consulting Services based on the requirement needed by the Agency to be procured using this modality under Section 53.7 of the 9th Edition 2016 Revised Implementing Rules and Regulations (IRR) of the R.A. 9184 as the applicable Alternative Method of Procurement as provided in the duly approved annual Procurement Plan (APP).

Office or Division:	Administrative Division – Property and Supply Section (PSS)			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government;			
Who may avail:	DSWD Field Office 1 Offices/Divisions/Sections/Units (ODSU)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Three (3) copies of Purchase Request (signed by the Cluster Head) indicating complete technical specifications of the foods and services requested with a Certified True Copy of Approved APP/PPMP and other supporting documents. 2. Approved Project Proposal 3. Market Study/ Justification		1.1 DSWD Field Office 1 – Procurement Section or download thru: https://bit.ly/3SYvbeb 1.2 Government Accounting Manual Volume 2 (under Forms/ Appendix 60): https://bit.ly/3CilgcB		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit approved Purchase Request (PR)	1.1 Refer to the process “Receipt of Purchase Request” on page 137 of this handbook.	None	4 days	<i>Procurement Assistant, Administrative Aide IV (AAide IV), Administrative Assistant (AA II)</i>
	1.2 Endorse to BAC (through Secretariat) a transmittal memorandum requesting for BAC Resolution recommending the adoption of Negotiated Procurement – Scientific, Scholarly, or Artistic Work, Exclusive	None	1 day	<i>AAide IV, AA II (BAC Secretariat)</i>

	Technology and Media Services as the mode of procurement and award of contract to the identified Servicing Agency, together with the accomplished checklist for AMPs.			
	1.3 Review and verify the veracity and completeness of the documents (e.g. justification, TOR, CV, etc.)	None	1 day	AAide IV, AA II (BAC Secretariat)
	1.3.1 If Incomplete: coordinate with PPMU to comply with the lacking documents.			
	1.4 Undertake the negotiation with the individual consultant base on the TOR prepare by the end-user. <i>*Note: The negotiations need not be elaborate, it is enough that the BAC has validated that the individual is legally, technically, and financially capable to undertake and fulfil the consultancy work.</i>	None	2 days	AAide IV, AA II (BAC Secretariat)
	1.5 Recommend the award of contract to HoPE in accordance with Section IV (L) o the Guidelines.	None	3 days	BAC Secretariat
	1.6 Prepare the BAC Resolution and Notice of Award (NOA) recommending the adoption of NP:	None	2 days	BAC Secretariat

	Highly Technical Consultants modality and award of contract to the individual consultant. Endorse to the Head of BAC Secretariat for final review and comments.			
	1.7 Review and sign the BAC Resolution/ NOA and return to Procurement Section. Route to BAC and HoPE.	None	2 days	AO V
	1.8 Review, recommend, then sign the BAC Resolution/ NOA.	None	1 day	BAC members
	1.9 Approval/ Disapproval of BAC Resolution/ NOA.	None	2 days	HoPE (Regional Director)
	1.9.1 If Disapproved: Return the documents to BAC Secretariat. BAC Secretariat to prepare valid, reasonable, and justifiable grounds to be expressed in writing addressed to the BAC. Deliberate and inform the end-user on the decision/ disapproval of the HoPE.			
	1.9.2 If Approved: Endorse the approved BAC Resolution/ NOA Certified True Copy			

	(CTC) with complete supporting documents and the accomplished checklist for AMPs to BAC Secretariat to update the PMT.			
1.10	Prepare the Purchase Order (PO) and serve the duly signed NOA to the awarded individual consultant.	None	1 day	AA II, AAide IV (BAC Secretariat)
1.11	Update the PMT and endorse to CMU for the preparation of contract.	None	1 day	AA II, AAide IV (BAC Secretariat)
1.12	Receive the complete documents, update the PMT and hands over the documents to the CMU Procurement Officer, upon coordination with the CMU Unit Head to review and prepare a draft contract and endorse to the Legal Unit for comments.	None	1 day	AAide IV, AAide VI (CMU)
1.13	Finalize the contract in accordance with the comments from Legal Unit.	None	4 hours	AAide IV, AAide VI (CMU)
1.14	Prepare the checklist and	None	4 hours	AAide IV, AAide VI (CMU)

	label all the documents. Endorse the entire documents concerned and the checklist for AMPs to the end-user.			
2. Prepare the ORS Form and facilitate signatures of the Heads of Office/Division/Section (HODS) and for approval of HoPE. Endorse the entire documents to FMD-Budget Section and Accounting Section.	2.1 Receipt of the prepared ORS Forms and check funds availability.	None	4 hours	AA II, AAide IV (FMD)
	2.2 Endorse funded Contract to PS-CMU.	None	4 hours	AAide IV (Office of the Regional Director)
	2.3 Receive the duly funded Contract. Notify and serve immediately to the consultant.	None	4 hours	AAide IV, AAide VI (CMU)
	2.4 Issue the Notice to Proceed (NTP), if necessary, a copy of the approved Contract to the Consultant.	None	4 hours	HoPE or Authorized Representative
	2.5 Furnish the BAC Secretariat with a hard copy/ scanned copy of the duly conformed NOA and contract, including the NTP (if necessary) for posting.	None	4 hours	AAide IV, AAide VI (CMU staff)
	2.6 Post the NOA/ Contract/ NTP (if necessary) for the information purposes in the PhilGEPS website, DSWD website, and in conspicuous places in the DSWD premises within ten (10) days from the issuance.	None	10 days	AA II, AAide IV (BAC Secretariat)

	(Except for contracts with an Approved Budget for Contract of ₱50,000.00 and below).			
	2.7 Furnish the proof of posting to the PS-CMU.	None	4 hours	AA II, AAide IV (BAC Secretariat)
TOTAL		None	35 Days	

22. Procurement under Lease of Real Property and Venue

Procurement under Lease of Venue and Real Property for the procurement of Goods and Services based on the requirement needed by the Agency to be procured adopting Competitive Bidding and/or any of the applicable Alternative Methods of Procurement of the 9th Edition 2016 Revised IRR of R.A. 9184 as provided in the duly approved Annual Procurement Plan (APP).

Office or Division:	Administrative Division – Procurement Section (PS)			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government;			
Who may avail:	DSWD Field Office 1 Offices/Division/Section/Units (ODSU)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Three (3) copies of Purchase Request (signed by the Cluster Head) indicating complete technical specifications of the foods and services requested with a Certified True Copy of Approved APP/PPMP and other supporting documents.		1.1 DSWD FO 1 – Procurement Section or download through https://bit.ly/3SYvbeb 1.2 Government Accounting Manual Volume 2 (under Forms/ Appendix 60) through: https://bit.ly/3Cilqcb		
Supporting Documents 1. Lease of Real Property and Venue 1.1 Approved Project Proposal 1.2 Technical Specifications indicating the address of the venue, time, schedule of service, type of service (e.g. fast food, caterers, guided buffet, buffet, packed food, etc.) number of pax, inclusion of tables and chairs and waiter if necessary. 1.3 Rating Factor 1.4 Cost Benefit Analysis 1.5 Suggested Menu (if necessary)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Submit the Approved Purchase Request (PR).	1.1 Refer to the process "Receipt of Purchase Request" on page 137 of this handbook.	None	4 days	<i>Procurement Assistant, Administrative Assistant II (AA II), Administrative Aide IV (AAide IV)</i> <i>(BAC Secretariat, PPMU)</i>
	1.2 Prepare and facilitate the Request for Quotation (RFQ)/ RFP and ensure that the specific requirements indicated in the approved PR are consistent with the approved technical specifications, scope of work, Terms of Reference (TOR) and/or supporting documents.	None	4 hours	<i>Procurement Officer Head BAC Secretariat</i>
	1.3 Endorse RFQ/ RFP and other relevant supporting documents together with the accomplished checklist for Alternative Mode of Procurement (AMPs).	None	4 hours	<i>AA II, AAide IV (PPMU)</i>
	1.4 Review and sign the prepared RFQ/RFP form.	None	2 days	<i>Administrative Officer V (AO V) PS Head</i>
	1.5 Update the PMT and assign the RFQ to PPMU Procurement Officer.	None	4 hours	<i>AA II, AAide IV (PPMU)</i>
	1.6 Email the signed RFQ/RFP. 1.6.1 Real Property: Send to at least	None	4 hours	<i>BAC Secretariat</i>

	three (3) prospective suppliers are invited to submit sealed price quotations.			
1.6.2	Venue RFQ: Sent at least three (3) venues within the selected location. Receipt of at least one (1) quotation is sufficient to proceed with the evaluation.			
1.7	Receipt of submitted quotations from service providers/ Lessor. Endorse the whole dossier of documents to BAC for evaluation and/or deliberation.	None	1 day	<i>Procurement Officer</i>
1.8	Conduct the evaluation of the documents to determine the compliance to the minimum technical specification set by the end-user and recommend to the BAC their findings.	None	3 days	<i>BAC Secretariat</i>
1.8.1	The lessor with a Single/Lowest Calculated Quotation shall be rated in accordance with the technical specifications and the reasonableness of its price quotation shall be determined in accordance with the methodology			

	<p>prescribed in Appendix B of Annex "H".</p> <p>1.8.2 Upon determination of the responsiveness and reasonableness of the quotation, BAC shall recommend to the HoPE the award of contract in favour of the Lessor with the Single/Lowest Calculated Quotation. Award of contract shall be made in accordance with Section IV (L) of the guideline (Annex "H").</p> <p>1.8.3 In case of failure of procurement, BAC Secretariat Head shall issue a memorandum to the end-user informing the result and advising the conduct of mandatory review of specifications prior to conduct of another round of procurement.</p>			
1.9	Prepare the Abstract of Quotation (AOQ) recommending to the HoPE the adoption of Negotiated	None	3 days	<i>BAC Secretariat</i>

	Procurement-Lease of Real Property of venue modality and award of contract to the service provider/lessor with the S/LRCQ.			
1.10	Endorse the AOQ and NOA to the Head of BAC Secretariat for final review and comments.	None	5 days	<i>BAC Head</i>
1.11	Route the AOQ/NOA to the BAC members for their signature and for the approval of HoPE. <ul style="list-style-type: none"> Note: <i>If the HoPE disapproves the recommendation: Disapproval shall be based only on valid, reasonable, and justifiable grounds to be expressed in writing, addressed to the BAC. The BAC deliberates and informs the end-user on the decision/ disapproval of the HoPE.</i> 	None	5 days	<i>BAC Secretariat BAC Members BAC Head HoPE</i>
1.12	Receipt of the duly signed NOA. Serve to the awarded service provider/lessor. Endorse the whole dossier of the transaction to the Contract Management Unit (CMU).	None	3 days	<i>BAC Secretariat</i>

2. Prepare the Obligation Request Status (ORS) Form and signing/approval of Purchase Order (PO). Facilitate the processing of fund obligation by the FMD-Budget Section and Accounting Section for Certification of Funds Availability.	2.1 Receive of the ORS, update the PMT, and prepare the PO. Prepared PO is forwarded to the PS Head for review. Upon PO is finalized endorse the dossier to the end-user with the accomplished checklist for AMPs.	None	1 day	<i>AAide IV, AA II (PS)</i>
	2.2 Route the PO for the approval of HoPE.	None	4 hours	<i>AAide IV, AAide VI (PS)</i>
	2.3 Approved PO is endorsed to CMU. If needed, a Notice to Proceed (NTP) is prepared and routed for approval.	None	4 hours	<i>BAC Secretariat</i>
	2.4 Furnish BAC Secretariat with a scanned copy of the duly conformed NOA, PO, including NTP for posting.	None	1 day	<i>AAide IV, AAide VI (CMU)</i>
	2.5 Post the NOA, PO, including the NTP (if necessary) for information purposes in the PhilGEPS website, DSWD FO 1 website, and at any conspicuous places in the DSWD FO 1 premises within 10 days from their issuance. Except for contracts with ABC of ₱50,000.00 and below.	None	10 days	<i>BAC BAC Secretariat</i>

	2.6 Furnish the CMU proof of posting.	None	1 day	BAC Secretariat
TOTAL		None	42 Days	

23. Procurement under Repeat Order

Procurement Under Repeat Order for the procurement of Goods and Services, Infrastructure Project, and Consulting Services based on the requirement needed by the Agency to be procured adopting Competitive Bidding and/or any of the applicable Alternative Methods of Procurement of the 9th Edition 2016 Revised IRR of R.A. 9184 as provided in the duly approved Annual Procurement Plan (APP).

Office or Division:	Administrative Division – Procurement Section (PS)		
Classification:	Simple		
Type of Transaction:	G2G – Government to Government;		
Who may avail:	DSWD Field Office 1 Offices/ Divisions/ Sections/ Units (ODSU)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Three (3) copies of Purchase Request (signed by the Cluster Head) indicating complete technical specifications of the foods and services requested with a Certified True Copy of Approved APP/PPMP and other supporting documents.		1.1 DSWD Field Office 1 – Procurement Section or download thru: https://bit.ly/3SYvbeb 1.2 Government Accounting Manual Volume 2 (under Forms/ Appendix 60) through: https://bit.ly/3CilgcB	
Supporting Documents:			
1. Supplies, Materials, and Equipment <ul style="list-style-type: none"> 1.1 Distribution List (for equipment) 1.2 Approved Project Proposal (for training/ seminars and the like) 1.3 Requisition and Issue Slip (RIS) 1.4 Pre-repair and Post-Inspection Report (for repair and maintenance) 1.5 Technical Assistance Request Form (TARF) (for repair and maintenance of ICT equipment, furniture, and fixtures or fabrication of equipment) 1.6 Drawings/ Layout Plans (for fabrications/ repair and maintenance) 1.7 Waste Materials Report (for repair and maintenance) 1.8 Market Survey or Justification (for Direct Contracting) 			
2. Catering Services <ul style="list-style-type: none"> 2.1 Approved Project Proposal 2.2 Suggested Menu (if necessary) 2.3 Technical Specifications indicating the address of the venue, time, schedule of service, type of service (e.g. fast food, 			

caterers, guided buffet, buffet, packed food, etc.) number of pax, inclusion of tables and chairs and waiter if necessary.	
3. Vehicle Rental 3.1 Approved Project Proposal 3.2 Technical Specifications indicating the capacity of vehicle, date and time of pick-up and drop off, inclusions of fees (e.g. toll fee, food for drivers), with TV, radio, and aircon. 3.3 Itinerary of Travel (maximum of fifteen (15) days)	
4. Audio Visual (LED Wall, Lights and Sounds): 4.1 Approved Project Proposal 4.2 Technical Assistance Report 4.3 Date and time needed 4.4 Venue/ Location 4.5 Inclusions (e.g. number of technicians required, food for technician)	
5. Repair and Maintenance – For Vehicle 5.1 Pre-repair Inspection Report 5.2 Vehicle maintenance history 5.3 Market Survey or Justification (for Direct Contracting) 5.4 Waste Materials Report	
6. Repair and Maintenance – For Equipment 6.1 Technical Assistance Request Form (TARF) from RICTMS or BGMS 6.2 Pre-repair Inspection Report 6.3 Market Survey or Justification (for Direct Contracting) 6.4 Waste Materials Report	
7. Printing Services such as advocacy shirts, IEC Materials, document holder, tarpaulin, plaque, primer, tote bag, shirts 7.1 Approved Project Proposal 7.2 Approved layout or design from Social Marketing Unit (SMU) 7.3 Date needed 7.4 Terms and Conditions (e.g. stages of proofing and delivery schedule)	

8. Infrastructure Projects 8.1 Approved Project Proposal 8.2 TARF from BGMS 8.3 Mandatory Site inspection is required prior to award or after award (if necessary) 8.4 Pre-repair Inspection Report for the repair and replacement of defective materials (if necessary) 8.5 Scope of Work 8.6 Detailed Engineering Design (DED) 8.7 Bill of Quantities (BOQ) 8.8 Detailed Unit Price Analysis (DUPA)				
9. Lease of Real Property and Venue 9.1 Approved Project Proposal 9.2 Technical Specifications indicating the address of the venue, time, schedule of service, type of service (e.g. fast food, caterers, guided buffet, buffet, packed food, etc.) number of pax, inclusion of tables and chairs and waiter if necessary. 9.3 Rating Factor 9.4 Cost Benefit Analysis 9.5 Suggested Menu (if necessary)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the approved Purchase Request (PR)	1.1 Refer to the process "Receipt of Purchase Request" on page 137 of this handbook.	None	4 days	<i>Procurement Assistant, Administrative Assistant II (AA II), Administrative Aided IV (AAide IV) (BAC Secretariat, PPMU)</i>
	1.2 Prepare the BAC Resolution for the approval by the HoPE and issuance of Notice of Award (NOA).	None		<i>BAC Secretariat</i>
	1.2.1 Receipt of documents to	None	5 days	<i>BAC Secretariat</i>

	review and verify the veracity and completeness of the submitted documents.. • If Incomplete: <i>coordinate with PPMU to comply the lacking documents.</i>			
1.2.2	Upon BAC's deliberation; prepare the BAC Resolution recommending award of contract through Repeat Order. NOA is also prepared.	None	3 days	BAC BAC Secretariat
1.2.3	BAC Resolution and NOA is routed and endorsed to the Head of the BAC Secretariat for final review and comments.	None	5 days	BAC Secretariat
1.2.4	Reviewed BAC Resolution and NOA is routed to BAC Members and the approval of HoPE.	None	5 days	BAC HoPE
	• Note: If Disapproved by HoPE: BAC deliberates and informs the end-user on the decision/ disapproval of HoPE. (Disapproval is based only on valid, reasonable, and justifiable grounds to be expressed in writing, and addressed to BAC)			
1.2.5	Receipt of the	None	4 hours	BAC Secretariat

	signed NOA. Serve the NOA to the awarded supplier and endorse the whole dossier of the transaction to the Contract Management Unit for the preparation of Purchase Order (PO).			
	1.3 Update the PMT and prepare the PO. Endorse to the Procurement Section Head for review. Finalized PO and whole dossier are endorsed to the end-user with the accomplished checklist for AMPs.	None	5 days	AAide IV, AAide VI
2. Prepare the Obligation Request and Status (ORS) from and facilitate the signature by Heads of Division and Section.	2.1 Processing of Fund Obligation and forwarded funded PO for the approval of HoPE	None	3 days	AAide IV, AA II (FMD)
	2.2 Receipt of the funded PO. Approved PO is served within three (3) days from the date of approval. If needed, a Notice to Proceed (is prepared) and routed for approval.	None	3 days	AAide IV, AAide VI, AA II (CMU)
	2.3 Furnish the BAC Secretariat a scanned copy of the duly conformed NOA, PO, including the NTP for posting.	None	4 hours	AAide IV, AAide VI, AA II (CMU)
TOTAL		None	34 Days	

24. Procurement under Scientific, Scholarly or Artistic Work, Exclusive Technology and Media Services

Standard process for the Procurement of Goods and Services, Infrastructure Projects, and Consulting Services based on the requirement needed by the Agency to be procured using this modality under Section 53.6 of the 9th Edition of the R.A/ 9184 as the applicable Alternative Method of Procurement as provided in the duly approved Annual Procurement Plan (APP).

Office or Division:	Administrative Division – Procurement Section (PS)			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government;			
Who may avail:	DSWD Field Office 1 Offices/ Division/ Sections/ Units (ODSU)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Three (3) copies of Purchase Request (signed by the Cluster Head) indicating complete technical specifications of the goods and services requested with a Certified True Copy of Approved APP/PPMP and other supporting documents.		1.1 DSWD FO 1 – Procurement Section or download through https://bit.ly/3SYvbeb 1.2 Government Accounting Manual Volume 2 (under Forms/ Appendix 60): https://bit.ly/3CilqcB		
Supporting Documents: 1. TV/Radio Advertisements/ Radio/ TV Plugging/ Video Coverage 1.1 Approved Project Proposal 1.2 Market Study/ Justification				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the approved Purchase Request (PR).	1.1 Refer to the process “Receipt of Purchase Request” on page 137 of this handbook.	None	4 days	<i>Procurement Assistant, Administrative Assistant II (AA II), Administrative Aide IV (AAide IV)</i> <i>(BAC Secretariat)</i>
	1.2 Endorse to BAC a transmittal memorandum requesting for BAC Resolution recommending the adoption of Negotiated Procurement – Scientific, Scholarly, or Artistic Work, Exclusive Technology and Media Services as	None	1 day	<i>AA II, AAide IV</i> <i>(BAC Secretariat)</i>

	the mode of procurement and award of contract to the identified Servicing Agency together with the accomplished checklist for AMPs.			
	1.3 Review and verify the veracity and completeness of the documents to ensure that the Servicing Agency is technically, legally, and financially capable to deliver the goods and/or services in accordance with the provisions of R.A. 9184 and its 2016 Revised IRR.	None	1 day	AA II, AAide IV (BAC Secretariat)
	1.4 Undertake the negotiation with a technically, legally, and financially capable supplier, contractor, or consultant based on the technical specifications, scope of work or terms of reference by the end-user.	None	3 days	AA II, AAide IV (BAC Secretariat)
	1.5 Recommend the award of contract to the HoPE in accordance with Section IV (L) of the Guidelines.	None	1 day	
	1.5.1 Prepare the BAC Resolution and Notice of Award (NOA) recommending the Negotiated Procurement (NP) modality and award of	None	1 day	BAC Secretariat

	contract to the supplier, service provider, contractor or consultant.			
1.5.2	Endorse the BAC Resolution and NOA to the Head of BAC Secretariat for final review and comments.	None	1 day	<i>BAC Secretariat</i>
1.5.3	Review and sign the BAC Resolution/ NOA and route to BAC members and HoPE.	None	1 day	<i>Head of BAC</i>
1.6 Approval/ Disapproval of the BAC Resolution/ NOA.		None	3 days	<i>HoPE (Regional Director)</i>
1.6.1	If Approved: endorse the approved BAC Resolution/NOA Certified True Copy (CTC) with complete supporting documents and the accomplished Checklist for AMPs to BAC Secretariat. Update of the PMT.			
1.6.2	If Disapproved: Return the documents to BAC Secretariat. Prepare a valid, reasonable, and justifiable grounds to be expressed in writing			

	addressed to the BAC. Deliberate and inform the end-user on the decision/ disapproval of the HoPE.			
	1.7 Endorse to PS-CMU for preparation of Purchase Order/ NOA.	None	3 days	AAide IV, AAide VI (CMU)
	1.8 Receive the complete documents and update the PMT. Coordinate with CMU and prepare the PO/ NOA. Endorse the entire documents and the accomplished checklist for AMPs to the end-user.	None	4 hours	AAide IV, AAide VI (CMU)
2. Prepare the Obligation Request Status (ORS). Facilitate the signature by the HODS and approval of the PO by the HoPE. Forward the entire document to FMD-Budget Section and Accounting Section.	2.1 Forward the funded PO or Contract to PS-CMU.	None	4 hours	AAide IV (Office of the Regional Director)
	2.2 Receipt of the duly funded PO, notify and serve immediately to the supplier, contractor, and consultant.	None	4 hours	AAide IV, AAide VI (CMU)
	2.3 Issue the Notice to Proceed (NTP), if necessary, and a copy of the approved PO to the Supplier, Contractor, or Consultant.	None	4 hours	HoPE/ Authorized Representative
	2.4 Furnish the BAC Secretariat a hard copy/ scanned copy of the duly conformed NOA and	None	4 hours	AAide IV, AAide VI (CMU)

	PO, including NTP if necessary.			
	2.5 Post the NOA/PO, including NTP (if necessary) for information purposes in the PhilGEPS website, the DSWD website, and at any conspicuous place within the DSWD premises within 10 days from the issuance. Except for contracts with an Approved budget for Contract of ₱50,000.00 and below.	None	10 days	AAide IV, AAide VI (BAC Secretariat)
	2.6 Furnish the proof of posting to the PS-CMU.	None	4 hours	AAide IV, AAide VI (BAC Secretariat)
TOTAL		None	32 Days	

25. Procurement under Shopping under Section 52.1 (B)

Standard process for the procurement of Goods based on the requirement needed by the Agency to be procured using this modality under Section 52.1 (b) of the 9th Edition 2016 Revised IRR R.A. 9184 as the applicable Alternative Methods of Procurement as provided in the duly approved Annual Procurement Plan (APP).

Office or Division:	Administrative Division – Procurement Section (PS)
Classification:	Highly Technical
Type of Transaction:	G2G – Government to Government;
Who may avail:	DSWD Field Office 1 Offices/ Divisions/ Sections/ Units (ODSU)
CHECKLIST OF REQUIREMENTS	
1. Three (3) copies of Purchase Request (signed by the Cluster Head) indicating complete technical specifications of the goods and services requested with a Certified True Copy of Approved APP/PPMP and other supporting documents.	1.1 DSWD FO 1 – Procurement Section or download through https://bit.ly/3SYvbeb 1.2 Government Accounting Manual Volume 2 (under Forms/ Appendix 60): https://bit.ly/3CilgcB
Supporting Documents	
1. Supplies, Materials, and Equipment 1.1 Distribution List (for equipment)	

1.2 Approved Project Proposal (for trainings/seminars and the like) 1.3 Requisition and Issue Slip (RIS)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Approved Purchase Request (PR).	1.1 Refer to the process "Receipt of Purchase Request" on page 137 of this handbook.	None	4 days	<i>Procurement Assistant, Administrative Assistant II (AA II), Administrative Aide IV (AAide IV) (BAC Secretariat)</i>
	1.2 Receipt, record and update the PMT. Prepare the RFQ and ensure that the specific requirements indicated in the approved PR are consistent with the approved technical specifications and/or supporting documents.	None	1 day	<i>AAide IV, AA II (PPMU)</i>
	1.3 Endorse the RFQ and other relevant supporting documents and the accomplished checklist for AMPs for PS Head.	None	1 day	<i>AAide IV, AA II (PPMU)</i>
	1.4 Sign the RFQ.	None	1 day	<i>Administrative Officer V (AO V) PS Head</i>
	1.5 Receive the signed RFQ and update the PMT. <ul style="list-style-type: none"> If the project/activity has an AB above ₱50,000.00 but not more than ₱1M: endorse the RFQ to BAC to proceed with the required posting. 	None	1 day	<i>AAide IV, AA II (BAC Secretariat)</i>

1.6 Post the RFQ at the PhilGEPS website, the DSWD website, and at conspicuous places in the DSWD premises for a period of 3 days.	None	3 days	AAide IV, AA II (BAC Secretariat)
1.7 Forward the posted RFQ together with the proofs of posting to BAC Secretariat and update the PMT. Forward the documents to PPMU.	None	4 hours	AAide IV, AA II (PPMU)
<ul style="list-style-type: none"> If the project/ activity has an ABC below ₱50,000.00: endorse the RFQ to PPMU to facilitate the procurement process. 			
1.8 Receives posted RFQ and update the PMT and forward to PPMU.	None	4 hours	AAide IV, AA II (PPMU)
1.9 Send out/ email the RFQ to at least three (3) suppliers of known qualifications and request to submit price quotations that are responsive to the minimum requirements on technical specifications, quantity, ABC and other terms and conditions of the contract set by the end-user unit.	None	1 day	AAide IV, AA II (PPMU)
<ul style="list-style-type: none"> If the deadline of submission has lapsed: prepare Notice of Extension 			

	of RFQ then endorse to PS Head for signature.			
	1.9.1 Update the RFQ monitoring database for the new date of submission. • In case NO supplier responds after the third extension: conduct mandatory review in accordance with Section IV (K) of the guidelines.	None	4 hours	<i>AAide IV, AA II (BAC Secretariat)</i>
	1.9.2 Proceed with the Canvassing.	None	3 days	<i>AAide IV, AA II (PPMU)</i>
	1.10 Receipt of submitted price quotation (at least three (3) price quotations must be obtained to proceed with the evaluation process). Retrieve and consolidate RFQ from the suppliers and endorse to BAC Secretariat with a transmittal memorandum requesting for BAC evaluation and/or deliberation of quotations received and award contract to the legally, technically, and financially capable supplier to supply and deliver the goods.	None	1 day	<i>AAide IV, AA II (PPMU)</i>

	<p>1.11 Conduct evaluation, review and verifies the veracity and completeness of the submitted quotations to ensure that the supplier is technically, legally, and financially capable to deliver the goods or services in accordance with the provision of RA 9184 and its 2016 IRR.</p> <ul style="list-style-type: none"> If the specifications, scope or work, or TOR is complex: BAC Secretariat may recommend to BAC (If warranted) the creation of Technical Working Group (TWG) from the pool of technical experts in the Department to examine and evaluate the submitted documents and determine their compliance to the minimum technical specifications/ qualifications set by the end-user and recommend to the BAC their findings. <p>1.11.1 If Failure of procurement: BAC Secretariat Head issues a</p>	None	3 days	<p>AO V, AA II, AAide IV (BAC Secretariat)</p> <p><i>BAC Technical Working Group</i></p>
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	memorandum to PPMU copy-furnished the end-user informing the result and advise end-user to conduct mandatory review of specifications and/or requirements prior to the conduct of another round of procurement.			
1.12	Prepare the AOQ recommending to the HoPE the adoption of the Shopping under Section 52.1 (b) modality and the award of contract in favor of the supplier with the Single/Lowest Calculated and Responsive Quotation as the case may be and forward to the Head of BAC Secretariat.	None	1 day	AAide IV, AA II (PPMU)
1.13	Review, recommend, then sign AOQ.	None	3 days	AO V
1.14	Approval/ Disapproval of AOQ.	None	3 days	HoPE (Regional Director)
1.14.1	If Approved: Forward the entire documents to CMU for preparation of PO.			
1.14.2	If Disapproved: Prepare valid,			

	reasonable, and justifiable grounds to be expressed in writing, addressed to the BAC. Deliberate and inform the end-user on the decision/disapproval of HoPE.			
	1.15 Update the PMT and forward the documents to CMU. Prepare the PO and endorse to end-user.	None	4 hours	AAide IV, AAide VI (CMU)
2. Prepare the Obligation Request Status (ORS) and facilitation of the Funding Obligation. Endorse the entire documents to FMD (Budget Section and Accounting Section).	2.1 Process the fund obligation and certification of funds availability.	None	1 day	AAide IV, AA II (Budget/Accounting Section)
	2.2 Endorse the funded PO to PS-CMU	None	4 hours	AAide IV (Office of the Regional Director)
	2.3 Receive the funded PO. Notify and serve immediately to the Supplier and facilitate the signing by the authorized representative. Furnish the BAC Secretariat a hard copy/ scanned copy of the conformed PO.	None	1 day	AAide IV, AAide VI (CMU)
	2.4 Post the PO in the PhilGEPS website, the DSWD website, and at any conspicuous place in the DSWD premise within ten (10) days from the	None	10 days	AAide IV, AA II (BAC Secretariat)

	issuance (except for contracts with an approved budget for Contract of ₱50,000.00 and below.)			
	2.5 Furnish the proof of posting to PS-CMU.	None	4 hours	AAide IV, AA II (BAC Secretariat)
TOTAL		None	41 Days	

26. Procurement under Small Value Procurement

Standard process for the Procurement of Goods and Related Services, Infrastructure Projects or Consulting Services based on the requirement needed by the Agency to be procured using this modality under Section 53.9 of the 9th Edition 2016 Revised Implementing Rules and Regulations (IRR) of RA 9184 as the applicable Alternative Method of Procurement as provided in the duly Approved Annual Procurement Plan (APP).

Office or Division:	Administrative Division – Procurement Section (PS)		
Classification:	Simple		
Type of Transaction:	G2G – Government to Government;		
Who may avail:	DSWD Field Office 1 Office/Division/Section/Unit (ODSU)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Three (3) copies of Purchase Request (signed by the Cluster Head) indicating complete technical specifications of the foods and services requested with a Certified True Copy of Approved APP/PPMP and other supporting documents.		1.1 DSWD FO 1 – Procurement Section or download through https://bit.ly/3SYvbeb 1.2 Government Accounting Manual Volume 3 (under Forms/ Appendix 60) https://bit.ly/3CilgcB	
Supporting Documents: 1. Supplies, Materials, and Equipment 1.1 Distribution List (for equipment) 1.2 Approved Project Proposal (for training/ seminars and the like) 1.3 Requisition and Issue Slip (RIS) 1.4 Pre-repair and Post-Inspection Report (for repair and maintenance) 1.5 Technical Assistance Request Form (TARF) (for repair and maintenance of ICT equipment, furniture, and fixtures or fabrication of equipment) 1.6 Drawings/ Layout Plans (for fabrications/ repair and maintenance) 1.7 Waste Materials Report (for repair and maintenance) 1.8 Market Survey or Justification (for Direct Contracting)			

2. Catering Services 2.1 Approved Project Proposal 2.2 Suggested Menu (if necessary) 2.3 Technical Specifications indicating the address of the venue, time, schedule of service, type of service (e.g. fast food, caterers, guided buffet, buffet, packed food, etc.) number of pax, inclusion of tables and chairs and waiter if necessary.	
3. Vehicle Rental 3.1 Approved Project Proposal 3.2 Technical Specifications indicating the capacity of vehicle, date and time of pick-up and drop off, inclusions of fees (e.g. toll fee, food for drivers), with TV, radio, and aircon. 3.3 Itinerary of Travel (maximum of fifteen (15) days)	
4. Audio Visual (LED Wall, Lights and Sounds): 4.1 Approved Project Proposal 4.2 Technical Assistance Report 4.3 Date and time needed 4.4 Venue/ Location 4.5 Inclusions (e.g. number of technicians required, food for technician)	
5. Repair and Maintenance – For Vehicle 5.1 Pre-repair Inspection Report 5.2 Vehicle maintenance history 5.3 Market Survey or Justification (for Direct Contracting) 5.4 Waste Materials Report	
6. Repair and Maintenance – For Equipment 6.1 Technical Assistance Request Form (TARF) from RICTMS or BGMS 6.2 Pre-repair Inspection Report 6.3 Market Survey or Justification (for Direct Contracting) 6.4 Waste Materials Report	
7. Printing Services such as advocacy shirts, IEC Materials, document holder,	

tarpaulin, plaque, primer, tote bag, shirts 7.1 Approved Project Proposal 7.2 Approved layout or design from Social Marketing Unit (SMU) 7.3 Date needed 7.4 Terms and Conditions (e.g. stages of proofing and delivery schedule)				
8. Infrastructure Projects 8.1 Approved Project Proposal 8.2 TARF from BGMS 8.3 Mandatory Site inspection is required prior to award or after award (if necessary) 8.4 Pre-repair Inspection Report for the repair and replacement of defective materials (if necessary) 8.5 Scope of Work 8.6 Detailed Engineering Design (DED) 8.7 Bill of Quantities (BOQ) 8.8 Detailed Unit Price Analysis (DUPA)				
9. Lease of Real Property and Venue 9.1 Approved Project Proposal 9.2 Technical Specifications indicating the address of the venue, time, schedule of service, type of service (e.g. fast food, caterers, guided buffet, buffet, packed food, etc.) number of pax, inclusion of tables and chairs and waiter if necessary. 9.3 Rating Factor 9.4 Cost Benefit Analysis 9.5 Suggested Menu (if necessary)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the approved Purchase Request (PR).	1.1 Refer to the process "Receipt of Purchase Request" on page 137 of this handbook.	None	4 days	Procurement Assistant, Administrative Assistant II (AA II), Administrative Aide IV (AAide IV) (BAC Secretariat)
	1.2 Prepare and facilitate RFQ/RFP and ensure that the specific requirements	None	1 day	AAide IV, AA II

	indicated in the approved PR are consistent with the approved technical specifications, scope of work, Terms of Reference (TOR), and/or supporting documents.			
	1.3 Endorse the RFQ/RFP and other relevant documents, together with the accomplished checklist for Alternative Mode of Procurement (AMPs) to be signed by the PPMU Head.	None	1 day	AAide IV, AA II
	1.4 Sign the RFQ/ RFP.	None	1 day	Administrative Officer V (AO V)
	1.5 Update the PMT:			
	1.5.1 If the ABC of project/activity is below ₱50,000.00: endorse the RFQ/ RFP to the PPMU to facilitate the procurement process.	None	1 day	AAide IV, AA II (BAC Secretariat)
	1.5.2 If the ABC of project/activity is above ₱50,000 but not more than ₱1M: RFQ/RFP is endorsed to BAC to proceed with the required posting.			
	1.5.2.1 Assign the RFQ to BAC Secretariat and post the	None	3 days	AO V

	PhilGEPS website, DSWD website, and at conspicuous places in the DSWD premises for a period of 3 days.			
	1.5.2.2 Forward the posted RFQ together with the proof of postings to the BAC Secretariat for updating in the PMT and endorse to PPMU.	None	4 hours	<i>BAC Secretariat</i>
	1.6 Send out/email the RFQ/RFP to at least 3 suppliers, service providers, contractors or consultants of known qualifications and requests to submit price quotations/ proposals.	None	4 hours	<i>AA II (PPMU), AAide IV (Canvassers)</i>
	1.7 Receipt of submitted quotations.	None	4 hours	<i>AA II, AAide IV (PPMU)</i>
	<ul style="list-style-type: none"> Note: Receipt of at least one (1) quotation is sufficient to proceed with the evaluation thereof. 			
	1.8 Retrieve and consolidate RFQ from the suppliers. Endorse to BAC Secretariat a transmittal memorandum requesting for BAC evaluation and/or deliberation of quotations/	None	1 day	<i>AAide IV, AA II (PPMU)</i>

	proposals received and award of contract to the legally, technically and financially capable service provider/ lessor.			
	<p>1.9 Conduct evaluation, reviews and verifies the veracity and completeness of the submitted quotations/ proposal to ensure that the supplier is technically, legally, and financially capable to deliver goods or services in accordance with the provision of RA 9184 and its 2016 Revised IRR.</p> <ul style="list-style-type: none"> Note: <i>If the specifications, scope of work, or TOR is complex, the BAC Secretariat may recommend to BAC (if warranted) the creation of Technical Working Group (TWG) from the pool of technical experts in the Department who will examine and evaluate the submitted documents and determine their compliance to the minimum technical specification/ qualifications set by the end-user and recommend to BAC their findings.</i> 	None	3 days	<p>AO V, AA II, AAide IV (BAC Secretariat)</p> <p>BAC Technical Working Group</p>
	1.9.1 In case of failure of procurement:			

						<p>BAC Secretariat Head issues memorandum to PPMU copy furnishing the end-user to conduct mandatory review of specifications and/or requirements prior the conduct of another round of procurement.</p>
	1.10	<p>Prepare the BAC Resolution or AOQ recommending to HoPE the adoption of the Negotiated Procurement – Small Value Procurement Modality and the Notice of Award (NOA).</p>	None	2 days		<p>AO V, AA II, AAide IV (BAC Secretariat)</p>
	1.10.1	<p>For goods or Infrastructure Project: the award of contract in favor of the supplier, service provider, contractor with the Single Lowest Calculated and Responsive Quotation.</p>				
	1.10.2	<p>For Consulting Services: in favor of the consultant with the Single or Highest Rated and Responsive Proposal as the case may be.</p>				

	1.11	Endorse the BAC Resolution/ AOQ and the NOA to the Head of BAC Secretariat	None	4 hours	<i>AAide IV, AA II</i>
	1.12	Reviews, recommends, then sign AOQ/ BAC Resolution. Route among the BAC members for signature. Route to HoPE for approval/ disapproval.	None	3 days	<i>AO V, BAC Members</i>
	1.13	Approval/ Disapproval of the BAC Resolution/ AOQ and the NOA.	None	3 days	<i>HoPE</i>
	1.13.1	If Disapproved: Prepare a valid, reasonable, and justifiable grounds to be expressed in writing, addressed to the BAC. Deliberate and inform the end-user on the decision/ disapproval of the HoPE.	None		<i>BAC Secretariat</i>
	1.13.2	If Approved: Serve the duly signed NOA to the awarded supplier, service provider, contractor, and consultant.	None		<i>AAide IV, AA II (BAC Secretariat)</i> <i>Attorney III (Legal Unit)</i>
	1.13.2.1	Endorse the approved AOQ/ BAC Resolution Certified True Copy (CTC) with complete supporting			

	documents and accomplished Checklist for AMPs and update the PMT.			
	1.13.2.2 Endorse to CMU for the preparation of Purchase Order (PO) or Contract.			
	1.14 Receive the complete documents and update the PMT. Hand over to CMU for review of CMU Head and prepare the PO or Contract.	None	6 days	AAide IV, AAide VI (CMU)
	1.14.1 In case of Contract for Consulting Services: Prepare the draft contract between the Department and the Consultant and endorse to the Legal Unit for review. Finalize the contract and prepare the FMD-AS COA Checklist and executive summary and label all the documents.			
	1.14.2 In case of PO for Goods and Infrastructure Projects: Prepare the PO and endorse the entire documents to the end-user			

	together with checklist for AMPs.			
2. Prepare the Obligation Request Status (ORS) and facilitate its funding.	2.1 Receipt of the entire documents for processing of fund obligation and Certification of funds availability.	None	1 day	<i>Accounting Section Budget Section</i>
	2.2 Endorse the funded PO/ Contract to PS- CMU	None	4 hours	<i>AAide IV (Office of the Regional Director)</i>
	2.3 Receipt of funded PO/ Contract. Notifies and serve immediately to the Supplier, Service Provider, Contractor or Consultant by signing of the duly authorized representative.	None	4 hours	<i>AAide IV, AAide VI (CMU)</i>
	2.4 Furnish the BAC Secretariat a hard copy/ scanned copy of the conformed PO/ Contract for posting.	None	4 hours	<i>AAide IV, AAide VI (CMU)</i>
	2.5 Post the PO/ Contract and NOA (if any) in the PhilGEPS website, DSWD website, and in inconspicuous places within the DSWD premises within 10 days, except for contracts with an Approved Budget Contract of ₱50,000.00 and below.	None	10 days	<i>AAide IV, AAide VI (BAC Secretariat)</i>
	2.6 Furnish the proof of posting to PS-CMU.	None	4 hours	<i>AAide IV, AAide VI (BAC Secretariat)</i>
TOTAL		None	44 Days	

27. Procurement under Two (2) Failed Biddings

Procurement under Two Failed Biddings for the procurement of Goods and Services, Infrastructure Project, and Consulting Services based on the requirement needed by the Agency to be procured adopting Competitive Bidding and/or any of the applicable Alternative Methods of Procurement of the 9th Edition 2016 Revised IRR of R.A 9184 as provided in the duly approved Annual Procurement Plan (APP).

Office or Division:	Administrative Division – Procurement Section (PS)	
Classification:	Highly Technical	
Type of Transaction:	G2G – Government to Government;	
Who may avail:	DSWD Field Office 1 Offices/ Divisions/ Sections/ Units (ODSU)	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Three (3) copies of Purchase Request (signed by the Cluster Head) indicating complete technical specifications of the foods and services requested with a Certified True Copy of Approved APP/PPMP and other supporting documents.		1.1 DSWD Field Office 1 – Procurement Section or download thru: https://bit.ly/3SYvbeb 1.2 Government Accounting Manual Volume 2 (under Forms/ Appendix 60) through: https://bit.ly/3CilgcB
Supporting Documents:		
1. Supplies, Materials, and Equipment <ol style="list-style-type: none"> 1.1 Distribution List (for equipment) 1.2 Approved Project Proposal (for training/ seminars and the like) 1.3 Requisition and Issue Slip (RIS) 1.4 Pre-repair and Post-Inspection Report (for repair and maintenance) 1.5 Technical Assistance Request Form (TARF) (for repair and maintenance of ICT equipment, furniture, and fixtures or fabrication of equipment) 1.6 Drawings/ Layout Plans (for fabrications/ repair and maintenance) 1.7 Waste Materials Report (for repair and maintenance) 1.8 Market Survey or Justification (for Direct Contracting) 		
2. Catering Services <ol style="list-style-type: none"> 2.1 Approved Project Proposal 2.2 Suggested Menu (if necessary) 2.3 Technical Specifications indicating the address of the venue, time, schedule of service, type of service (e.g. fast food, caterers, guided buffet, buffet, packed food, etc.) number of pax, inclusion of tables and chairs and waiter if necessary. 		

3. Vehicle Rental 3.1 Approved Project Proposal 3.2 Technical Specifications indicating the capacity of vehicle, date and time of pick-up and drop off, inclusions of fees (e.g. toll fee, food for drivers), with TV, radio, and aircon. 3.3 Itinerary of Travel (maximum of fifteen (15) days)	
4. Audio Visual (LED Wall, Lights and Sounds): 4.1 Approved Project Proposal 4.2 Technical Assistance Report 4.3 Date and time needed 4.4 Venue/ Location 4.5 Inclusions (e.g. number of technicians required, food for technician)	
5. Repair and Maintenance – For Vehicle 5.1 Pre-repair Inspection Report 5.2 Vehicle maintenance history 5.3 Market Survey or Justification (for Direct Contracting) 5.4 Waste Materials Report	
6. Repair and Maintenance – For Equipment 6.1 Technical Assistance Request Form (TARF) from RICTMS or BGMS 6.2 Pre-repair Inspection Report 6.3 Market Survey or Justification (for Direct Contracting) 6.4 Waste Materials Report	
7. Printing Services such as advocacy shirts, IEC Materials, document holder, tarpaulin, plaque, primer, tote bag, shirts 7.1 Approved Project Proposal 7.2 Approved layout or design from Social Marketing Unit (SMU) 7.3 Date needed 7.4 Terms and Conditions (e.g. stages of proofing and delivery schedule)	
8. Infrastructure Projects 8.1 Approved Project Proposal 8.2 TARF from BGMS 8.3 Mandatory Site inspection is required	

prior to award or after award (if necessary) 8.4 Pre-repair Inspection Report for the repair and replacement of defective materials (if necessary) 8.5 Scope of Work 8.6 Detailed Engineering Design (DED) 8.7 Bill of Quantities (BOQ) 8.8 Detailed Unit Price Analysis (DUPA)				
9. Lease of Real Property and Venue 9.1 Approved Project Proposal 9.2 Technical Specifications indicating the address of the venue, time, schedule of service, type of service (e.g. fast food, caterers, guided buffet, buffet, packed food, etc.) number of pax, inclusion of tables and chairs and waiter if necessary. 9.3 Rating Factor 9.4 Cost Benefit Analysis 9.5 Suggested Menu (if necessary)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the approved Purchase Request (PR).	1.1 Refer to the process "Receipt of Purchase Request" on page 137 of this handbook.	None	4 days	<i>Procurement Assistant, Administrative Aide IV (AAide IV), Administrative Assistant II (AA II) (BAC Secretariat)</i>
	1.2 Prepare and facilitate RFQ/ RFP and ensure that the specific requirements indicated in the approved PR are consistent with the approved technical specifications, scope of work, Terms of Reference (TOR) and/or supporting documents. Endorse the RFQ/ RFP and supporting documents together	None	1 day	<i>AAide IV, AA II</i>

	with the accomplished Checklist for Alternative Mode of Procurement to PPMU.			
	1.3 Sign the RFQ/RFP	None	1 day	<i>Administrative Officer V (AO V) (PPMU)</i>
	1.4 Updating of the PMT and Posting:	None	2 days	<i>AAide IV (PPMU), AA II (BAC Secretariat) AO V</i>
	1.4.1 If ABC is lower than ₱50,000.00: Endorse the RFQ/ RFP to PPMU to facilitate the procurement process.			
	1.4.2 If ABC is above ₱50,000.00 but not more than ₱1M: Endorse the RFQ/ RFP to BAC Secretariat to proceed with the required posting.			
	1.4.2.1 Post the RFQ/RFP at PhilGEPS website, DSWD website and at conspicuous places within the DSWD premises for a period of 3 days. Forward the posted RFQ and proof of postings to BAC Secretariat.			
	1.4.2.2 Update the PMT and endorse the documents to			

	PPMU.			
	1.5 Send out/ email the RFQ/RFP to at least 3 suppliers, service providers, contractors/ consultants of known qualifications and requests to submit price quotations/proposals	None	1 day	AA II, AAide IV (PPMU)
	1.6 Conduct of Negotiation and submission of Best and Final Offer. Conduct of Post-Qualification.	None	5 days	BAC, BAC Secretariat, BAC TWG
	<ul style="list-style-type: none"> Note: The prospective bidders shall be given equal time and opportunity to negotiate and discuss the technical and financial requirement of the project to be able to submit a responsive quotation of proposal. 			
	1.7 Request all suppliers, contractors, or consultant in the proceedings to submit on a specified date (e.g. within five days), a best offer based on the final technical and financial requirements together with their post-qualification documents.	None	3 days	BAC Secretariat
	1.8 Receipt the best and final offer, together with their post-qualification documents. Conduct evaluation,	None	3 days	BAC Secretariat

	reviews and verifies the veracity and completeness of the documents to ensure that the supplier, contractor, or consultant is technically, legally, and financially capable to deliver the goods/render the services and in accordance with the provision of RA 9184 and its 2016 Revised IRR.			
	1.9 Prepare the BAC Resolution for the approval of HoPE and Issuance of Notice of Award.			
	1.9.1 Receipt of documents, review and verify the veracity and completeness of the submitted documents. Otherwise, coordinate with PPMU to comply with lacking documents.	None	3 days	<i>BAC Secretariat</i>
	1.9.2 Conduct simplified negotiations of the contract.	None	4 days	<i>BAC Secretariat</i>
	1.9.3 Recommend the award of contract to HoPE in accordance to Section IV (L) of the Guideline.	None	1 day	<i>BAC Secretariat</i>
	1.9.4 Conduct deliberation and prepare the BAC resolution recommending the adoption of Direct	None	1 day	<i>BAC Secretariat</i>

	Contracting modality and award of contract in favor of the direct supplier. NOA is also prepared.			
1.10	Endorse the prepared BAC Resolution and NOA to Head of BAC Secretariat for final review and comments.	None	4 hours	<i>BAC Secretariat</i>
1.11	Review and Route the BAC Resolution among BAC members and HoPE for approval.	None	3 days	<i>Head of BAC Secretariat BAC Members BAC Secretariat</i>
1.12	Approval/ Disapproval of BAC Resolution and NOA.	None	3 days	<i>HoPE (Regional Director)</i>
1.12.1	If Disapproved: Disapproval shall be based only on valid, reasonable, and justifiable grounds expressed in writing addressed to BAC. BAC deliberates and informs the end-user on the decision/ disapproval of HoPE.			
1.12.2	If Approved: Signed by the HoPE. Endorse the whole dossier to Contract Management Unit (CMU) for			

	the preparation of the Purchase Order (PO).			
	1.13 Receipt of the complete documents and update the PMT. Endorse to CMU for the preparation of draft contract.	None	4 hours	<i>AAide IV, AAide VI, AA III (CMU)</i>
	1.14 Preparation of the draft contract and endorse to Legal Unit for review.	None	3 days	<i>AAide IV, AAide VI, AA III (CMU)</i>
	1.15 Finalize the contract based on the comments provided by Legal Unit. Prepare the FMD-Accounting Section COA Checklist and label all the documents. Endorse to end-user together with the accomplished checklist for AMPs.	None	3 days	<i>AAide IV, AAide VI, AA III (CMU)</i>
2. Preparation of the Obligation Request Status (ORS) and facilitates signature and approval of Contract by the HoPE.	2.1 Receipt of the dossier. Processing of fund obligation and Certification of availability of funds.	None	1 day	<i>Accounting Section, Budget Section</i>
	2.2 Receipt of the duly funded ORS and immediately notify and serve to the Supplier, Contractor, or Consultant the Contract. If necessary, issue	None	4 hours	<i>BAC Secretariat</i>

	the Notice to Proceed. Copy furnish the BAC Secretariat with a scanned copy of the duly conformed NOA and Contract including NTP for posting.			
	2.3 Post the NOA, Contract, including NTP (if necessary) for information in the PhilGEPS website, DSWD website, and inconspicuous places in the DSWD premises within 10 days from their issuance, except for contracts with ABC of ₱50,000.00 and below.	None	10 days	<i>BAC Secretariat</i>
	2.4 Furnish a copy of the proof of posting to CMU.	None	4 hours	<i>BAC Secretariat</i>
TOTAL		None	54 Days	

28. Receipt of Purchase Receipt (PR)

Receipt of Purchase Request (PR) for the procurement of Goods and Services, Infrastructure Project, and Consulting Services base on the requirement needed by the Agency to be procures adopting Competitive Bidding and/or any of the applicable Alternative Methods of Procurement of the 9th Edition 2016 Revised IRR of R.A. 9184 as provided in the duly approved Annual Procurement Plan (APP).

Office or Division:	Administrative Division – Procurement Section (PS)		
Classification:	Simple		
Type of Transaction:	G2G – Government to Government;		
Who may avail:	DSWD Field Office 1 Offices/Division/Section/Unit (ODSU)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Three (3) copies of the approved Purchase Request (PR); indicating complete technical specifications of goods and services requested.		1.1 DSWD FO 1 – Procurement Section or download thru https://bit.ly/3SYvbeb 1.2 Government Accounting Manual (GAM) Volume 2 (under Forms/ Appendix 60) : https://bit.ly/3CilgcB	

2. Certified True Copy of approved APP/ PPMP	
3. Other Supporting Documents 3.1 Supplies, Materials, and Equipment 3.1.1 Distribution List (for equipment) 3.1.2 Approved Project Proposal (for trainings/seminars) 3.1.3 Requisition and Issue Slip (RIS) 3.1.4 Pre-repair and Post-inspection Report (for repair and maintenance) 3.1.5 Technical Assistance Report Form (TARF) from RICTMS for ICT Equipment 3.1.6 Technical Assistant Report from BGMS (for repair and maintenance of furniture and fixtures or fabrication of equipment) 3.1.7 Drawings/ Layout plans (for fabrication/ repair/ maintenance) 3.1.8 Waste Material Report (for repair and maintenance)	
3.2 Catering Services 3.2.1 Approved Project Proposal 3.2.2 Suggested Menu (if necessary) 3.2.3 Technical Specifications indicating the address of the venue, time, schedule of service, type of service (e.g. fast food, caterers, guided buffet, packed food, etc.) number of pax, inclusion of tables and chairs and waiter (if necessary)	
3.3 Audio Visual (LED Wall, Lights and Sounds): 3.3.1 Approved Project Proposal 3.3.2 Technical Assistance Report 3.3.3 Date and Time needed 3.3.4 Venue/ Location 3.3.5 Inclusions (e.g. number of technicians required, food for technician)	
3.4 Repair and Maintenance (For Vehicle) 3.4.1 Pre-repair Inspection Report 3.4.2 Vehicle Maintenance History 3.5 Repair and Maintenance (For Equipment) 3.5.1 Technical Assistance Report Form	

(RICTMS: ICT Equipment; BGMS: Furniture, Fixture, et.al)				
3.5.2 Pre-repair Inspection Report				
3.6 Printing Services (i.e. IEC materials, Advocacy Shirts, tarpaulin, plaque, poster, tote bag, etc.)				
3.6.1 Approved Project Proposal				
3.6.2 Approved layout or design from the Social Marketing Unit (SMU)				
3.6.3 Date needed				
3.6.4 Term and Conditions (e.g. stages of proofing and delivery schedule)				
3.7 Infrastructure Projects Consulting Services				
3.7.1 Approved Project Proposal				
3.7.2 TARF from BGMS				
3.7.3 Mandatory Site Inspection is required prior to award or after award (if necessary)				
3.7.4 Pre-repair Inspection Report (for repair and replacement of defective materials)				
3.7.5 Scope of work				
3.7.6 Detailed Engineering Design (DED)				
3.7.7 Bill of Quantities (BOQ)				
3.7.8 Detailed Unit Price Analysis (DUPA)				
3.8 Consulting Services				
3.8.1 Approved Project Proposal				
3.8.2 Approved Terms of Reference (TOR) indicating scope of work, Delivery and Payment Schedule, required qualification and evaluation criteria and passing rate.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the approved Purchase Request (PR) and its supporting documents	1.1 Check the submitted PR and its documents. 1.1.1 Incomplete: Decline the PR and inform the ODSU to complete the necessary documents. 1.1.2 Complete:	None	2 Hours	<i>Administrative Assistant II (AA II), Administrative Aide IV (AAide IV) (PS-BAC Secretariat)</i>

	Receive and stamp "Receipt", record the approved PR with proper signatories in consonance with the existing guidelines and with complete supporting documents, encode in the Procurement Monitoring Tool (PMT).			
	1.2 Checks the inclusion of the procurement project in the approved PPMP/APP and completeness of required supporting documents.	None	2 Hours	AA II, AAide IV (PS-BAC Secretariat)
	1.2.1 Not Included in PPMP/APP: Prepares PR Action Form (DSWD-AS-GF-083) and returns the PR to ODSU for appropriate action.			
	1.2.2 Found in order: Affix his/her initial, then endorses to the PPMU receiving officer.			
	1.3 Endorse the PR:	None	4 hours	AA II/ AAide IV (PS-BAC Secretariat)
	1.3.1 PR's ABC is above ₱1M: Endorse to BAC Secretariat Head and assign to BAC Sec			

	Procurement Officer (refer to procedure of Competitive Bidding of Goods and Services)			
1.3.2	PR's ABC is below ₱1M: Endorse to PPMU Head and assign a Procurement Officer to handle the project, and reverts to PPMU receiving officer.			
1.4	Update the PMT, record and endorse the PR to the assigned Procurement Officer for review and vetting of technical specifications/ TOR (must be in accordance and/or consistent with the approved project proposal/ activity proposal TARF	None	1 day	AA II/ AAide IV (PPMU)
1.4.1	Not In-order: Conduct Procurement Facilitation Meeting (PFM) with ODSU and/or prepare the PR Action Form (DSWD-AS-GF-083) addressed to ODSU. Signed by PS Head for ODSU's further action and compliance.			
1.4.2	In-Order: Procurement Officer affixes his/her initial and endorse the documents together with			

	checklist for AMPs (DSWD-AS-GF-096), back to the PPMU receiving officer.			
	1.5 Sign and certifies the PR that: 1.5.1 It is in the approved PPMP/APP, and 1.5.2 Complete supporting documents	None	4 hours	Administrative Officer V (AO V) PS
	1.6 Forward to the PPMU receiving officer.	None	4 hours	AO V (PS)
	1.7 Update the PMT, record and endorse the PR to the PPMU Procurement Officer to proceed with the applicable procurement process.	None	1 day	AA II/ AAide IV (PPMU)
TOTAL		None	3 Days	

29. Contract Implementation Procedures

To ensure the 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.

Office or Division:	Administrative Division – Procurement Section (PS)		
Classification:	Simple		
Type of Transaction:	G2G – Government to Government;		
Who may avail:	DSWD Field Office 1 Offices/Division/Section/Unit (ODSU)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Three (3) copies of the approved Purchase Request (PR); indicating complete technical specifications of goods and services requested with a certified True Copy of approved APP/ PPMP .		1.1 DSWD FO 1 – Procurement Section or download thru https://bit.ly/3SYvbeb 1.2 Government Accounting Manual (GAM) Volume 2 (under Forms/ Appendix 60) : https://bit.ly/3CilgcB	
Other Supporting Documents 1. Supplies, Materials, and Equipment 1.1 Distribution List (for equipment)			

1.2 Approved Project Proposal (for trainings/seminars) 1.3 Requisition and Issue Slip (RIS) 1.4 Pre-repair and Post-inspection Report (for repair and maintenance) 1.5 Technical Assistance Report Form (TARF) from RICTMS for ICT Equipment 1.6 Technical Assistant Report from BGMS (for repair and maintenance of furniture and fixtures or fabrication of equipment) 1.7 Drawings/ Layout plans (for fabrication/ repair/ maintenance) 1.8 Waste Material Report (for repair and maintenance)	
2. Catering Services 2.1 Approved Project Proposal 2.2 Suggested Menu (if necessary) 2.3 Technical Specifications indicating the address of the venue, time, schedule of service, type of service (e.g. fast food, caterers, guided buffet, packed food, etc.) number of pax, inclusion of tables and chairs and waiter (if necessary)	
3. Audio Visual (LED Wall, Lights and Sounds): 3.1 Approved Project Proposal 3.2 Technical Assistance Report 3.3 Date and Time needed 3.4 Venue/ Location 3.5 Inclusions (e.g. number of technicians required, food for technician)	
4. Repair and Maintenance (For Vehicle) 3.1 Pre-repair Inspection Report 3.2 Vehicle Maintenance History 5. Repair and Maintenance (For Equipment) 5.1 Technical Assistance Report Form (RICTMS: ICT Equipment; BGMS: Furniture, Fixture, et.al) 5.2 Pre-repair Inspection Report	
6. Printing Services (i.e. IEC materials, Advocacy Shirts, tarpaulin, plaque, poster, tote bag, etc.) 6.1 Approved Project Proposal	

6.2 Approved layout or design from the Social Marketing Unit (SMU) 6.3 Date needed 6.4 Term and Conditions (e.g. stages of proofing and delivery schedule)				
7. Infrastructure Projects Consulting Services 7.1 Approved Project Proposal 7.2 TARF from BGMS 7.3 Mandatory Site Inspection is required prior to award or after award (if necessary) 7.4 Pre-repair Inspection Report (for repair and replacement of defective materials) 7.5 Scope of work 7.6 Detailed Engineering Design (DED) 7.7 Bill of Quantities (BOQ) 7.8 Detailed Unit Price Analysis (DUPA)				
8. Lease of Real Property and Venue 8.1 Approved Project Proposal 8.2 Technical Specifications indicating the address of the venue, time, schedule of service, type of service (e.g. fast food, caterers, guided buffet, buffet, packed food, etc.) number of pax, inclusion of tables and chairs and waiter, if necessary. 8.3 Rating factor 8.4 Cost Benefit Analysis 8.5 Suggested menu (if necessary)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receipt and Final acceptance of goods	Supply and Delivery of Goods 1.1 Coordinate with AD-PSS and/or end-user representative on the scheduled delivery of goods and furnish copies of PO/ Contract, PR and the Notice of Delivery Schedule (if any)	None	1 day	Administrative Aide IV (AAide IV), AAide VI (CMU)
2. Receipt of	2.1 Prepare the	None	4 hours	Administrative

delivered goods.	Inspection and Acceptance Report (IAR) form (Appendix 62 of GAM)			<i>Assistant II (AA II), AAide IV (PSS)</i>
	2.2 Endorse the entire document to the Regional Inspection Committee (RIC).	None	4 hours	<i>AAide IV, AA II (PSS)</i>
	2.3 Inspect and examine compliance of the delivered goods according to the technical specifications stipulated in the PO/Contract. Submit inspection report to CMU (basis for final acceptance of goods).	None	3 days	<i>Regional Inspection Committee (RIC)</i>
	2.4 Forward the final inspection report and final acceptance certificate to CMU. Provide the Client Satisfaction Measurement Survey (CSMS) form to the end-user.	None	1 day	<i>AAide IV, AA II (PSS)</i>
3. Accomplish and submit the CSMS form to the CMU.	3.1 Receive the accomplished CSMS Form.	None	1 day	<i>AAide IV, AAide VI (CMU)</i>
	3.2 Prepares the Disbursement Voucher (DV) together with the FMD-Accounting Section COA Checklist upon receipt of the IAR, Sales Invoice, Billing/ Statement of Account and other supporting documents. Forward the entire documents to CMU.	None	1 day	<i>Accounting Section</i>

	3.3 Update the PMT. Endorse the entire documents to the End-user unit/ ODSU concerned for signature of Head of ODS, Cluster Head concerned for processing and facilitation of payment to the Supplier.	None	1 day	AAide IV, AAide VI (CMU)
For Related Services, such as but not limited to, subscription based projects, lease of property/ venue/ board and lodging, catering services; printing services, etc. and consulting Services.				
3.1 If project is by tranche deliverable and payment.				
3.1.1 Monitor the delivery of each tranche.	3.1.1 Furnish the end-user a copy of the contract and Notice to Proceed (NTP) or PO with complete supporting documents (with memo-endorsement)	None	2 days	AAide IV, AA II (CMU)
3.1.2 Provide a copy to CMU a copy of the Certification of Services Rendered and/or Certificate of Completion.	3.1.2 Secures completion of all necessary documents for the payment processing for each tranche and prepares the DV which will continue until the final tranche.	None	1 day	AAide IV, AAide VI (CMU)
3.2 If the project is by one-time deliverable and payment				
3.2.1 Monitor the	3.2.1 Secures	None	2 days	AAide IV, AAide VI

delivery and provide Certification of Services Rendered and/or Certificate of Completion as one of the supporting documents for the payment processing.	completion of necessary documents for payment processing: a. Billing Statement b. Certification of Services Rendered; or c. Certificate of Completion			(CMU)
	3.2.2 Prepare and facilitate the DV.	None	1 day	AAide IV, AAide VI (CMU)
TOTAL		None	19 Days	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Through client satisfaction measurement mechanism.
How feedbacks are processed	Consolidate and analyze monthly, quarterly, semi-annually and annually to identify root cause analysis or other known quality management techniques and identify plans and actions that must be recommended for execution to resolve the issues and improve the situation.
How to file a complaint	A complaint may be filed through any of the established modalities” -a telephone call (072-687-8000 loc. 11222) -electronic mail procurement.fo1@dswd.gov.ph -posts, comments and chat messages via DSWD FO1 Official Facebook Page: “DSWD Field Office 1” -personal appearance (walk-in clients) -letter addressed to the Regional Director, Marie Angela S. Gopalan -Official website at fo1.dswd.gov.ph -through 8888 Citizen’s Complaint Center
How complaints are processed	Complaints received through Official FB Page, the Office of the Regional Director, Official website and 8888 will be forwarded to Human Resource Management and Development

	Division for action and resolution. The resolution of all complaint consists of: <ol style="list-style-type: none"> 1. Submission/Receipt of a complaint 2. Recording of complaint 3. Data Gathering and Investigation 4. Resolution 5. Final Feedback
Contact Information of CCB, PCC, ARTA	<p><i>Anti-Red Tape Authority (ARTA)</i></p> <ul style="list-style-type: none"> • (028) 478-5093 • complaints@arta.gov.ph <p><i>Presidential Complaint Center (PCC):</i></p> <ul style="list-style-type: none"> • Call/ text: 8888 • Web: www.8888.gov.ph <p><i>Contact Center ng Bayan (CCB):</i></p> <ul style="list-style-type: none"> • SMS: 0908-881-6565 • Call: 165 65 <p>Php 5.00 + VAT per call anywhere in the Philippines via PLDT landlines</p> <p>Email: email@contactcenterngbayan.gov.ph</p> <p>Web: https://contactcenterngbayan.gov.ph</p> <p>Facebook: https://facebook.com/civilservicegovph</p>

LIST OF OFFICES

Office	Address	Contact Information
DSWD Field Office 1	Quezon Avenue, City of San Fernando, La Union	(072) 687-8000 loc. 11222

**HUMAN RESOURCE PLANNING and
PERFORMANCE MANAGEMENT SECTION
NON-FRONTLINE SERVICE**

30. Certification of Performance Rating

The Certification of Performance Rating is issued to separated officials, employees and Contract of Service Workers (COSWs) who will need it as a requirement for employment purposes.

Office or Division:	Human Resource Management and Development Division – Human Resource Planning and Performance Management Section (HRMDD-HRPPMS)			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government; G2C – Government to Citizen			
Who may avail:	DSWD Separated Officials, Employees and COSWs			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request letter 2. Document Request Form		1. Applicant 2.1 DSWD Field Office – HRPPMS 2.2 Thru email of the following: 2.2.1 For Permanent, Contractual (Regular Fund), and other COS positions: hrppms.fo1@dswd.gov.ph 2.2.2 For Pantawid Pamilyang Pilipino Program (4Ps): hrppmspppp@gmail.com 2.2.3 For Sustainable Livelihood Program (SLP): fimbucago@dswd.gov.ph 2.2.4 For KALAH-I-CIDSS: davlabsan@dswd.gov.ph 2.2.5 For Social Pension Program: arcenarachellan@gmail.com 2.2.6 For Crisis Intervention Section (CIS): kristelaverion2@gmail.com 2.2.7 For Disaster Response Management Division (DRMD): acbambico22@gmail.com		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter to HRPPMS personally or via E-mail/Online System	1.9 Receipt or acknowledge request for Certification of Performance Rating and forward application to authorized PMS staff.	None	1 day	Administrative Officer II (AO II)/ Administrative Assistant II (AA II)/ Administrative Assistant I (AA I)
	1.10 Check availability of ratings in the PMS Database	None	1 day and 4 hours	AA II/ AA III/ AO II

	1.10.1 Available: Prepare Certificate of Rating for approval			
	1.10.2 Not Available: Prepare Certificate of No Rating for approval			
	1.11 Approval of prepared Certificate.	None	1 day	<i>Division Chief (HRMDD), OARDA</i>
	1.12 Signed Certificate forwarded to Outgoing Clerk. Attach Client Satisfaction Measurement Survey (CSMS) Form to be accomplished by applicant. Notify the applicant of the availability of Certificate.	None	30 minutes	<i>AA I/ AA II/ AO II (HRPPMS)</i>
2 Receipt of signed Certificate and Submit the accomplished CSMS Form.	2. Release of Signed Certificate and Receipt of accomplished CSMS Form.	None	20 minutes	<i>AA I/ AA II/ AO II (HRPPMS)</i>
TOTAL		None	2 Days and 4 Hours	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Through client satisfaction measurement mechanism.
How feedbacks are processed	Consolidate and analyze monthly, quarterly, semi-annually and annually to identify root cause analysis or other known quality management techniques and identify plans and actions that must be recommended for execution to resolve the issues and improve the situation.

How to file a complaint	<p>A complaint may be filed through any of the established modalities”</p> <ul style="list-style-type: none"> -a telephone call (072-687-8000 loc. 11216) -electronic mail (hrppms.fo1@dswd.gov.ph) -posts, comments and chat messages via DSWD FO1 Official Facebook Page: “DSWD Field Office 1” -personal appearance (walk-in clients) -letter addressed to the Regional Director, Marie Angela S. Gopalan -Official website at fo1.dswd.gov.ph -through 8888 Citizen’s Complaint Center
How complaints are processed	<p>Complaints received through Official FB Page, the Office of the Regional Director, Official website and 8888 will be forwarded to Human Resource Management and Development Division for action and resolution.</p> <p>The resolution of all complaint consists of:</p> <ol style="list-style-type: none"> 1 Submission/Receipt of a complaint 2 Recording of complaint 3 Data Gathering and Investigation 4 Resolution 5 Final Feedback
Contact Information of CCB, PCC, ARTA	<p>Anti-Red Tape Authority (ARTA)</p> <ul style="list-style-type: none"> • (028) 478-5093 • complaints@arta.gov.ph <p>Presidential Complaint Center (PCC):</p> <ul style="list-style-type: none"> • Call/ text: 8888 • Web: www.8888.gov.ph <p>Contact Center ng Bayan (CCB):</p> <ul style="list-style-type: none"> • SMS: 0908-881-6565 • Call: 165 65 <p>Php 5.00 + VAT per call anywhere in the Philippines via PLDT landlines</p> <p>Email: email@contactcenterngbayan.gov.ph</p> <p>Web: https://contactcenterngbayan.gov.ph</p> <p>Facebook: https://facebook.com/civilservicegovph</p>

LIST OF OFFICES

Office	Address	Contact Information
DSWD Field Office 1	Quezon Avenue, City of San Fernando, La Union	(072) 687-8000 loc. 11216

HUMAN RESOURCE WELFARE SECTION NON-FRONTLINE

31 Handling of Complaints and Grievances

This is a mechanism to address any form of complaints and grievances expeditiously at all times at the lowest possible level thereby creating a work atmosphere conducive to good relations between and among management officials and employees to help promote organizational harmony and productivity.

Office or Division:	Human Resource Management and Development Division – Human Resource Welfare Section (HRWS)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government;			
Who may avail:	DSWD Officials and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Written Complaints/ Grievance		1. Aggrieved Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit written complaint/ grievance to HRWS – Grievance Management Unit (HRWS-GMU) or send through email at hrws.fo1@dswd.gov.ph	1.8 Acknowledge the receipt of complaint/ grievance.	None	10 minutes	<i>Administrative Assistant II (AA II)</i> <i>HRWS-GMU</i>
	1.9 Assess the merit of complaint 1.9.1 Compliant under Jurisdiction of HRMDD (falls under Grievance Machinery): Endorse to the concerned Office/ Division/ Section (ODSU) through a memo for appropriate action. 1.9.2 Complaint NOT under the jurisdiction of HRMDD: complaint shall be reverted back to the ODSU in which complaint originated for proper endorsement to appropriate committee (e.g.	None	50 minutes	<i>Psychologist I (Psych I)</i> <i>HRWS</i>

	AG-AC, CODI)			
	1.10 Encode pertinent details of the complaint in the database/monitoring tool	None	30 minutes	AA II (HRWS-GMU)
	1.11 Receive response from the concerned ODSU	None	10 minutes	AA II (HRWS-GMU)
	1.12 Evaluate/ assess merits of the response	None	40 minutes	Psych I (HRWS)
	1.12.1 Sufficient Response: Response to be forwarded to the complainant			
	1.12.2 Insufficient Response: Request further explanation from the concerned ODSU			
	1.13 Update details in the monitoring tool	None	10 minutes	AA II (HRWS-GMU)
	1.14 Request for closure of the complaint	None	50 minutes	Psych I (HRWS)
	1.15 Update details in the monitoring tool by marking/tagging it as closed/resolved.	None	10 minutes	AA II (HRWS-GMU)
Note: For anonymous complaints, closure is not necessary since the request for closure cannot be acquired.				
TOTAL		None	3 Hours and 30 Minutes	

32 Provision of Assistance to Distressed Employees

DSWD Field Office 1 staff who are affected by socio-economic risks and crisis situations such as sickness, injury, or death among others that may hamper their full functioning in

the workplace may avail of these services which come in the form of either financial support, mental support, or in other types of assistance.

Office or Division:	Human Resource Management and Development Division – Human Resource Welfare Section (HRWS)
Classification:	Simple
Type of Transaction:	G2G – Government to Government;
Who may avail:	DSWD Officials and Employees
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request letter 2. Employee Assistance Sheet	1. Distressed Employee 2. Human Resource Welfare Section (HRWS)
Additional Requirement/s:	
For Medical Assistance 1. Any valid Government Issued ID 2. Any of the following issued within the last 3 months with Issuance date, Complete name of the Attending Physician (as may be applicable): 2.1 Medical Certificate or Medical Abstract; or 2.2 Discharge Summary; or 2.3 Certificate of Confinement; or 2.4 Death Summary; or 2.5 Alagang Pinoy Tagubilin Form with Diagnosis; or 2.6 Referral Letter from the MALASAKIT Center issued by the duly assigned DSWD Social Worker or Medical Social Worker (MSW)	1. Government Agencies issuing ID (e.g. SSS, GSIS, DFA, etc.) 2.1 Attending Physician from Hospital/ Clinic/ Medical Records of Healthcare Facility 2.2 Attending Physician from Hospital / Clinic/ Medical Records of Healthcare Facility 2.3 Attending Physician from Hospital/ Clinic/ Medical Records of Healthcare Facility 2.4 Attending Physician from Hospital/ Clinic/ Medical Records of Healthcare Facility 2.5 Attending Physician from Hospital/ Clinic/ Medical Records of Healthcare Facility 2.6 MALASAKIT Center or Medical Social Service 2.7.1 Billing Clerk of the Hospital 2.7.2 Billing Clerk of the Hospital
2.7 For Hospital Bill: 2.7.1 Temporary/ Final Hospital Bill/ Statement of Account (complete name and signature of the Billing Clerk); or 2.7.2 Certificate of Balance or Promissory Note (if patient has been discharged from the hospital)	

<p>2.8 For Medicines/ Assistive Devices:</p> <p>2.8.1 Prescription (with date, complete name, signature, license number of Attending Physician)</p> <p>2.8.2 Treatment protocol (with date, complete name, signature, license number of Attending Physician)</p> <p>2.9 For Medical Procedures (with Issuance Date, Complete Name, Signature and License Number of Attending Physicians):</p> <p>2.9.1 Laboratory Request/s</p> <p>2.9.2 Laboratory Protocol</p> <p>2.9.3 Doctor's Order</p> <p>2.10 For Therapy and other Special Treatment (with Issuance Date, Complete Name, and signature of Attending Physician):</p> <p>2.10.1 Treatment Protocol; or</p> <p>2.10.2 PhilHealth Certification that their coverage is exhausted; or</p> <p>2.10.3 Prescription; or</p> <p>2.10.4 Doctor's Order; or</p> <p>2.10.5 Quotation with full name and signature by an issuing officer;</p> <p>2.10.6 Psychiatrist or Psychologist Certification (with complete name, license number and signature)</p> <p>*Note: If the amount of assistance being requested exceeds Php 10,000.00, the assistance will be provided through a Guarantee Letter (GL) and the following shall be required as additional documents:</p> <ul style="list-style-type: none"> • Quotation for Laboratory or Special Medicines; and • Social Case Summary Report (SCSR)/ Case Summary 	<p>2.8.1 Attending Physician from a Hospital/ Clinic</p> <p>2.8.2 Attending Physician form Hospital/ Clinic</p> <p>2.9.1 Attending Physician from Hospital/ Clinic</p> <p>2.9.2 Attending Physician from Hospital/ Clinic</p> <p>2.9.3 Attending Physician from Hospital/ Clinic</p> <p>2.10.1 Health care provider from hospital/ Clinic</p> <p>2.10.2 Billing Clerk of the Hospital/ Clinic</p> <p>2.10.3 Attending Physician from Hospital/ Clinic/ Medical Records of Healthcare Facility</p> <p>2.10.4 Attending Physician from Hospital / Clinic/ Medical Records of Healthcare Facility</p> <p>2.10.5 Service provider from Hospital/ Clinic</p> <p>2.10.6 Service provider from Hospital/ Clinic</p> <ul style="list-style-type: none"> • Service provider from Hospital/ Clinic • LSWDO/ DSWD Social Welfare Officer/ Medical Social Worker in hospitals/ Social Worker of NGO's
<p>For Funeral Assistance:</p> <p>1. Any Identification document, as stated above; and</p> <p>2. Death Certificate (with or without registry number) or Certification concerning death</p>	<p>2. Hospital or by the City/ Municipal Health Office</p>

<p>3. Any of the following:</p> <p>3.1 Funeral Contract (except for Moro and Ips performing customary practices); or</p> <p>3.2 Statement of Account; or</p> <p>3.3 Certification from the Barangay that the family made the casket but they have debt to pay for the materials and other expenses;</p> <p>3.4 Transfer Permit (except for Moro, and Ips performing customary practices); or</p> <p>*Note: If the amount of assistance being requested exceeds Php 10,000.00, the assistance will be provided through a Guarantee Letter (GL) and the following shall be required as additional documents:</p> <ul style="list-style-type: none"> Social Case Summary Report (SCSR)/ Case Summary 		<p>3.1 Funeral Parlor</p> <p>3.2 Funeral Parlor</p> <p>3.3 Barangay</p> <p>3.4 Barangay</p> <ul style="list-style-type: none"> DSWD Social Welfare Officer/ Local Social Welfare Development Office (LSWDO)/ Medical Social Worker in hospital/ Social Worker of NGO 		
<p>Additional Requirement if Acting as an Authorized Representative of the Beneficiary (Dependent):</p> <p>1. Authorization Letter duly signed by the beneficiary (except when beneficiary is a minor or any person without the capacity to act).</p>		<p>1. Beneficiary</p>		
<p>For Cash Assistance for Other Support Services:</p> <p>1. Any valid Government Issued ID</p> <p>2. Depending on other circumstances:</p> <p>a. Police Report/ Fire Incident Report from the Bureau of Fire</p> <p>b. Certification from Caseworker for victims of disaster, etc.</p>		<p>1. Government agencies issuing IDs (e.g. SSS, GSIS, DFA, etc.)</p> <p>2.1 Police Station, Bureau of Fire</p> <p>2.2 Social Worker from Welfare Agencies</p>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter and accomplish the Employee Assistance Sheet (EAS) to HRWS or send email via hrws.fo1@dswd.gov.ph , or send online request at	1.1 Acknowledge the receipt of Request for Assistance from the distressed employee and forward application to Focal Person on Assistance.	None	10 minutes	Administrative Aide IV (AAide IV) HRWS
	1.2 Check the	None	30 minutes	Focal Person on

https://forms.gle/bJyjHdS3eGA7mX7UA	presented documents.			<i>Assistance: Administrative Assistant II (AA II) HRWS</i>
	1.2.1 Incomplete: Request the distressed employee to comply			
	1.2.2 Complete: Assess the distressed employee			
	1.3 Interview and assess the distressed employee, and review the request based on the category indicated.	None	1 Hour	<i>AA II (Focal Person on Assistance – HRWS)</i>
	1.4 Forward the Request letter and EAS to the authorized signatory for endorsement/ referral	None	10 minutes	<i>AA II (Focal Person on Assistance – HRWS)</i>
	1.5 Initial/ Sign/ Endorse the Request Letter to respective ODSU to provide the requested assistance.	None	10 minutes	<i>HRWS Head/ HRMDD Division Chief</i>
	1.6 Refer the client to concerned ODSU who will provide the requested assistance.	None	1 Hour	<i>AA II (Focal Person on Assistance – HRWS)</i>
	1.7 Update database and file documents	None	10 minutes	<i>AAII (Focal Person on Assistance – HRWS)</i>
TOTAL		None	3 Hours and 10 Minutes	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	Through client satisfaction measurement mechanism.
How feedbacks are processed	Consolidate and analyze monthly, quarterly, semi-annually and annually to identify root cause analysis or other known quality management techniques and identify plans and actions that must be recommended for execution to resolve the issues and improve the situation.
How to file a complaint	<p>A complaint may be filed through any of the established modalities”</p> <ul style="list-style-type: none"> -a telephone call (072-687-8000 loc. 11217) -electronic mail (hrws.fo1@dswd.gov.ph) -posts, comments and chat messages via DSWD FO1 Official Facebook Page: “DSWD Field Office 1” -personal appearance (walk-in clients) -letter addressed to the Regional Director, Marie Angela S. Gopalan -Official website at fo1.dswd.gov.ph -through 8888 Citizen’s Complaint Center
How complaints are processed	<p>Complaints received through Official FB Page, the Office of the Regional Director, Official website and 8888 will be forwarded to Human Resource Management and Development Division for action and resolution.</p> <p>The resolution of all complaint consists of:</p> <ol style="list-style-type: none"> 2. Submission/Receipt of a complaint 3. Recording of complaint 4. Data Gathering and Investigation 5. Resolution 6. Final Feedback
Contact Information of CCB, PCC, ARTA	<p><i>Anti-Red Tape Authority (ARTA)</i></p> <ul style="list-style-type: none"> • (028) 478-5093 • complaints@arta.gov.ph <p><i>Presidential Complaint Center (PCC):</i></p> <ul style="list-style-type: none"> • Call/ text: 8888 • Web: www.8888.gov.ph <p><i>Contact Center ng Bayan (CCB):</i></p> <ul style="list-style-type: none"> • SMS: 0908-881-6565 • Call: 165 65 <p>Php 5.00 + VAT per call anywhere in the Philippines via PLDT landlines</p> <p>Email: email@contactcenterngbayan.gov.ph</p>

	Web: https://contactcenterngbayan.gov.ph Facebook: https://facebook.com/civilservicegovph
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LIST OF OFFICES

Office	Address	Contact Information
DSWD Field Office 1	Quezon Avenue, City of San Fernando, La Union	(072) 687-8000 loc. 11217

LEGAL UNIT

NON-FRONTLINE SERVICE

33 Issuance of Online Certificate of No Pending Administrative Case (CENOPAC)

The Legal Unit provides the requesting official or employee of the DSWD Field Office 1 of the certification that he/she has no pending administrative case before the Department of Social Welfare Development (DSWD).

Office or Division:		Office of the Regional Director – Legal Unit (LU)		
Classification:		Simple		
Type of Transaction:		G2G – Government to Government		
Who may avail:		DSWD Officials and Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Form		1.1 DSWD Field Office – Legal Unit 1.2 Download in website at https://cenopac-lcms-fo1.dswd.gov.ph		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the properly filled request form	1.1 Receive and check the request made online.	None	5 minutes	<i>Administrative Assistant III (AdAs III) Legal Unit</i>
	1.2 Check the Legal Case Management System (LCMS) if client has pending administrative case.	None	5 minutes	<i>AdAs III (Legal Unit)</i>
	1.2.1 With Pending Administrative Case: indicate in the records that request was disapproved.	None	5 minutes	<i>AdAs III (Legal Unit)</i>
	1.2.2 Without Pending Administrative Case: Prepare the draft of CENOPAC	None	10 minutes	<i>AdAs III (Legal Unit)</i>
	1.3 Sign the CENOPAC	None	5 minutes	<i>Attorney III (Legal Unit)</i>
	1.4 Change the status of request into “Approved”. Inform the requester its availability.	None	5 minutes	<i>AdAs III (Legal Unit)</i>

2. Receipt of CENOPAC and fill up the Client Satisfaction Measurement Survey Form (CSMS)	2. Release the signed CENOPAC. Update the status of request into "Claim" and receive the filled-up CSMS Form.	None	2 minutes	<i>AdAs III (Legal Unit)</i>
TOTAL				
With Pending Case		None	15 minutes	
Without Pending Case		None	32 minutes	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Through client satisfaction measurement mechanism.
How feedbacks are processed	Consolidate and analyze monthly, quarterly, semi-annually and annually to identify root cause analysis or other known quality management techniques and identify plans and actions that must be recommended for execution to resolve the issues and improve the situation.
How to file a complaint	<p>A complaint may be filed through any of the established modalities"</p> <ul style="list-style-type: none"> -a telephone call (072-687-8000 loc. 11243) -electronic mail (legal.fo1@dswd.gov.ph) -posts, comments and chat messages via DSWD FO1 Official Facebook Page: "DSWD Field Office 1" -personal appearance (walk-in clients) -letter addressed to the Regional Director, Marie Angela S. Gopalan -Official website at fo1.dswd.gov.ph -through 8888 Citizen's Complaint Center
How complaints are processed	<p>Complaints received through Official FB Page, the Office of the Regional Director, Official website and 8888 will be forwarded to Human Resource Management and Development Division for action and resolution.</p> <p>The resolution of all complaint consists of:</p> <ol style="list-style-type: none"> 7. Submission/Receipt of a complaint 8. Recording of complaint 9. Data Gathering and Investigation 10. Resolution

Contact Information of CCB, PCC, ARTA	<p>11. Final Feedback</p> <p>Anti-Red Tape Authority (ARTA)</p> <ul style="list-style-type: none"> • (028) 478-5093 • complaints@arta.gov.ph <p>Presidential Complaint Center (PCC):</p> <ul style="list-style-type: none"> • Call/ text: 8888 • Web: www.8888.gov.ph <p>Contact Center ng Bayan (CCB):</p> <ul style="list-style-type: none"> • SMS: 0908-881-6565 • Call: 165 65 <p>Php 5.00 + VAT per call anywhere in the Philippines via PLDT landlines</p> <p>Email: email@contactcenterngbayan.gov.ph</p> <p>Web: https://contactcenterngbayan.gov.ph</p> <p>Facebook: https://facebook.com/civilservicegovph</p>
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LIST OF OFFICES

Office	Address	Contact Information
DSWD Field Office 1	Quezon Avenue, City of San Fernando, La Union	(072) 687-8000 loc. 11243

NATIONAL HOUSEHOLD TARGETTING SECTION NON-FRONTLINE SERVICE

34 Data Sharing with DSWD OBSUs – List of Data Subject

Generation of data sets with Personal Information (PI) and Sensitive Personal Information (SPI) for social protection purposes.

Office or Division:	PPD – National Household Targeting Section (NHTS)			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government;			
Who may avail:	All DSWD Offices, Bureaus, Services, Units (OBSUs) at the Central and Field Offices, Center and Residential Care Facilities (CRCF) and attached agencies.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter (indicating purpose for the request, the list of data sets required and how these will be used and a reasonable timeline as to when the requested data is needed) 2. Document indicating the appointed and NPC-registered Data Protection Officer 3. Accomplished Non-Disclosure Agreement (NDA) 4. List of personnel who will have access to the Listahanan data together with the purpose and data processing they will employ in the treatment of data.		1. Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Endorse Request letter with attached e-copy of data requirements (if available) to NHTS.	1.16 Receive and record the request in the document transaction/ tracking system.	None	15 minutes	<i>Administrative Assistant III (AA II) NHTS</i>
	1.17 Advise requesting party that will receive an email or call after 2-3 days on the approval of request and the expected release of results. Forward to PPD Chief for approval.	None	3 days	<i>AA III (NHTS)</i>
	1.18 Review, input comments, and decide if the request is for processing.	None	6 hours	<i>PPD Chief</i>

	Endorse to Regional Field Coordinator.			
	1.19 Input recommendations and endorse to the Designated Data Privacy Officer (DPO)	None	6 hours	<i>Regional Field Coordinator (RFC)</i>
	1.20 Review the request and make recommendations if request is for approval. Endorse to PPD Chief.	None	3 hours	<i>Regional Data Privacy Officer (DPO)</i>
	1.21 Endorse recommendation to Project Development Officer.	None	1 hours	<i>PPD Chief</i>
	1.22 Inform the requesting party on the approval or disapproval of data request based on the DSWD AO 19, S. 2021.	None	1 hour	<i>Project Development Officer (PDO) NHTS</i>
	1.22.1 Approved: Facilitate the signing of the Non-Disclosure Agreement (NDA) and review all the documentary requirements.			
	1.22.2 Disapproved: Return to requesting party and prepare a Denial of Request for Data Form highlighting the grounds for such denial.			
2. Submit the accomplished NDA and other	2.1 Receipt of the accomplished NDA and review the	None	2 hours	<i>AA III (NHTS)</i>

Documentary requirements not included in the submission of Request letter to NHTS.	completeness of the documentary requirements. Forward to NHTS Information Technology Officer.			
	2.2 Generate the requested Data.	None	1 day	<i>Information Technology Officer (ITO) NHTS</i>
	2.3 Review results of the data generated.	None	1 day	<i>ITO (NHTS)</i>
	2.4 Secure data by adding password protection to the file.	None	1 day	<i>ITO (NHTS)</i>
	2.5 Prepare the Data Release Form (DRF), draft Memorandum reply, and burn/save the data in a compact disc (CD)/ USB, or Hard Drive.	None		<i>ITO (NHTS)</i>
	<ul style="list-style-type: none"> Note: Other storage device may apply as long as it is approved by the ITO and the device is provided by the requesting party. Google Drive may also be used as a storage of the requested data as long as it is encrypted and password protected. 			
	2.6 Countersign the DRF.			<i>ITO (NHTS)</i>
	2.7 Finalize the memo, attached the DRF and secure the data.			
	2.8 Track and scan the	None	10 minutes	<i>AA III (NHTS)</i>

	document before releasing.			
3. Call NHTS for the retrieval of the password upon receipt of result. Sign and submit the attached Certificate of Acceptance.	3.1 Provide the password of the file to the requesting party through phone upon inquiry and receive the signed Certificate of Acceptance.	None	10 minutes	ITO (NHTS)
	3.2 Provide the Client Satisfactory Measurement Survey Form (CSMS). Advise the requesting party to submit the filled-up CSMS Form.	None	10 minutes	AA III (NHTS)
TOTAL		None	5 Days, 1 Hour and 35 minutes	

- **Note:** Possible extension of the actual data processing depending on type of data being requested and the compliance and submission of the documentary requirements by the requesting party.

35 Data Sharing with DSWD OBSUs – Name Matching

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

Office or Division:	National Household Targeting Section (NHTS)		
Classification:	Highly Technical		
Type of Transaction:	G2G – Government to Government;		
Who may avail:	All DSWD Offices, Bureau, Services, Units (OBSUs) at the Central and Field Offices, Center and Residential Facilities (CRCF) Sections at the Regional level and attached agencies.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Request Letter (indicating purpose for the request, the list of data sets required and how these will be used and a reasonable timeline as to when the requested data is needed)		1. Requesting Party	
2. Document indicating the appointed and NPC-registered Data Protection Officer			
3. Accomplished Non-Disclosure Agreement (NDA)			
4. List of personnel who will have access to the Listahanan data together with the purpose			

and data processing they will employ in the treatment of data.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request letter together with the electronic copy of the names for name matching	1.1 Receipt of request letter and record in the DSWD EDTMS or other tracking system.	None	10 minutes	<i>Administrative Assistant (AA)</i>
	1.2 Endorse the request to the Office of the Regional Director	None	5 minutes	AA
	1.3 Provide recommendations on the request.	None	2 hours	<i>Regional Director (RD)</i>
	1.4 Endorse to the Policy and Plans Division Chief (PPD Chief).	None	20 minutes	AA
	1.5 Provide recommendations on the request and endorse to the assigned Project Development Officer (PDO)	None	1 hour	<i>PPD Chief</i>
	1.6 Inform the requester the status of request based on the DSWD AO 19, s.2021	None	1 hour	<i>Regional Field Coordinator (RFC) NHTS</i>
	1.6.1 Disapproved: Sign the letter of disapproval and send to requester.			
	1.6.2 Approved: Notify the requester and provide the NDA and inform the needed documentary requirement.			
2. Provide the documentary	2.1 Review all the submitted	None	2 hours	<i>RFC (NHTS)</i>

requirements and submit the NDA signed by the Head of Office (HOO) as Personal Information Controller (PIC) and the designated Data Privacy Officer (DPO) or Compliance Officer for Privacy (COP)	documentary requirements including the NDA.			
	2.1.1 Non-Compliant: Inform the requester regarding the incomplete requirements.			
	2.1.2 Compliant: Sign the NDA and endorse to the DPO for signature; Endorse the signed NDA to NHTS for processing.			
	2.2 Review the compliance of the electronic copy of names with required template/ format.	None	1 hour	NHTS
	2.2.1 Non-Compliant: Inform the client about the findings via email.			
	2.2.2 Compliant: process the within the set deadline depending on the volume or number of names to be matched.			
	2.3 Name matching process			
	2.3.1 below 5,000 names	None	1 day	NHTS
	2.3.2 5,001 – 50,000 names	None	3 days	NHTS
	2.3.3 50,001 – 400,000 names	None	7 days	NHTS

	2.3.4 400,001 – 1,000,000 names	None	20 days	NHTS
3. Provide a storage device that is approved by the ITO or request for a Google Drive link	3.1 Secure data by adding a password to the file.	None	1 hour	Information Technology Officer (ITO) NHTS
	3.2 Prepare the Data Release Form (DRF) and draft the Memorandum Response	None	30 minutes	ITO (NHTS)
	3.3 Save the results in the storage device (Compact Disc, USB, or Hard Drive)	None	30 minutes	ITO (NHTS)
	3.4 Sign the DRF and endorse the finalized documents to the PPD Chief and RD.	None	1 hour	ITO (NHTS)
	3.5 Sign the memorandum and endorse to NHTS for releasing	None	1 hour	RD
	3.6 Receipt of the signed memorandum and track in the EDTMS. Scan a copy of the documents for safekeeping.	None	10 minutes	AA
4. Receive the documents and fill-out the Client Satisfaction Measurement Survey (CSMS) Form.	4.1 Release the document to requester and provide the CSMS Form.	None	5 minutes	ITO (NHTS)
	4.2 Receipt of the filled-out CSMS Form.	None	5 minutes	ITO (NHTS)
TOTAL		None	21 Days, 3 Hours and 35 Minutes	

- **Possible extension on the actual data processing depending on the number of names required but shall not exceed forty (40) days as reference in the Implementing Rules and Regulations of R.A 11032 Rule 7.Section 3.c**

36.Data Sharing with DSWD OBSUs – Statistics/ Raw Data Request

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

Office or Division:	National Household Targeting Section (NHTS)			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government; G2B – Government to Business; G2C – Government to Citizen			
Who may avail:	DSWD Office/Division/Section/Units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Request (specify the purpose and data requested)		1. Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the letter of request for Listahanan statistical/ raw data.	1.1 Receive and record the request in the tracking system and forward the request to the Office of the PPD Chief.	None	30 minutes	<i>Administrative Assistant (AA)</i>
	1.2 Review the merit of the request base don AO 19 s. 2021. Upon approval, endorse the request to NHTS.	None	5 hours	<i>Policy and Plans Division Chief (PPD Chief)</i>
	1.3 Provide instruction base on the data requested; forward to the Associate Statistician for data generation.	None	1 hour	<i>NHTS – Regional Field Coordinator (RFC)</i>
	1.4 Assess the requested data 1.4.1 Not Clear: 1.4.1.1 Vague Data: Statistician coordinate with the data users (through email, recorded calls, or	None	1 day	<i>Associate Statistician (NHTS)</i>

	text) to clarify the data requirement.			
	<p>1.4.1.2 Data is NOT available in the Listahanan Database: Statistician shall provide recommendation on other possible data available.</p> <p>1.4.2 Clear: Generate the requested data from the Listahanan database. Draft a response letter/ memorandum to the requesting party with routing slip. Submit to RFC.</p>			
	<p>1.5 Review the generated statistical/ raw data.</p> <p>1.5.1 Not Accurate: return the generated statistical/raw data for revision</p> <p>1.5.2 Accurate: Submit to the PPD Chief for approval and data release.</p>	None	4 hours	<i>NHTS-RFC</i>
	<p>1.6 Approval of the facilitated data request for release to the requesting party</p> <p>1.6.1 Not Approved: return the facilitated request to NHTS for revision.</p>	None	5 hours	<i>PPD Chief</i>

	1.6.2 Approved: Sign the response letter/ memorandum attached with the facilitated data request for release.				
2	Receipt of the data requested and fill-out the Client Satisfaction Measurement Survey (CSMS) Form	2.1 Track and facilitate the release of the approved data request to the requested party. 2.2 Provide and request the requesting party to fill-up and submit the CSMS Form. 2.3 Update and close the transaction in the tracking system.	None	30 minutes	AA (NHTS)
TOTAL			None	3 days	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Through client satisfaction measurement mechanism.
How feedbacks are processed	Consolidate and analyze monthly, quarterly, semi-annually and annually to identify root cause analysis or other known quality management techniques and identify plans and actions that must be recommended for execution to resolve the issues and improve the situation.
How to file a complaint	<p>A complaint may be filed through any of the established modalities”</p> <ul style="list-style-type: none"> -a telephone call (072-687-8000 loc. 11221) -electronic mail (nhts.fo1@dswd.gov.ph) -posts, comments and chat messages via DSWD FO1 Official Facebook Page: “DSWD Field Office 1” -personal appearance (walk-in clients) -letter addressed to the Regional Director, Marie Angela S. Gopalan -Official website at fo1.dswd.gov.ph

	-through 8888 Citizen's Complaint Center
How complaints are processed	<p>Complaints received through Official FB Page, the Office of the Regional Director, Official website and 8888 will be forwarded to Human Resource Management and Development Division for action and resolution.</p> <p>The resolution of all complaint consists of:</p> <ol style="list-style-type: none"> 2. Submission/Receipt of a complaint 3. Recording of complaint 4. Data Gathering and Investigation 5. Resolution 6. Final Feedback
Contact Information of CCB, PCC, ARTA	<p>Anti-Red Tape Authority (ARTA)</p> <ul style="list-style-type: none"> • (028) 478-5093 • complaints@arta.gov.ph <p>Presidential Complaint Center (PCC):</p> <ul style="list-style-type: none"> • Call/ text: 8888 • Web: www.8888.gov.ph <p>Contact Center ng Bayan (CCB):</p> <ul style="list-style-type: none"> • SMS: 0908-881-6565 • Call: 165 65 <p>Php 5.00 + VAT per call anywhere in the Philippines via PLDT landlines</p> <p>Email: email@contactcenterngbayan.gov.ph</p> <p>Web: https://contactcenterngbayan.gov.ph</p> <p>Facebook: https://facebook.com/civilservicegovph</p>

LIST OF OFFICES

Office	Address	Contact Information
DSWD Field Office 1	Quezon Avenue, City of San Fernando, La Union	(072) 687-8000 loc. 11221

PERSONNEL ADMINISTRATION SECTION

NON-FRONTLINE SERVICE

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

The Certificate of Employment (COE) is issued to current officials, employees, and Contract of Service Workers (COSWs) which certifies their services rendered in the Department.

Office or Division:	Human Resource Management and Development Division – Personnel Administration Section (HRMDD-PAS)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government;			
Who may avail:	DSWD Officials, Employees, and Contract of Service Workers (COSWs)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Document Request Form		1.1 DSWD FO 1 – Personnel Administration Section 1.2 Online via email 1.2.1 pas.fo1@dswd.gov.ph 1.2.2 Pantawid Pamilyang Pilipino Program: hrpas.pppp@gmail.com 1.2.3 Sustainable Livelihood Program: ilaldaya@dswd.gov.ph 1.2.4 KALAHI-CIDSS: davlabsan@dswd.gov.ph		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Document Request Form to the Personnel Administration Section or via email.	1.1 Receive or acknowledge the request and forward the application to authorized personnel handling COE request	None	10 minutes	<i>Administrative Aide III (AAide III), AAide IV, Administrative Assistant II (AA II), Administrative Officer IV (AO IV)</i>
	1.2 Review the request based on the purpose indicated in the DRF; check the Service Card or 201 File, PER 16 as reference. Draft/prepare the COE and forward the COE to Authorized Certifying Authority	None	2 Days and 4 Hours	<i>AA II (PAS, PPPP, SLP), AO IV (KD-NCDDP)</i>
	1.3 Initial/ Sign the COE	None	3 Hours and 30 minutes	<i>AO IV (PAS Section Head)/ SWO V (HRMDD Chief)</i>

	<p>1.4 Infor the client that the certificate is ready for releasing via email/SMS/call and ask the preferred method of receiving the duly signed COE.</p> <p>1.4.1 Sent through Email: Scan the document and email to the client's email. Attach the Client Satisfaction Measurement Survey (CSMS) Form to be submitted via email or google form.</p> <p>1.4.2 Pick up at the office: proceed to Step 2.</p>	None	15 minutes	<p>OIC-Asst. Regional Director for Administration (ARDA) AAide III (PAS) AAide IV (PPPP) AA II (SLP) AO IV (KC-NCDDP)</p>
2. Pick up signed Certificate of Employment (COE). Fill-up and submit the CSMS Form.	2.1 Release the signed COE and instruct the client to affix signature on the receiving copy of COE.	None	5 minutes	<p>AAide III (PAS) AAide IV (PPPP) AA II (SLP) AO IV (KC-NCDDP)</p>
TOTAL		None	3 Days	

***Note:** Processing time may be extended depending on the additional details requested and the length of service of the client.

38 Issuance of Certificate of Leave Credits to Current Officials and Employees

The Certificate of Leave Credits (CLC) is issued to current officials and employees which certifies their unutilized leave credit balances on the time they requested for the same or for a certain period.

Office or Division:	Human Resource Management and Development Division – Personnel Administration Section (HRMDD-PAS)			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government;			
Who may avail:	DSWD Current Officials and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Document Request Form (DRF)		1.1 DSWF Field Office 1 – PAS 1.2 Online via Email: 1.2.1 pas.fo1@dswd.gov.ph 1.2.2 Pantawid Pamilyang Pilipino Program (PPPP): hrpas.pppp@gmail.com		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the DRF to the Personnel Administration Section (PAS) or send via email.	1.1 Receive or acknowledge request for CLC and forward application to the Focal Person.	None	5 minutes	<i>Administrative Aide III (AAide III, PAS), AAide IV (PPPP)</i>
	1.2 Check if the client already has encoded ELARS. 1.2.1 None Encoded: Encode in ELARS. 1.2.2 Encoded but Not yet reviewed: Review/Check ELARS vis-à-vis the leave card 1.2.3 Encoded and Reviewed: Re-print the corrected ELARS if errors are found.	None	6 Days, 5 Hours	<i>AAide IV (PAS) Administrative Assistant II (AA II, PPPP)</i>
	1.3 Encode the needed details to the CLC. Print the issuance and attach the necessary documents. Forward to Authorized	None	45 minutes	<i>AAide IV (PAS) AA II (PPPP)</i>

	<p>1.4 Initial/Sign the CLC</p> <p>1.5 Inform the client that the certificate is ready for releasing through email/SMS/call and ask the preferred method of receipt of the duly signed CLC.</p> <p>1.5.1 Email: Scan the CLC to the client's email address and attach the Client Satisfaction Measurement Survey (CSMS) Form to be accomplished and submitted via email or google form.</p> <p>1.5.2 Pick up: Proceed to Step 2.</p>	<p>None</p> <p>None</p>	<p>2 Hours</p> <p>5 minutes</p>	<p><i>Administrative Officer IV (AO IV, PAS)</i> <i>Social Welfare Officer V (SWO V, HRMDD Chief)</i> <i>OIC-Assist. Regional Director for Administration (ARDA)</i></p> <p><i>AAide III (PAS)</i> <i>AAide IV (PPPP)</i></p>
2. Pick-up the duly signed CLC. Accomplish and submit the CSMS Form.	2. Release the duly signed CLC. Instruct the client to sign the receiving copy.	None	5 minutes	<i>AAide III (PAS)</i> <i>AAide IV (PPPP)</i>
TOTAL		None	7 Days	

***Note:** Processing time may be extended based on the number of transactions being handled.

39. Issuance of Certificate of Leave Without Pay (LWOP)/ No LWOP to current Officials and Employees

The Certificate of LWOP/No LWOP is issued to current officials and employees which certifies that they have/do not have LWOP as of the time they requested for the same or for a certain period.

Office or Division:	Human Resources Management and Development Division – Personnel Administration Section (HRMDD-PAS)			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government;			
Who may avail:	DSWD Officials and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Document Request Form (DRF)		1.1 DSWF Field Office 1 – PAS 1.2 Online via Email: 1.2.1 pas.fo1@dswd.gov.ph 1.2.2 Pantawid Pamilyang Pilipino Program (PPPP): hrpas.pppp@gmail.com		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the DRF to the Personnel Administration Section (PAS) or send via email.	1.1 Receive or acknowledge request for CLWOP/CNLWOP and forward application to the Focal Person.	None	5 minutes	<i>Administrative Aide III (AAide III, PAS), AAide IV (PPPP)</i>
	1.2 Check if the client already has encoded ELARS. 1.2.1 None Encoded: Encode in ELARS. 1.2.2 Encoded but Not yet reviewed: Review/Check ELARS vis-à-vis the leave card 1.2.3 Encoded and Reviewed: Re-print the corrected ELARS if errors are found.	None	6 Days, 5 Hours	<i>AAide IV (PAS) Administrative Assistant II (AA II, PPPP)</i>
	1.3 Encode the needed details to the	None	45 minutes	<i>AAide IV (PAS) AA II (PPPP)</i>

	CLWOP/CNLWOP. Print the issuance and attach the necessary documents. Forward to Authorized Certifying Authority.			
	1.4 Initial/Sign the CLWOP/CNLWOP	None	2 Hours	Administrative Officer IV (AO IV, PAS) Social Welfare Officer V (SWO V, HRMDD Chief) OIC-Assist. Regional Director for Administration (ARDA)
	1.5 Inform the client that the certificate is ready for releasing through email/SMS/call and ask the preferred method of receipt of the duly signed CLC.	None	5 minutes	AAide III (PAS) AAide IV (PPPP)
	1.5.1 Email: Scan the CLC to the client's email address and attach the Client Satisfaction Measurement Survey (CSMS) Form to be accomplished and submitted via email or google form.			
	1.5.2 Pick up: Proceed to Step 2.			
2. Pick-up the duly signed CLC. Accomplish and submit the CSMS Form.	2. Release the duly signed CLC. Instruct the client to sign the receiving copy.	None	5 minutes	AAide III (PAS) AAide IV (PPPP)

TOTAL	None	7 Days	
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***Note:** Processing time may be extended based on number of transactions being handled.

40. Issuance of Service Record to Current Officials and Employees

The Service Record (SR) provides and certifies their detailed government service including full name, date and place of birth, positions, status of employment, and equivalent periods and salaries.

Office or Division:	Human Resource Management and Development Division – Personnel Administration Section (HRMDD-PAS)			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government;			
Who may avail:	DSWD Officials and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Document Request Form (DRF)		1.1 DSWF Field Office 1 – PAS 1.2 Online via Email: 1.2.1 pas.fo1@dswd.gov.ph 1.2.2 Pantawid Pamilyang Pilipino Program (PPPP): hrpas.pppp@gmail.com		
2. Request Letter		2. Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Document Request Form (DRF) to PAS or send via Email/Online System Request.	1.1 Receive or acknowledge request for Service Record (SR). Forward the application to authorized personnel handling the SR requests.	None	10 minutes	Administrative Aide III (PAS), AAide IV (PPPP)
	1.2 Review the request based on the purpose indicated in the DRF.	None	4 hours	Administrative Assistant II (AA II, PAS), Administrative Officer II (AO II, PPPP), AA II (PPPP)
	1.3 Review/Check the Service Card or 201 File/ PER 16 as reference. Draft and prepare the SR and	None	2 Days	AA II (PAS), AA II (PPPP), AO II (PPPP)

	forward the SR to Authorized Certifying Authority.			
	1.4 Initial/Sign the SR	None	3 Hours and 30 Minutes	AO IV (PAS Head)/ Social Welfare Officer V (SWO V, HRMDD Chief)/ OIC-Asst. Regional Director for Administration (ARDA)
	1.5 Inform the client that the signed SR is ready for releasing. Email/SMS/Call client on the preferred method of receipt.	None	15 minutes	AAide III (PAS), AAide IV (PPPP)
	1.5.1 Email: Scan the SR and send to client's email. Attach the Client Satisfaction Measurement Survey (CSMS) Form to be submitted via email or google form.			
	1.5.2 Pick-up: proceed to Step 2.			
2. Pick-up the signed SR. Accomplish and submit the CSMS Form.	2. Release the duly signed SR. Instruct the client to sign the receiving copy.	None	5 minutes	AAide III (PAS), AAide IV (PPPP)
TOTAL		None	3 Days	

***Note:** Processing Time may be extended depending on the length of service and number of transactions being handled.

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Through client satisfaction measurement mechanism.

How feedbacks are processed	Consolidate and analyze monthly, quarterly, semi-annually and annually to identify root cause analysis or other known quality management techniques and identify plans and actions that must be recommended for execution to resolve the issues and improve the situation.
How to file a complaint	<p>A complaint may be filed through any of the established modalities”</p> <ul style="list-style-type: none"> -a telephone call (072-687-8000 loc. 11216) -electronic mail (pas.fo1@dswd.gov.ph) -posts, comments and chat messages via DSWD FO1 Official Facebook Page: “DSWD Field Office 1” -personal appearance (walk-in clients) -letter addressed to the Regional Director, Marie Angela S. Gopalan -Official website at fo1.dswd.gov.ph -through 8888 Citizen’s Complaint Center
How complaints are processed	<p>Complaints received through Official FB Page, the Office of the Regional Director, Official website and 8888 will be forwarded to Human Resource Management and Development Division for action and resolution.</p> <p>The resolution of all complaint consists of:</p> <ol style="list-style-type: none"> 1. Submission/Receipt of a complaint 2. Recording of complaint 3. Data Gathering and Investigation 4. Resolution 5. Final Feedback
Contact Information of CCB, PCC, ARTA	<p><i>Anti-Red Tape Authority (ARTA)</i></p> <ul style="list-style-type: none"> • (028) 478-5093 • complaints@arta.gov.ph <p><i>Presidential Complaint Center (PCC):</i></p> <ul style="list-style-type: none"> • Call/ text: 8888 • Web: www.8888.gov.ph <p><i>Contact Center ng Bayan (CCB):</i></p> <ul style="list-style-type: none"> • SMS: 0908-881-6565 • Call: 165 65 <p>Php 5.00 + VAT per call anywhere in the Philippines via PLDT landlines</p> <p>Email: email@contactcenterngbayan.gov.ph</p> <p>Web: https://contactcenterngbayan.gov.ph</p> <p>Facebook:</p>

https://facebook.com/civilservicegovph

LIST OF OFFICES

Office	Address	Contact Information
DSWD Field Office 1	Quezon Avenue, City of San Fernando, La Union	(072) 687-8000 loc. 11216

**REGIONAL INFORMATION COMMUNICATION
TECHNOLOGY MANAGEMENT SECTION
NON-FRONTLINE SERVICE**

41. ICT Support Services

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

Office or Division:	PPD – Regional Information and Communications Technology Management Section – Network and Technical Service Support Unit (PPD-RICTMS-NTSSU)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government;			
Who may avail:	DSWD Officials and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Information Communication Technology Support Ticket (ICT)		1. ICT Support Ticketing System through https://ictsupport.dswd.gov.ph		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for technical assistance through 1.1 Web Form: https://ictsupport.dswd.gov.ph 1.2 Email: ictsupport.fo1@dswd.gov.ph 1.3 Phone: (072) 687-8000 loc.11226	1.1 Receive the accomplished request.	None	1 minute	ICT Admin/ Modetator (RICTMS)
	1.2 Assess the type of request format, template, category, subcategory, and item purposes.	None	5 minutes	ICT Admin/ Modetator (RICTMS)
	1.3 Assign the Technical Assistance (TA) request to the appropriate ICT Technical Staff.	None	1 minute	Technical Staff (RICTMS)
	1.4 Conduct initial assessment/ diagnosis. The initial assessment/diagnosis will be provided to the requester via reply to webform.	None	30 minutes	Technical Staff (RICTMS)
	1.5 Conduct hardware/ troubleshooting/ SW Installation/ Network troubleshooting/ Data Management/ Infrastructure Management/	None	4 hours	Technical Staff (RICTMS)

	Business Solutions/ Cyber Security/ Communications.				
	1.6 Upon completion of TA. Update the status of ticket from “Open” to “Resolved”	None	1 minute	<i>Technical Staff (RICTMS)</i>	
2	Receipt of Closure Request. Fill-up ICT Customer Service Satisfaction Survey link. <i>* Note: This will serve as confirmation/ concurrence on the completion of TA.</i>	2.1 Receipt of status as “Closed” from requestor.	None	1 minute	<i>RICTMS Technical Staff</i>
TOTAL		None	4 Hours and 38 Minutes		

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	Through client satisfaction measurement mechanism.
How feedbacks are processed	Consolidate and analyze monthly, quarterly, semi-annually and annually to identify root cause analysis or other known quality management techniques and identify plans and actions that must be recommended for execution to resolve the issues and improve the situation.
How to file a complaint	<p>A complaint may be filed through any of the established modalities"</p> <ul style="list-style-type: none"> -a telephone call (072-687-8000 loc. 11226) -electronic mail (rictms.fo1@dswd.gov.ph) -posts, comments and chat messages via DSWD FO1 Official Facebook Page: "DSWD Field Office 1" -personal appearance (walk-in clients) -letter addressed to the Regional Director, Marie Angela S. Gopalan -Official website at fo1.dswd.gov.ph -through 8888 Citizen's Complaint Center

How complaints are processed	<p>Complaints received through Official FB Page, the Office of the Regional Director, Official website and 8888 will be forwarded to Human Resource Management and Development Division for action and resolution.</p> <p>The resolution of all complaint consists of:</p> <ol style="list-style-type: none"> 1. Submission/Receipt of a complaint 2. Recording of complaint 3. Data Gathering and Investigation 4. Resolution 5. Final Feedback
Contact Information of CCB, PCC, ARTA	<p>Anti-Red Tape Authority (ARTA)</p> <ul style="list-style-type: none"> • (028) 478-5093 • complaints@arta.gov.ph <p>Presidential Complaint Center (PCC):</p> <ul style="list-style-type: none"> • Call/ text: 8888 • Web: www.8888.gov.ph <p>Contact Center ng Bayan (CCB):</p> <ul style="list-style-type: none"> • SMS: 0908-881-6565 • Call: 165 65 <p>Php 5.00 + VAT per call anywhere in the Philippines via PLDT landlines</p> <p>Email: email@contactcenterngbayan.gov.ph</p> <p>Web: https://contactcenterngbayan.gov.ph</p> <p>Facebook: https://facebook.com/civilservicegovph</p>

LIST OF OFFICES

Office	Address	Contact Information
DSWD Field Office 1	Quezon Avenue, City of San Fernando, La Union	(072) 687-8000 loc. 11226

SPECIAL CONCERNS UNIT NON-FRONTLINE SERVICE

42. Implementation of Government Internship Program (GIP) to Central Office and Field Offices

The Government Internship Program is part of the Kabataan 2000 program of the government. It was developed with the end goal of providing opportunity for both out-of-school and in-school youths a hands-on experience of working in various government agencies, which they could later use when they later decide to be part of the government workforce. This is likewise an opportunity for them to learn life skills in the workplace at the same time earn money to augment their school need.

Office or Division:	Statutory Programs Division – Community-Based Services Section – Special Concerns Unit (StPD-CBSS-SCU)			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government; G2C – Government to Citizen			
Who may avail:	Filipino Youth (18 – 25 years of age)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application as participants of the Program				
1. Application Form 2. Photocopy of Birth Certificate (PSA Issued) or Government Issued ID (indicating birthdate of applicant) 3. Recent School Registration Form or Certification from school indicating the recent year/semester of the applicant's school attendance 4. Photocopy of Income Tax Return (ITR) of parents/head of family/ guardian/ Barangay Certificate or Indigency confirming that family is residing in the barangay.		1. DSWD Field Office 1 – SCU 2. Philippine Statistics Authority (PSA) or any Government Agency issuing ID 3. School 4. Applicant or Barangay where the family resides		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Pre-Implementation Phase				
1. Check the announcement on the deadline for the submission of application form and supporting documents	1.1 Notice of acceptance of applicants. • A letter or Notice of Acceptance of Applications will be sent to the identified LGU recipient)	None	10 minutes	<i>Youth Focal Person</i>
2. Obtain an application form and fill-up the needed information	2.1 Provide the application form and provide sequence number. 2.2 Receipt of the	None	5 minutes	<i>Youth Focal Person</i>

	accomplished application form and encode the client's information in database/ spreadsheet.	None	5 minutes	Youth Focal Person	
3	Submit the required supporting documents to the DSWD Field Office	3.1 Screen the submitted document as to its authenticity.	None	1 day	Youth Focal Person, Technical Working Group (TWG) or Selection Committee Members
		3.2 Conduct table assessment of the applications based on the qualifications.	None	2 days	TWG/ Selection Committee Members
		3.3 Notify the qualified applicants for the interview.	None	1 day	TWG/ Selection Committee Members
4	Attend the interview	4.1 Conduct the interview with qualified applicants	None	2 days	Youth Focal Person, TWG
		4.2 Conduct final screening of applicants	None	1 day	Youth Focal Person
		4.3 Notify applicants on the status of application	None	1 day	Youth Foca Person
		4.3.1 Qualified: Notification on next steps to take.			
		4.3.2 Not Qualified: Notify the applicants of the status of their application			
B. Implementation Phase					
5	Attend the scheduled orientation	5.1 Conduct of orientation with the selected participants about the Government	None	1 day	Youth Focal Person

	Internship Program (GIP).				
6	Render service in the area of assignment; attend the capacity building activities.	6.1 Assist and monitor the youth in their area of assignment.	None	1 day	Youth Focal Person
		6.2 Conduct capacity building activities.	None	1 day	Youth Focal Person
7	Receipt of stipend	7. Provide stipend to the youth. • Note: Stipend is 75% of the current regional minimum wage rate	None	1 day	Youth Focal Person
C. Post-Implementation Phase					
8.	Attend the program evaluation activity	8. Conduct of program evaluation activity	None	1 day	Youth Focal Person/ TWG
TOTAL			None	1 Month, 11 Days and 20 Minutes	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Through client satisfaction measurement mechanism.
How feedbacks are processed	Consolidate and analyze monthly, quarterly, semi-annually and annually to identify root cause analysis or other known quality management techniques and identify plans and actions that must be recommended for execution to resolve the issues and improve the situation.
How to file a complaint	<p>A complaint may be filed through any of the established modalities”</p> <ul style="list-style-type: none"> -a telephone call (072-687-8000 loc. 11245) -electronic mail (scu.fo1@dswd.gov.ph) -posts, comments and chat messages via DSWD FO1 Official Facebook Page: “DSWD Field Office 1” -personal appearance (walk-in clients) -letter addressed to the Regional Director, Marie Angela S. Gopalan -Official website at fo1.dswd.gov.ph -through 8888 Citizen’s Complaint Center

How complaints are processed	<p>Complaints received through Official FB Page, the Office of the Regional Director, Official website and 8888 will be forwarded to Human Resource Management and Development Division for action and resolution.</p> <p>The resolution of all complaint consists of:</p> <ol style="list-style-type: none"> 1. Submission/Receipt of a complaint 2. Recording of complaint 3. Data Gathering and Investigation 4. Resolution 5. Final Feedback
Contact Information of CCB, PCC, ARTA	<p>Anti-Red Tape Authority (ARTA)</p> <ul style="list-style-type: none"> • (028) 478-5093 • complaints@arta.gov.ph <p>Presidential Complaint Center (PCC):</p> <ul style="list-style-type: none"> • Call/ text: 8888 • Web: www.8888.gov.ph <p>Contact Center ng Bayan (CCB):</p> <ul style="list-style-type: none"> • SMS: 0908-881-6565 • Call: 165 65 <p>Php 5.00 + VAT per call anywhere in the Philippines via PLDT landlines</p> <p>Email: email@contactcenterngbayan.gov.ph</p> <p>Web: https://contactcenterngbayan.gov.ph</p> <p>Facebook: https://facebook.com/civilservicegovph</p>

LIST OF OFFICES

Office	Address	Contact Information
DSWD Field Office 1	Quezon Avenue, City of San Fernando, La Union	(072) 687-8000 loc. 11245

**SOCIAL WELFARE INSTITUTIONAL
DEVELOPMENT SECTION
NON-FRONTLINE SERVICE**

43. Borrowing of KEC Materials and Collections

Borrowing of reading materials and other references from the Knowledge Exchange Center (KEC) done by DSWD employees.

Office or Division:	PPD – Social Welfare Institutional Development Section (SWIDS) – Knowledge Management Unit (KMU)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government;			
Who may avail:	DSWD Officials and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Employee ID or Valid Government ID 2. Book Card 3. Date Due Slip		1. Applicant 2. DSWD FO 1- Knowledge Exchange Center 3. DSWD FO 1- Knowledge Exchange Center		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
BORROWING				
A.1 For Internal Clients				
1. Inquire availability of book/ material.	1.1 Receive the inquiry on the availability of book/ material.	None	5 minutes	<i>Librarian I (SWIDS/KMU)</i>
	1.2 Request the client to provide an ID.	None	5 minutes	<i>Librarian I (SWIDS/KMU)</i>
2. Provide proof of identification and register in the logbook or through the QR Code.	2.1 Request client to register in the logbook or through the QR code.	None	10 minutes	<i>Librarian I (SWIDS/KMU)</i>
	2.2 Check the availability of book/material in database/record	None	20 minutes	<i>Librarian I (SWIDS/KMU)</i>
	2.2.1 Available: Check if it is circulating or non-circulating;	None	10 minutes	<i>Librarian I (SWIDS/KMU)</i>
	2.2.2 Not Available: Inform its non-availability and/or refer to other RLRCs/ Libraries			
	2.2.3 If Circulating Material (allowed to be	None	15 minutes	<i>Librarian I (SWIDS/KMU)</i>

	<p>read at home): conduct physical inspection in front of the client and discuss the condition of the book/ material;</p> <p>2.2.4 If NOT Circulating (for room use only): inform client the book/material if for "Room Use" only and/or photocopy part of the material. Request client to fill out CSMS form.</p>			
3. Accomplish the CSMS form, Fill out the Book Card for books/materials for home reading.	<p>3.1 Request client accomplish the CSMS and to fill-up the Book Card (Date Borrowed/ Name and Office) for books/materials to be borrowed for home reading.</p> <p>3.2 Update Borrower's Matrix and Date Due Slip</p>	<p>None</p> <p>None</p>	<p>5 minutes</p> <p>5 minutes</p>	<p><i>Librarian I (SWIDS/KMU)</i></p> <p><i>Librarian I (SWIDS/KMU)</i></p>
4. Receive the book/ material	4. Release the book/ material to the client and advise date of return (Date Due)	None	10 minutes	<i>Librarian I (SWIDS/KMU)</i>
RETURNING Of BORROWED MATERIAL (Internal Clients)				
5. Register in the logbook or through QR code. Surrender the borrowed book/material to be returned.	<p>5.1 Inspect the book/material to be returned.</p> <p>5.2 Request the client to fill out the Book Card.</p>	<p>None</p> <p>None</p>	<p>15 minutes</p> <p>10 minutes</p>	<p><i>Librarian I (SWIDS/KMU)</i></p> <p><i>Librarian I (SWIDS/KMU)</i></p>
6. Accomplish the Book Card	6.1 Write the time of return in the same column and initial	None	10 minutes	<i>Librarian I (SWIDS/KMU)</i>

	sign. Return the book card to its pocket.			
	6.2 Update the Borrower's Matrix and sign in the Date Due Slip. Request the client to accomplish the CSMS and return the book/material on its shelf.	None	13 minutes	<i>Librarian I (SWIDS/KMU)</i>
7. Accomplish the CSMS form	7. Accept and record the accomplished CSMS form	None	2 minutes	<i>Librarian I (SWIDS/KMU)</i>
TOTAL		None	2 Hours and 5 Minutes	
BORROWING				
A.2 For External Client				
1. Inquire availability of book/ material. Provide proof of Identification and Register in the logbook or through the QR code.	1.1 Receipt of inquiry on the availability of book/ material. Require client to provide ID.	None	10 minutes	<i>Librarian I (SWIDS/KMU)</i>
	1.2 Check availability of the of book/material in database/ record	None	20 minutes	<i>Librarian I (SWIDS/KMU)</i>
	1.2.1 Available: inform client for "Room Use" only and/or photocopy part of the material.	None	8 minutes	<i>Librarian I (SWIDS/KMU)</i>
	1.2.2 Not Available: inform of its non-availability and/or refer to other RLRCs/ libraries.	None	1 minute	<i>Librarian I (SWIDS/KMU)</i>
	1.3 Request the client to fill-out the CSMS form.	None	1 minute	<i>Librarian i (SWIDS/KMU)</i>
2. Accomplish the CSMS from.	2.1 Accept and record the accomplished CSMS.	None	1 minute	<i>Librarian I (SWIDS/KMU)</i>

TOTAL	None	50 minutes	
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44.KEC Function Room Reservation and Use

Reservation and use of the Knowledge Exchange Center (KEC) conference rooms for knowledge sharing, meetings, and examinations for applicants via electronic mail or phone call.

Office or Division:	PPD – Social Welfare Institutional Development Section (SWIDS) – Knowledge Management Unit (KMU)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government;			
Who may avail:	DSWD Officials and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Reservation Form		1. DSWD Field Office 1 – Knowledge Exchange Center		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire availability of conference rooms.	1.1 Receive the inquiry and check the calendar for the availability of conference room. 1.1.1 If Available: Reply in email confirming availability with link of the Online Reservation Form with reminders of room guidelines. 1.1.2 If Not Available: Inform the client of non-availability.	None	25 minutes	<i>Librarian I (SWIDS/KMU)</i>
2. Accomplish the Online Reservation Form.	2.1 Perform booking in KEC Calendar.	None	15 minutes	<i>Librarian I (SWIDS/KMU)</i>
	2.2 Send an email confirming the reservation with details of the reservation.	None	20 minutes	<i>Librarian I (SWIDS/KMU)</i>

3. Receive email notification. Register in logbook or through QR code upon entering the KEC.	3.1 Request the client to register in the logbook/ QR code upon entering Knowledge Exchange Conference (KEC).	None	5 minutes	<i>Librarian I (SWIDS/KMU)</i>
	3.2 Request the client to accomplish the CSMS after the use of the Conference room.	None	5 minutes	<i>Librarian I (SWIDS/KMU)</i>
	3.3 Request the client to accomplish CSMS after the use of the Conference Room	None	5 minutes	<i>Librarian I (SWIDS/KMU)</i>
4. Accomplish the CSMS	4. Accept and record the accomplished CSMS.	None	5 minutes	<i>Librarian I (SWIDS/KMU)</i>
TOTAL		None	1 Hour and 15 Minutes	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	Through client satisfaction measurement mechanism.
How feedbacks are processed	Consolidate and analyze monthly, quarterly, semi-annually and annually to identify root cause analysis or other known quality management techniques and identify plans and actions that must be recommended for execution to resolve the issues and improve the situation.
How to file a complaint	<p>A complaint may be filed through any of the established modalities”</p> <ul style="list-style-type: none"> -a telephone call (072-687-8000 loc. 11217) -electronic mail (cbs.fo1@dswd.gov.ph) -posts, comments and chat messages via DSWD FO1 Official Facebook Page: “DSWD Field Office 1” -personal appearance (walk-in clients) -letter addressed to the Regional Director, Marie Angela S. Gopalan -Official website at fo1.dswd.gov.ph

	-through 8888 Citizen's Complaint Center
How complaints are processed	<p>Complaints received through Official FB Page, the Office of the Regional Director, Official website and 8888 will be forwarded to Human Resource Management and Development Division for action and resolution.</p> <p>The resolution of all complaint consists of:</p> <ol style="list-style-type: none"> 2. Submission/Receipt of a complaint 3. Recording of complaint 4. Data Gathering and Investigation 5. Resolution 6. Final Feedback
Contact Information of CCB, PCC, ARTA	<p>Anti-Red Tape Authority (ARTA)</p> <ul style="list-style-type: none"> • (028) 478-5093 • complaints@arta.gov.ph <p>Presidential Complaint Center (PCC):</p> <ul style="list-style-type: none"> • Call/ text: 8888 • Web: www.8888.gov.ph <p>Contact Center ng Bayan (CCB):</p> <ul style="list-style-type: none"> • SMS: 0908-881-6565 • Call: 165 65 <p>Php 5.00 + VAT per call anywhere in the Philippines via PLDT landlines</p> <p>Email: email@contactcenterngbayan.gov.ph</p> <p>Web: https://contactcenterngbayan.gov.ph</p> <p>Facebook: https://facebook.com/civilservicegovph</p>




LIST OF OFFICES

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