



DEPARTMENT OF SOCIAL WELFARE AND DEVELOPMENT

CITIZEN'S CHARTER

2020 (3rd Edition)

I. Mandate:

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

II. Vision:

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

III. Mission:

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

IV. Service Pledge:

We are committed to provide you quality, prompt, and courteous service from Mondays to Fridays, 8:00 A.M. to 5:00 P.M., without noon breaks;

We shall endeavor to complete your transactions with us within the day. We will inform you promptly of our actions taken so far and clearly explain to you the reason/s should we not be able to complete within the day of the delivery of the service you need.

We shall ensure availability of staff to attend to your concern/s even during lunch break.

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

The Officers-in-Charge of our frontline services shall be available at all times for consultation and advice.

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

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Central Office
External Services

1. Filing of Complaint – Tanggapan ng Reklamo

Non-beneficiaries and beneficiaries of the program may visit the Tanggapan ng Reklamo to file their complaints or grievances about the implementation of the program.

| | | | | |
|--|--|---|------------------------|--|
| Office or Division: | 4Ps – Grievance Redress Division | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C – Government to Citizen | | | |
| Who may avail: | All | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Grievance Form | | Tanggapan ng Reklamo Helpdesk, 2 nd Floor Mahusay Building | | |
| Pantawid Pamilya ID | | Clients | | |
| Evidence/s, if applicable | | | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Sign in the client logbook in the office lobby 1.1 Give ID Card to Guard on Duty | 1. Give the logbook to the client with pen 1.1 Secure the client's ID | None | 2 Minutes | Guard on duty |
| 2. Inform the Officer of the Day at the Tanggapan ng Reklamo Help Desk the nature of the visit and provide initial information | 2. Receive the client, and conduct a pre-intake interview to confirm if the client is filing a complaint or request/inquiry. | None | 1 minute | Officer of the Day / Walk-in Complaints Focal |
| 3. If filing a complaint, get a Grievance Form from the Officer of the Day 3.1 If filing a request or inquiry, get a Request & Inquiry Form | 3. Provide the client a Grievance Form 3.1 Provide the client a Request & Inquiry Form | None | 1 Minute | Officer of the Day / Walk-in Complaints Focal |
| 4. Accomplish the Grievance Form/ Request & Inquiry Form | 4. Ensure that the Grievance Form/Request & Inquiry Form is complete and properly filled out | None | 2 Minutes | Officer of the Day / Walk-in Complaints Focal |
| 5. Provide additional and complete details with supporting | 5. Check the status of the beneficiary who | None | 30 Minutes | Officer of the Day / Walk-in Complaints Focal |

| | | | | |
|------------------------|--|------|------------|---|
| documents if available | <p>is being complained in the Pantawid Pamilya Information System (PPIS)</p> <p>5.1 Interview the client and write down other pertinent details in the Grievance Form/ Request & Inquiry Form</p> | | | |
| 6. None | <p>6. Assess the information provided, and/or verify data in the PPIS.</p> <p>6.1. If all information is readily available to resolve the case, provide the client feedback and final resolution.</p> <p>6.2 If the case can't be resolved immediately, explain to the client the process that will be undertaken in processing the complaint/request or inquiry, and inform the client that he/she will be contacted thru the mobile number provided by the assigned Grievance Officer once a resolution has been made.</p> | None | 10 Minutes | Officer of the Day / Walk-in Complaints Focal |

| | | | | |
|---|--|-------------|---|--|
| <p>7. Secure the acknowledgment/ follow up slip <i>*Client may contact the number provided in the slip for follow-up</i></p> | <p>7. Detach the acknowledgment/ follow up slip, and give it to the client</p> | <p>None</p> | <p>2 Minutes</p> | <p>Officer of the Day / Walk-in Complaints Focal</p> |
| <p>8. None</p> | <p>8. Record the grievance form in the E-DTMS and Manual Monitoring Matrix</p> <p>8.1 Endorse the grievance form to the concerned Field Office by encoding the case in the GRS Tracker</p> | <p>None</p> | <p>10 Minutes</p> | <p>Administrative Assistant II</p> <p>Officer of the Day / Walk-in Complaints Focal</p> |
| <p>9. None</p> | <p>9. Process the complaint based on grievance type resolution procedures and established time protocol, as follows:</p> <p>a) Appeals</p> <p>b) Cash Card-Related issues</p> <p>c) Facility Issues</p> <p>d) Gender-Related Issues</p> <p>e) Grievance on Partner's Performance</p> | <p>None</p> | <p>10 Minutes</p> <p>up to 34 working days</p> <p>up to 29 working days</p> <p>up to 70 working days</p> <p>up to 53 working days</p> <p>up to 31 working days</p> <p>up to 40 working days</p> | <p>Administrative Assistant II</p> |

| | | | | |
|--------------|--|------|--|----------------------------|
| | f) Grievance on Staff Performance g) Ineligibility h) Misbehavior of Beneficiary i) Payment-related issues j) Support Services Intervention (SSI) Issues | | up to 26 working days up to 35 working days up to 104 working days up to 104 working days | |
| 10. None | 10. Inform the client about the final resolution | None | 5 Minutes | Regional Grievance Officer |
| Total | | | 1 hour and 13 minutes up to 104 working days | |

2. Request for information materials.

For further dissemination of information, students, researchers, organizations, media, and other DSWD OBSUs may request for printing and/or sending of soft copies of information materials from the SMD for general details about the program.

| | | | | |
|--|---|---|------------------------|-----------------------------|
| Office or Division: | Social Marketing Division | | | |
| Classification: | Complex | | | |
| Type of Transaction: | G2C, G2G | | | |
| Who may avail: | Students, Media, Other Organizations, Researchers, All DSWD OBSUs | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1 Letter of Request 2 Information materials request form | | From the requesting student, media agency, other organizations, researchers, DSWD OBSUs | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Send formal letter of request with specific details about the request to 4ps_smd@dswd.gov.ph | 1.Acknowledge and provide information materials request form | None | 10 mins | Administrative Assistant II |
| 2. Fill out request form completely and submit to 4ps_smd@dswd.gov.ph | 2.Provide copy of letter of request and form to ASD-Records Section | None | 10 mins | Administrative Assistant II |

| | | | | |
|--|---|-------------|--------------------------------------|--|
| | and encode received document to EDTMS | | | |
| None | 2.1 Assess the request and approve/disapprove the request | None | 3 hours | Division Chief, SMD |
| None | 2.2 If disapproved, provide feedback to the client | None | 1 hour | Information Officer III |
| None | 2.3. If approved, provide initial feedback to the client and secure approval of the request | None | 1 hour | Information Officer III |
| None | 2.4 Prepare needed soft copy and/or hard copy of information materials depending on request | None | 1 day | Information Officer III Administrative Assistant II |
| None | 2.5 Prepare and submit memo to NPMO to approve the release of materials | None | 1 day | Information Officer III |
| None | 2.6 Memo to be signed by the NPMO and return signed memo to the concerned staff | None | 3 days | National Program Manager, 4Ps |
| None | 2.7 Submit soft copy of information materials through email and/or release printed materials as requested and send customer feedback form | None | 1 hour | Information Officer III Administrative Assistant II |
| 3. Receive information materials and answer customer feedback form | 3. Collect the accomplished form and record the document to the e-DTMS | | 10 mins | Administrative Assistant II |
| TOTAL | | None | 5 days, 6 hour and 30 minutes | |

3. Request for administrative data (regular reports / statistical data previously approved, copies of published researches)

The Planning, Monitoring, and Evaluation Division – Research and Statistics Units facilitate all data/research requests from different stakeholders, both internally and externally. The following tables present the process flow each type of data.

| | | | | |
|---|---|------------------------|------------------------|---------------------------|
| Office or Division: | 4Ps – Planning, Monitoring, and Evaluation (PMED) | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C - Government to Citizen | | | |
| Who may avail: | Public | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| None | | None | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Send data/research request (communication) | 1. Acknowledge and provide the requested data | None | 1-3 days | PEO or Statistician |
| | TOTAL: | | 3 days | |

4. Request for administrative data (statistical data – multivariate, time series), request for interview (beneficiaries, Program staff) as research activity

The Planning, Monitoring, and Evaluation Division – Research and Statistics Units facilitate all statistical data either multivariate or time series data requests from different stakeholders, both internally and externally. The following tables present the process flow each type of data.

| | | | | |
|---|---|---------------------------------|------------------------|---------------------------|
| Office or Division: | 4Ps – Planning, Monitoring, and Evaluation (PMED) | | | |
| Classification: | Complex | | | |
| Type of Transaction: | G2C - Government to Citizen | | | |
| Who may avail: | Public | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Data/Research Request Form | | Pantawid Website, Pantawid NPMO | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Send data/research request (communication) | 1. Acknowledge and provide data/research request form | None | 0.5 day | PEO or Statistician |
| 2. Fill out data/research request form completely | 2. Assess the request | None | 0.5 day | PEO or Statistician |
| None | 2.1 Provide initial feedback to the client and secure approval of the request | None | 0.5 day | PEO or Statistician |
| None | 2.2 Approve / Disapprove request | None | 2 days | Approving Authority |
| None | 2.3.a If disapproved, provide feedback to the client | None | 0.5 day | PEO or Statistician |
| None | 2.3.b If approved, prepare | None | | PEO or Statistician |

| | | | | |
|------|---|------|----------|---------------------|
| | data/research requested | | 1-3 days | |
| None | 2.4 Provide data/research request to the client | None | 0.5 days | PEO or Statistician |
| | TOTAL: | | 7 days | |

5. Request for administrative data (personal information, statistical data – multivariate, time series, name matching)

The Planning, Monitoring, and Evaluation Division – Research and Statistics Units facilitate all administrative data (personal information, statistical data – multivariate, time series, name matching) requests from different stakeholders, both internally and externally. The following tables present the process flow each type of data.

| | | | | |
|---|--|---------------------------------|------------------------|---------------------------|
| Office or Division: | 4Ps – Planning, Monitoring, and Evaluation (PMED) | | | |
| Classification: | Highly technical | | | |
| Type of Transaction: | G2C - Government to Citizen | | | |
| Who may avail: | Public | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Data/Research Request Form | | Pantawid Website, Pantawid NPMO | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Send data/research request (communication) | 1. Acknowledge and provide data/ research request form | None | 0.5 day | Statistician |
| 2. Fill out data/research request form completely | 2. Assess the request | None | 0.5 day | Statistician |
| None | 2.1 Provide initial feedback to the client and secure | None | 0.5 day | Statistician |

| | | | | |
|------|---|------|-------------|-------------------------------|
| | approval of the request | | | |
| None | 2.2 Approve / Disapprove request | None | 2 days | Approving Authority |
| None | 2.3.a If disapproved, provide feedback to the client | None | 0.5 day | Statistician |
| None | 2.3.b If approved, prepare data/research requested | None | 1 - 11 days | Statistician |
| None | 2.4 Prepare memo and submit to NPMO approve the release of the data | None | 1 day | Statistician |
| None | 2.5 Signing of memo by NPMO | None | 3 days | National Program Manager, 4Ps |
| None | 2.6 NPMO to return the signed memo to concerned staff | None | 0.5 days | Administrative Assistant II |
| None | 2.7 Provide data/research request to the client | None | 1 day | PEO or Statistician |
| | TOTAL: | | 20 days | |

6. Data Request requiring MOA

The Planning, Monitoring, and Evaluation Division – Research and Statistics Units facilitate all data requests requiring MOA from different stakeholders, both internally and externally. The following tables present the process flow each type of data.

| | | | | |
|---|---|---------------------------------|------------------------|---------------------------|
| Office or Division: | 4Ps – Planning, Monitoring, and Evaluation (PMED) | | | |
| Classification: | Highly technical | | | |
| Type of Transaction: | G2C - Government to Citizen | | | |
| Who may avail: | Partner Agency | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Data/Research Request Form | | Pantawid Website, Pantawid NPMO | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Send data/research request (communication) | 1. Accept and acknowledge data/research request | None | 0.5 day | PEO or Statistician |
| 2. Fill up data/research request form | 2. Review and assess the request | None | 1 day | PEO or Statistician |
| None | 2.1 Recommend approval to NPMO via memo | None | 0.5 day | PEO or Statistician |
| None | 2.2 Approve / Disapprove request | None | 3 days | NPMO |
| None | 2.3a If disapproved provide feedback to partner agency | None | 1 day | PEO or Statistician |
| None | 2.3b If approved, prepare data sharing MOA | None | 5 days | PEO or Statistician |
| None | 2.4 Share to partner agency for the review of the draft MOA | None | 0.5 day | PEO or Statistician |
| 3. Review of draft MOA and provide feedback | None | None | 5 days | Partner agency |
| None | 3.1 Revise MOA based on feedback from client | None | 5 days | PEO or Statistician |

| | | | | |
|--|--|------|----------|---------------------|
| None | 3.2 Prepare memo to DPO to review the MOA | None | 0.5 day | PEO or Statistician |
| None | 3.3 DPO reviews the MOA and provide feedback to PMED | None | 5 days | DPO |
| None | 3.4 PMED to revise the MOA based on the feedback from DPO | None | 3 days | PEO or Statistician |
| None | 3.5 PMED to submit revised MOA to Legal Service for review | None | 0.5 days | PEO or Statistician |
| None | 3.6 Legal to review the MOA and endorse back to PMED | None | 6 days | Legal Service |
| None | 3.7 Sharing of MOA to partner agency | None | 0.5 day | PEO or Statistician |
| 4. Approval of partner agency for review of their Legal and return to PMED | None | None | 5 days | Partner agency |
| None | 4. Memo / communication to partner agency for signing of MOA | None | 0.5 day | PEO or Statistician |
| None | 5. Signing of MOA | None | 1 day | PEO or Statistician |
| None | 6. Provision of data to partner agency | None | 0.5 day | PEO or Statistician |
| | TOTAL: | | 43 days | |

7. Request/s and/or Recommendations for Program Inclusion

The Modified Conditional Cash Transfer Division facilitates all referrals, recommendation and request for inclusion in the program.

| | | | | |
|---|--|---|------------------------|---------------------------------|
| Office or Division: | 4Ps - Modified Conditional Cash Transfer Division (MCCTD) | | | |
| Classification: | Highly Technical | | | |
| Type of Transaction: | G2C - Government to Client | | | |
| Who may avail: | General Public, Local Government Units, and other interested parties | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Endorsement/Recommendation/Request Letter | | Office/Organization of Origin and/or Personal Request | | |
| Complete Information of Recommended/Requested Families <i>(Complete Name, Birth Date and Complete Address)</i> | | Office/Organization of Origin and/or Personal Request | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Endorsement of request for inclusion to NPMO | 1.1. Receive, review, and record letter of recommendation/request including the required attachments, as deemed necessary | None | 10 mins. | Administrative Assistant II |
| | 1.2. Review and endorse request to corresponding regional monitor/focal person | None | 10 mins | Division Chief, MCCT |
| | 1.3 Review request including the area, potential modality and completeness of required information of the recommended/requested families/household | None | 60 mins | Project Development Officer III |

| | | | |
|---|------|--|-------------------------------------|
| 1.4 Prepare and submit acknowledgement letter to requesting party on the processing of recommendation for crossmatching in the Pantawid Pamilya Information System and Listahanan Database for approval of Division Chief | None | 15 minutes | Project Development Officer III |
| 1.5 Prepare and submit request for cross-matching to Listahanan and PMED on the requested families for approval of Division Chief | None | 15 minutes | Project Development Officer III |
| 1.6 Review and comment on acknowledgement letter to requesting party and endorsement letter to Listahanan and PMED. | None | 15 minutes | MCCT Project Development Officer IV |
| 1.7 Review and Approve acknowledgement letter to requesting party and endorsement letter to Listahanan and PMED. | None | 5 minutes | Division Chief, MCCT |
| 1.8 Record and Transmit Acknowledgement and Endorsement Letters to Office of the Deputy Program Manager for Operations and National Program Manager | None | 10 minutes | Administrative Assistant II |
| 1.9 Crossmatching of Requested Families to Listahanan and Pantawid Pamilya Databases | None | <i>Separate highly technical service of other office</i> | PMED |

| | | | |
|---|------|------------|------------------------------------|
| 1.10 Receive, review, and record cross matching results from PMED and/or Listahanan and forward to Division Chief for further instructions | None | 10 minutes | Administrative Assistant II |
| 1.11 Endorse results of crossmatching to corresponding regional monitor and provide additional instructions, if necessary. | None | 3 hours | Division Chief, MCCT |
| 1.12 Review results of crossmatching and prepare acknowledgement letter to Listahanan and/or PMED as well as memorandum to regions on the validation of unmatched households to include instructions on registration if applicable. | None | 8 hours | Project Development Officer III |
| 1.13 Review and Approve memo to regions on validation of crossmatching results. | None | 5 minutes | Division Chief, MCCT |
| 1.14 Record and Transmit memorandum to Office of the Deputy Program Manager for Operations and National Program Manager | None | 10 minutes | Administrative Assistant II |
| 1.15 Validation of Unmatched Households | None | 12 days | Regional Program Management Office |
| 1.16 Consolidate results of validation and submit to NPMO; Proceed to registration of eligible households, if applicable. | None | 5 days | Regional Program Management Office |

| | | | |
|--|-------------|----------------|---------------------------------|
| 1.17 Receive, review, and record regional memo on validation results and forward to Division Chief for further instructions | None | 10 minutes | Administrative Assistant II |
| 1.18 Endorse results of regional validation to corresponding regional monitor and provide additional instructions, if necessary. | None | 5 minutes | Division Chief, MCCT |
| 1.19 Prepare acknowledgement memo to region and communication letter to requesting party on validation/registration results | None | 60 minutes | Project Development Officer III |
| 1.20 Review and Approve response memo to regions and communication letter to requesting party. | None | 5 minutes | Division Chief, MCCT |
| 1.21 Record and Transmit memorandums to Office of the Deputy Program Manager for Operations and National Program Manager | None | 10 minutes | Administrative Assistant II |
| TOTAL: | None | 19 days | |

8. Processing of Beneficiary Update Requests (TOR, Reactivation, Change of Head)

The Modified Conditional Cash Transfer Division facilitates specific beneficiary update requests from the regions requiring NPMO account access such as Transfer of Residence (TOR), Reactivation of Households and Change of Head.

| | | | | |
|---|---|---|------------------------|---------------------------------|
| Office or Division: | 4Ps - Modified Conditional Cash Transfer Division (MCCTD) | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C - Government to Clients | | | |
| Who may avail: | Regional Program Management Office | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Complete and properly accomplished Update Request of Beneficiaries with corresponding attachments | | Municipal Operations Office/ Community Facilitator/ Case Worker | | |
| Incident Report | | Municipal Operations Office/ Community Facilitator/ Case Worker | | |
| Request for Update (TOR/Reactivation/Change of Head) | | Provincial Operations Office and Regional Program Management Office | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Endorsement of request for beneficiary updating (TOR/Reactivation/Change of Head) | 1.1. Receive, review, and record regional request including the required attachments, as deemed necessary | None | 10 mins. | Administrative Assistant II |
| | 1.2. Review and endorse request to corresponding regional monitor/focal person | None | 10 mins | Division Chief, MCCT |
| | 1.3 Review request and ensure eligibility of update based on attached documents. Coordinate with Regional Computer Management Technician for clarification and submission of missing documents if any | None | 15 mins per request | Project Development Officer III |

| | | | |
|--|-------------|---------------------------|-------------------------------------|
| 1.4 Execute updating of eligible requests in the MCCT IS | None | 5 minutes per request | Project Development Officer III |
| 1.5 Prepare and submit feedback memo on the conduct of updating including the reasons for non-update of other requests, if any, for review and comment of PDO IV | None | 15 minutes | Project Development Officer III |
| 1.6 Review and comment on memo and endorse to Division Chief for approval. | None | 10 minutes | MCCT Project Development Officer IV |
| 1.7 Review and Approve memo to region/s | None | 5 minutes | Division Chief, MCCT |
| 1.8 Record and Transmit Acknowledgement and Endorsement Letters to Office of the Deputy Program Manager for Operations and National Program Manager | None | 10 minutes | Administrative Assistant II |
| TOTAL: | None | 1 hour, 20 Minutes | |

**Central Office
Internal Services**

1. Processing of Application for Leave

The Administrative Support Division - Human Resource Unit facilitates all types of application for leave such as sick leave, vacation leave, maternity leave, paternity leave and monetization of leave among others of the Pantawid NPMO personnel.

| | | | | |
|---|---|--|------------------------|---------------------------|
| Office or Division: | 4Ps - Administrative Support Division (ASD) | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2G - Government to Government | | | |
| Who may avail: | Pantawid NPMO personnel | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Application Leave Form | | Through Human Resource Management Information System (HRMIS) | | |
| Medical Certificate | | DSWD Clinic | | |
| Birth Certificate | | Philippine Statistics Authority | | |
| Marriage Certificate | | Philippine Statistics Authority | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Apply application through HRMIS and forward printed leave application to ASD HR Unit | 1. Receive, review, record and initial the application of the concerned staff including the required attachments, as deemed necessary | None | 10 mins. | Admin Officer II |
| | 2. Facilitate submission of filled application for leave to Personnel Administration Division for approval as to certification of leave credits | None | 10 mins | Admin Officer II |
| | 3. Facilitate Endorsement of the certified/completed and correct application for leave for approval of the National Program Manager for SG22 below while National Program Manager and Undersecretary concerned for Division Chief level | None | 15 mins | Admin Officer II |
| | 4. Endorsement of approved 1 copy of leave to Personnel and 1 copy to concerned staff for filing | None | 15 minutes | Admin Officer II |
| TOTAL: | | None | 50 minutes | |

2. Processing of Locator Slip

The Administrative Support Division - Human Resource Unit facilitates all locator slip either for official or personal purposes of the Pantawid NPMO personnel.

| | | | | |
|---|--|--|------------------------|---------------------------|
| Office or Division: | 4Ps - Administrative Support Division (ASD) | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2G - Government to Government | | | |
| Who may avail: | Pantawid NPMO personnel | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Application Leave Form | | Through Human Resource Management Information System (HRMIS) | | |
| Medical Certificate | | DSWD Clinic | | |
| Meeting Invitation | | Invitation from concerned staff | | |
| Special Order w/ Certificate of Appearance | | ASD Records Section | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| Apply locator slip through HRMIS and submit printed copy to ASD HR Unit | 1. Receive, review, record and initial the locator slip of the concerned staff including the required attachments, as necessary | None | 10 mins | Admin Officer II |
| None | 2. DC - Facilitate endorsement of locator slip to concerned cluster Head for initial prior to the approval of the National Program Manager Below DC - Facilitate endorsement of locator slip to concerned cluster Head for approval | None | 10 mins | Admin Officer II |
| None | 3. Once approved, facilitate confirmation through HRMIS as PAF focal prior to the endorsement to Personnel | None | 15 mins | Admin Officer II |
| TOTAL: | | None | 35 minutes | |

3. Processing of Request for Overtime (OT)

The Administrative Support Division - Human Resource Unit facilitates all requests for overtime (OT) of the Pantawid NPMO personnel.

| | | | | |
|--|---|---|------------------------|---|
| Office or Division: | | 4Ps - Administrative Support Division (ASD) | | |
| Classification: | | Simple | | |
| Type of Transaction: | | G2G - Government to Government | | |
| Who may avail: | | Pantawid NPMO personnel | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Request for overtime (OT) form | | ASD HR Unit | | |
| Justification for requested overtime (OT) | | Concerned staff | | |
| Special Order (SO) | | ASD HR Unit | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Fill up request form of over time and submit to ASD HR Unit | 1. Facilitate the processing of requests for overtime of concerned staff. | None | 10 mins. | Admin Officer II |
| None | 1.1 Facilitate endorsement of request for overtime to concerned cluster head for initial prior to the approval of NPM | None | 10 mins | Admin Officer II |
| None | 1.2 Once approved, preparation of special order/authority to render overtime of concerned staff and for initial of ASD HR Unit and Division Chief | None | 15 mins | Admin Officer II Division Chief, ASD |
| None | 1.3 Facilitate tracking and outgoing of special order for signature of the NPM and budget division. | None | 20 mins | Administrative Assistant II |
| 2. Accomplish individual request for overtime (Annexes A, B, and accomplishment) | 2. Facilitate the processing of submitted documents for monetization or compensatory day-off (<i>Annexes A, B, and accomplishment</i>) | None | 15 mins | Admin Officer II |

| | | | | |
|------|--|------|------------------|------------------|
| None | 2.2 Endorsement of filed overtime to cluster head prior to approval of NPM | None | 5 mins | Admin Officer II |
| None | 2.3 Photocopy and Endorsement of signed overtime services to PAD | None | 5 mins | Admin Officer II |
| | TOTAL: | None | 1 hour & 27 mins | |

4. Processing of Travel Abroad Clearance below 30 days cover period

The Administrative Support Division - Human Resource Unit facilitates, monitors and provides updates for Travel Clearance of the Pantawid NPMO personnel.

| | | | | |
|--|---|------------------------|------------------------|---------------------------|
| Office or Division: | 4Ps - Administrative Support Division (ASD) | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2G - Government to Government | | | |
| Who may avail: | Pantawid NPMO personnel | | | |
| CHECKLIST OF REQUIREMENTS | | | WHERE TO SECURE | |
| Application Leave Form (1 copy) | | | HRMIS | |
| Annex A (DSWD Officials) Travel | | | ASD - HR Unit or PAD | |
| Annex B (DSWD Rank and File Personnel) Travel | | | ASD - HR Unit or PAD | |
| Annex C (DSWD MOA Workers) Travel | | | ASD - HR Unit or PAD | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESsing TIME | PERSON RESPONSIBLE |
| 1. File Application for Leave through HRMIS | 1. Leave Application and Authorization Annexes A,B, and C) are for approval by the Head of Office | None | 5 minutes | Admin Officer II |
| 2. Accomplish the Annex A (DSWD Officials) | 2. Facilitates the endorsement of Approved Leave and Authorization (Annexes A,B, and C) to Head of Office | None | 5 minutes | Admin Officer II |
| 3. Accomplish the Annex B (DSWD Rank and File Personnel) | 3. Facilitates the endorsement of Approved Leave and Authorization (Annexes A,B, and C) to PAD | None | 5 minutes | Admin Officer II |

| | | | | |
|---|---|------|------------|------------------|
| 4. Accomplish the Annex C (DSWD MOA Workers) | 4. Encodes and Updates on the Monitoring Tool of Clearances | None | 2 minutes | Admin Officer II |
| 5. Submit the application of leave and accomplish (Authorization) Annexes once initialed by concern DC's/OIC's to ASD-HR Unit | 5. Provide copy of Approved Leave and Authorization (Annexes A, B, and C) to concerned staff. | None | 5 minutes | Admin Officer II |
| TOTAL: | | | 22 minutes | |

5. Facilitates request for CSF, MDR, and Certificate of Contribution for Philhealth

The Administrative Support Division - Human Resource Unit facilitates the request of documents for the hospitalization requirements of Pantawid NPMO personnel.

| | | | | |
|---|--|------------------------------|------------------------|-----------------------------|
| Office or Division: | 4Ps - Administrative Support Division (ASD) | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2G - Government to Government | | | |
| Who may avail: | Pantawid NPMO personnel | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Request Form to Personnel Administration Division | | ASD - HR Unit/PAD/Accounting | | |
| Request Form to Accounting | | ASD - HR Unit/PAD/Accounting | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Accomplish the request Form from ASD - HR Unit | 1. Forward Request to Personnel Administration Division | None | 5 minutes | Requester |
| None | 1.1 Forward Request to Accounting Division | None | 5 minutes | Administrative Assistant II |
| None | 1.2 Provide original copies to concern staff and recorded on the monitoring tool | None | 5 minutes | Administrative Assistant II |
| TOTAL: | | None | 15 minutes | |

6. Process Request for Certificate of Employment

The Administrative Support Division - Human Resource Unit facilitates the request of Certificate of Employment of Pantawid NPMO personnel.

| | | | | |
|---|---|-----------------------------------|------------------------|-----------------------------|
| Office or Division: | 4Ps - Administrative Support Division (ASD) | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2G - Government to Government | | | |
| Who may avail: | Pantawid NPMO personnel | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Request Form to ASD | | ASD - HR Unit | | |
| Request Form to PAD | | Personnel Administrative Division | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Accomplish the request Form for Certificate of Employment (COE) from ASD - HR Unit (FORM: COE with Compensation) | 1.1 Review and evaluate received request form | None | 5 minutes | Admin Assistant II |
| | 1.2 Forward COE Request to Personnel Administration Division if the COE request covers the compensation | | 5 minutes | |
| 2. Accomplish the request Form from ASD -HR Unit (COE without Compensation) | 2. Review the accomplished request Form | None | 5 minutes | Administrative Assistant II |
| None | 2.1 Prepares COE and for sign the Head of Office | None | 5 minutes | Administrative Assistant II |
| None | 2.2 Provide copy to concern staff if COE's were signed by the Head of Office or Approving Authority | None | 5 minutes | Administrative Assistant II |
| TOTAL: | | None | 25 minutes | |

7. Processing of Application for Specialized Training

The Administrative Support Division - Human Resource Unit facilitates the request of availment of Specialized Training charged against the Training funds of the program.

| | |
|-----------------------------|---------------------------------|
| Office or Division: | Administrative Support Division |
| Classification: | Simple |
| Type of Transaction: | G2G (Government to Government) |
| Who may avail: | 4Ps-NPMO Personnel |

| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
|---|---|-----------------|--------------------------------------|--|
| 1 Copy of Duly accomplished Application Form for Specialized Training | | HRU-ASD | | |
| Invitation from the Organizer/Host of the training/workshop | | Organizer/Host | | |
| 1 Copy of accomplished Registration Form | | Organizer/Host | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Fill-up the Application Form and submit to HRU-ASD 3 weeks before the scheduled date of the training | 1. Receive and review the accomplished Application Form of the concerned staff and endorse to HRMDS for Special Order (SO) preparation. | None | 15 mins. upon receipt of application | Admin Officer II Project Development Officer III Admin Aide IV |
| TOTAL: | | None | 15 ins | |

8. Processing request for copy of Individual Performance Contract (IPC) and Individual Performance Contract Review (IPCR)

The Human Resource Unit of Pantawid monitors the submission and safe-keeping of the Individual Performance Contracts and Individual Performance Contract Review of all Pantawid Personnel.

| Office or Division: | Administrative Support Division | | | |
|--|---|---|-----------------|--------------------|
| Classification: | Simple | | | |
| Type of Transaction: | G2G (Government-to-Government) | | | |
| Who may avail: | All Pantawid NPMO Personnel | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| None | | Pantawid HR Unit - Performance Management Focal | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Concerned staff request for copy or copies of IPC or IPCR | 1. Review the request if complete and correct | None | 2 minutes | Admin Officer V |
| None | 1.1 Retrieve the copy of the document and provide to the requesting party | None | 5 mins | Admin Officer V |
| 2. Receive the copy of the IPC or IPCR | | None | | Requester |
| TOTAL: | | None | 7 mins. | |

9. Issuance of Office/Training Supplies

The Procurement and Supplies Unit of Pantawid Pamilya NPMO facilitates the request for office or training supplies.

| | | | | |
|---|--|-----------------------------------|------------------------|---------------------------|
| Office or Division: | Administrative Support Division | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2G (Government-to-Government) | | | |
| Who may avail: | All Pantawid NPMO Personnel | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Request form | | ASD Procurement and Supplies Unit | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Fill-up request form for issuance of office or training supplies | 1. Receive and review the request as to correctness and completeness of details | None | 5 mins. | Admin Officer II |
| None | 1.1 Issue the requested office or training supplies to concerned staff or division | None | 5 mins. | Admin Officer II |
| 2. Receive the requested the office or training supplies | | None | | Requester |
| | TOTAL: | None | 10 ins | |

10. Processing of Purchase Request

The Administrative Support Division- Procurement Unit will facilitate all procurement projects planned by the divisions in accordance to approved WFP/GAA

| | | | | |
|---|---------------------------------|---|------------------------|---------------------------|
| Office or Division: | Administrative Support Division | | | |
| Classification: | Simple | | | |
| Type of Transaction: | Government to Government | | | |
| Who may avail: | Pantawid Division | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Approved Activity Proposal/Terms of Reference (TOR) | | Proponent Division/ASD-Records Section/ Procurement | | |
| SWADCAP Certificate (applicable only for venue w/in Metro Manila) | | ASD-Procurement Unit/SWIDB | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |

| | | | | |
|---|--|------|--|--|
| 1. Division to submit certified true copy of approved activity proposal/TOR/Request/T.A | 1. Acknowledge the request for PR; 1.1 review and check if the request is included in the approved Project Procurement Management Plan (PPMP): 1.2 if included, ASD will prepare the purchase request (PR) and its supporting documents; 1.3 If not, ASD will prepare the supplemental PPMP | None | 1 hour 2 hours 2 hours 1 hour | Admin Officer V Administrative Assistant II |
| None | 1.4 Submit PR to DPM and NPM for approval | none | 1 hour | Deputy Program Manager for Support National Program Manager, 4Ps Administrative Assistant II |
| None | 1.5 Ensure submission of PR to National Project Director (NPD)/USEC for approval | none | within 2 day upon receipt of PR | Administrative Assistant II |
| None | 1.6 Submit the approved PR to Procurement Management Service (PMS) for their review if the request is in accordance with approved DSWD Annual Procurement Plan (APP) | none | 1 hour | Administrative Assistant II |
| | TOTAL: | None | 2 days, 8 hours | |

11. Processing of Issuance of Special Order / Travel Order

The Administrative Support Division- ATRO Unit will facilitate Special Order / travel Order planned by the divisions in accordance to approved WFP/GAA

| | | | | |
|--|--|--|------------------------|--|
| Office or Division: | | Administrative Support Division | | |
| Classification: | | Simple | | |
| Type of Transaction: | | Government to Government | | |
| Who may avail: | | Pantawid Division | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Approved Travel Request Form(TOR) | | Proponent Division/ASD-Records Section | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit approved Travel Request Form | 1. Acknowledge the request; review and check if the request is properly signed by the proponent division and approved by cluster head | none | 5 mins. upon receipt | Administrative Assistant II |
| None | 1.1. Submit SO / TO to DPM and NPM for approval | none | 1 to 2 days | Administrative Assistant II Deputy Program Manager for Support National Program Manager, 4Ps |
| None | 1.2. Submit SO / TO to National Project Director for approval (if SO / TO are for director levels) 1.3. Submit SO / TO to Deputy National Project Director for approval (if SO / TO are for DC's and Below) | none | 1 to 3 days | Administrative Assistant II National Project Director |
| | TOTAL: | None | 3. days | |

12. Process Request for Relief from Property Accountability of Lost, Damaged, Stolen Equipment

The Administrative Support Division - Property and Records Unit facilitates and assists the Accountable Officer on their request for relief from property accountability in case of loss or damages of equipment to the Commission on Audit.

| | | | | |
|---|---|--|------------------------|--|
| Office or Division: | Administrative Support Division | | | |
| Classification: | Complex | | | |
| Type of Transaction: | G2G - Government to Government | | | |
| Who may avail: | Pantawid NPMO staff | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1 Report of Lost, Stolen, Damaged or Destroyed Property (RLSDDP) form | | AS-PSAMD | | |
| 1 Notice of Loss to COA | | Accountable Officer | | |
| 1 Incident Report to Head of concerned OBSU | | Accountable Officer | | |
| 1 Affidavit of Lost | | Accountable Officer | | |
| 1 Affidavit of Lost of two (2) disinterested persons | | Two (2) persons cognizant of the facts and circumstances about the loss | | |
| 1 Copy of Property Accountability Receipt / Inventory Custodian Slip | | AS-PSAMD | | |
| 1 Certification from concerned competent authority as to the destruction brought by calamity and/or insurgency | | Police/Fire/Chief/Provincial Governor/Mayor or other competent authority | | |
| 1 Request for Relief from Property Accountability to COA | | Accountable Officer | | |
| 1 Comment / Recommendation of the Undersecretary for GASSG, upon endorsement of Head of OBS or USec concerned | | Undersecretary for GASSG | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit incident report to Head of OBSU immediately upon discovery of loss | 1. Provide technical assistance / step by step procedure to process request for relief from property accountability | None | 1-4 hours | Accountable Officer 4Ps Designated Property Officer |
| 2. Submit the Notarized RLSDDP form to COA within 72 hours upon discovery of loss together with Notice of Loss, | 2. Acknowledge receipt of RLSDDP and Notice of loss. | Php50.00 (notary) | within 72 hours | Accountable Officer |

| | | | | |
|---|---|------|---------------------------------------|--|
| copy furnished AS-PSAMD. | | | | |
| 3. Wait for the list of documentary requirements to request for relief from property accountability | 3. Draft endorsement memorandum on the list of requirements to Accountable Officer and Head of OBSU | None | 5 mins. | 4Ps Designated Property Officer |
| 4. Submit a response letter immediately to the Head of OBSU concerned and provide all supporting documents required by COA within 30 days. | 4. Endorsed the incident report together with other supporting documents required by COA and request recommendation from Undersecretary for GASSG, copy furnished AS-PSAMD. | None | 3-4 hours | Accountable Officer 4Ps Designated Property Officer |
| 5. Receive the decision from COA | 5. Draft endorsement memorandum to Implement the decision from COA and require the Accountable Officer to take appropriate action based on the decision. | None | 5 mins. | Accountable Officer 4Ps Designated Property Officer |
| 6. In case of payment of depreciated money value, Accountable Officer may opt to deduct the payment from his/her salary thru formal request from Head of OBSU | 6. Endorse the request to HRMDS for appropriate action. | None | 1-2 hrs. | 4Ps Designated Property Officer |
| | TOTAL: | None | 3 days, 10 hours and 10 minutes | |

13. Processing Request for Catering

The Administrative Support Division - Budget Unit facilitates request for meal catering during the conduct of Inter-Office Meetings with external partners and other OBSU

| | | | | |
|---|--|-------------------------|------------------------|---------------------------------|
| Office or Division: | Administrative Support Division | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2G - Government to Government | | | |
| Who may avail: | Pantawid Division Concerned | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Request for Meal Catering Form | | ASD-Budget Unit | | |
| Liquidation Report of Previous Request | | | | |
| CLIENT STEPS | AGENCY ACTIONS | FEEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Fill-up request form from ASD-Budget Unit | 1.1. Receive and review the request form of the Division concerned | none | 1-2mins. | Administrative Assistant II |
| None | 1.2. ASD to forward / submit the form to Canteen (SWEMC) | none | 5-10mins. | Administrative Assistant II |
| None | 1.3. Concerned Division to receive the requested food from Canteen | none | 1-2mins. | All 4Ps NPMO Concerned Division |
| 2. Submit the liquidation report (attendance, minutes of the meeting) to ASD for processing of payment. | 2.1. check as to no pending liquidation | none | 10-15mins. | Administrative Assistant II |
| TOTAL: | | | 17-29mins. | |

14. Data Review, Input, and Endorsement of Pantawid Pamilya NPMO Training Proposals

The Capability Building Division, as the clearinghouse of all trainings in Pantawid Pamilya, reviews, provides input, and endorses the training proposal for the approval of the National Program Manager.

| | | | | |
|---|--|------------------------------|---|-----------------------------|
| Office or Division: | 4Ps Capability Building Division | | | |
| Classification: | Highly Technical | | | |
| Type of Transaction: | G2G - Government to Government | | | |
| Who may avail: | Pantawid NPMO Divisions | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Training Proposal following prescribed template Training Design | | Capability Building Division | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submission of Draft Training Proposals and Activity matrix (soft copies only) | 1. Records Receipt of the document and forward it to concerned Division Monitor | | within 24 hours upon receipt | Administrative Assistant II |
| 2. Awaits for acknowledgment on submitted proposal and matrix (via email) | 2. Review proposal based on a checklist. 2.1 If the proposal is complete based on the checklist, draft acknowledgment. 2.2 If the proposal does not follow the prescribed template, draft acknowledgment with initial feedback and return draft proposal and activity matrix to proponent division for compliance. | | within two (2) working days upon receipt of concerned staff | Training Specialist III |
| 3. Awaits for inputs on training proposal | 3. Review proposals based on the content and parameters. 3.1 If proposal is for revision/enhancement, prepare | | 3 to 5 working days | Training Specialist III |

| | | | | |
|---|---|--|----------------|---|
| | <p>communication with inputs/comments/recommendations</p> <p>3.2 If the proposal has met the required standards, prepare communication requesting for a print out of draft proposal and matrix</p> <p>3.3 Review and approve inputs/comments/recommendations or communication.</p> <p>3.4 Forward the memo to the proponent/ concerned division.</p> | | | <p>Training Specialist IV / Division Chief, CBD</p> <p>Administrative Assistant II</p> |
| 4. Submission of revised proposals based on inputs provided | <p>4. Review the training proposal and matrix as per input/comments/recommendations. If further enhancement is needed, prepare communication and return the proposal to proponent division.</p> <p>4.1 If the proposal is in order, inform the proponent division that the proposal is cleared on the level of CBD and to submit a printed copy for initial of CBD's Division Chief.</p> <p>4.2 Review and approve the final draft of the proposal.</p> <p>4.3 Forward signed activity proposal to proponent/ concerned division.</p> | | within 2 days | <p>Training Specialist III</p> <p>Training Specialist IV / Division Chief, CBD</p> <p>Administrative Assistant II</p> |
| | TOTAL: | | Within 10 days | |

15. Review, Input, and Endorsement of Pantawid Pamilya RPMO Training Proposals

The Capability Building Division, as the clearinghouse of all trainings in Pantawid Pamilya, reviews, provides input and endorses the mother proposal of RPMOs for endorsement for funding.

| | | | | |
|---|--|------------------------|---|------------------------------|
| Office or Division: | 4Ps Capability Building Division | | | |
| Classification: | Highly Technical | | | |
| Type of Transaction: | G2G - Government to Government | | | |
| Who may avail: | Pantawid RPMO Divisions | | | |
| CHECKLIST OF REQUIREMENTS | | | WHERE TO SECURE | |
| Training Proposal following prescribed template Training Design | | | Capability Building Division | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submission of Draft Mother Proposals and Activity matrix (soft copies only) | 1. Records Receipt of the document and forward to concerned Regional Monitor | | within 24 hours upon receipt | Administrative Assistant II |
| 2. Awaits for acknowledgment on submitted mother proposal and matrix (via email) | 2. Review proposal based on a checklist. 2.1 If the proposal is complete based on the checklist, draft acknowledgment. 2.2 If the proposal does not follow the prescribed template, draft acknowledgment with initial feedback and return draft proposal and activity matrix to proponent division for compliance. | | within two (2) working days upon receipt of concerned staff | Regional Training Specialist |
| 3. Awaits for inputs on training proposal | 3. Review the mother proposal based on the content and parameters. | | 3-5 working days | Regional Training Specialist |

| | | | | |
|--|--|--|-----------------------|--|
| | <p>3.1 If the mother proposal is for revision/enhancement, prepare communication with inputs/comments/recommendations.</p> <p>3.2 Inform concerned field office to incorporate comments / inputs on the final draft of proposal and to submit a signed copy of the proposal to CBD.</p> <p>3.3 If mother proposal has met the set requirements, prepare communication requesting for a print out of draft proposal and matrix.</p> | | | <p>Division Chief/OIC</p> <p>Administrative Assistant II</p> |
| 4. Endorsement of printed CBD approved training proposal and activity matrix | <p>4.1 Upon receipt of the signed proposal, prepare an acknowledgement memo addressed to the concerned FOs.</p> <p>4.2 Review and approve inputs/ comments/ recommendations on the acknowledgement memo.</p> <p>4.3 Forward the communication to the DPMS/ONPM for approval. Upon approval, forward the communication to the concerned field office.</p> | | within 2 working days | <p>Regional Training Specialist</p> <p>Training Specialist IV/ Division Chief</p> <p>Administrative Assistant II</p> |
| | TOTAL: | | 10 days | |

16. Approval Request for the Approval of the Declaration of Force Majeure / State of Calamity

This section describes approval process for the Request for the Declaration of FM/state calamity , which is accordance with approved 4Ps IRR stipulated in Rule VIII, Section 15 which states " Any of all the conditions for entitlement may be suspended by the DSWD Secretary during times of calamity, war and armed conflicts and force majeure situations in accordance with relevant laws and DSWD guidelines, In such cases , full compliance to such conditions are deemed waived and payments to beneficiaries shall be granted in full. "

| | | | | |
|--|--|--|------------------------|---------------------------------------|
| Office or Division: | | Pantawid Pamilyang Pilipino Program - National Program Management Office | | |
| Classification: | | Highly Technical | | |
| Type of Transaction: | | G2G- Government to Government | | |
| Who may avail: | | DSWD Regional Offices | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| <ul style="list-style-type: none"> Formal request signed by the DSWD Regional Director to invoke Rule VIII, Section 15 of Pantawid Pamilyang Pilipino Program IRR. Certification/s attesting the occurrence of the event/s affecting the implementation of the program or hampering the beneficiaries from complying with the program conditions | | <ul style="list-style-type: none"> Requesting Region where fortuitous events occurred Concerned agencies | | |
| Client Steps | Agency Actions | Fees to be Paid | Processing Time | Person Responsible |
| Submit official request specifying the areas affected and program conditions requested, together with the necessary certifications from the concerned agencies. | <p>Assess and validate the request in the 4Ps Information System. If found to be valid, draft memorandum to the National Project Director recommending the approval of the request, otherwise provide feedback to the Field Office.</p> <p>Submit the memorandum to the Office of the Deputy Program Manager for Operations for recommending approval.</p> | None | 3 days | Division Chief, CVD |
| None | Review memorandum and provide initials then | None | 1 day | Deputy Program Manager for Operations |

| | | | | |
|---------------|---|-------------|-------------------|--|
| | forward to Office of the National Program Manager | | | |
| None | Review memorandum and provide signature then forward to the concerned offices for recommending approval. | None | 1 day | National Program Manager, 4Ps |
| None | Concerned Offices shall review memorandum and provide signature as recommending approval then forward to the office of the Secretary for final approval | None | 2 days per office | Assistant Secretary for Specialized Programs |
| | | | | National Project Director |
| None | Review memorandum and approve the document. Forward to Office of the National Program Manager | None | 2 days | DSWD Secretary |
| None | Forward approved request to Compliance Verification Division | None | 1 day | National Program Manager, 4Ps |
| None | Provide feedback on the status of submitted request to the concerned Field Office | None | 1 day | Division Chief, CVD |
| Total: | | None | 13 days | |

17. Request for Data/Information and Submission of Reports

The Division acts on the requested data coming from internal or external individuals/ groups.

| | | | | |
|--|---|---|------------------------|---|
| Office or Division: | | 4Ps – Family Development Division | | |
| Classification: | | Complex | | |
| Type of Transaction: | | Government to Government or Private to Government | | |
| Who may avail: | | Internal and external clients | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Request letter | | Requesting Partners/OBSUs | | |
| Template/ matrix if necessary | | | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Requesting office submits request through the Pantawid National Program Manager (NPM) and Deputy Program Manager for Support (DPMS), for action | 1. FDD administrative staff receives and records the incoming document and forward to the Division Chief (DC) or PDO IV, for action | N/A | 5-10 minutes | Administrative Assistant II |
| | 2. The DC reviews the document and takes appropriate action. | N/A | 30 minutes to 1 hour | Division Chief, FDD |
| | 3. DC returns the document with instructions to the administrative staff for tracking and endorsement to the unit head or focal person. | N/A | 5 to 10 minutes | Administrative Assistant II |
| | 4. Focal person receives and prepares the data requested with reply memo. | N/A | 2-3 days | Project Development Officer IV Project Development Officer III |
| | 5. Concerned PDO IV/Unit Head reviews the documents prepared by the | N/A | 1 day | Project Development Officer IV |

| | | | | |
|--|---|-----|-----------------------|-----------------------------|
| | focal person and submits to the DC | | | |
| | 6. The DC reviews/ approves the document. | N/A | 1 day | Division Chief, FDD |
| | 7. Once approved by the DC, administrative staff prints and forwards the documents to the Office of the Deputy Program Manager for Support for clearance and onward submission to the Office of the National Program Manager. | N/A | 5-10 mins | Administrative Assistant II |
| | Total: | | 5 days 1 hr. 30 mins. | |

18. Invitation to Attend Trainings/ Workshops/Conferences

The Division acts on the invitations coming from internal or external individuals/ groups endorsed by the National Program Manager or the National Deputy Program Manager for Support

| | | | | |
|---|---|---------------------------|------------------------|-----------------------------|
| Office or Division: | 4Ps – Family Development Division | | | |
| Classification: | Simple | | | |
| Type of Transaction: | Government to Government or Private to Government | | | |
| Who may avail: | Internal and external clients | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Request letter | | Requesting Partners/OBSUs | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESsing TIME | PERSON RESPONSIBLE |
| 1. Requesting office submits invitation through the Pantawid National Program Manager (NPM) and Deputy Program Manager for Support (DPMS), for action | 1. FDD administrative staff receives and records the incoming document and forward to the Division Chief (DC) or PDO IV, for action | N/A | 5-10 minutes | Administrative Assistant II |

| | | | | |
|------|--|-----|----------------------|---|
| None | 2. The DC reviews the invitation and takes appropriate action | N/A | 30 minutes to 1 hour | Division Chief, FDD |
| None | 3. DC returns the invitation with instructions to the administrative staff for tracking and endorsement to the concerned unit head/focal person. | N/A | 5 to 10 minutes | Administrative Assistant II |
| None | 4. Focal person receives the memorandum/ invitation letter and prepares a response letter. | N/A | 1- 2 hours | Project Development Officer IV Project Development Officer III |
| None | 5. Concerned PDO IV/Unit Head reviews the response prepared by the focal person and submits to the DC. | N/A | 1- 2 hours | Project Development Officer IV |
| None | 6. The DC reviews and approves the document and forwards the same to the administrative staff for tracking. | N/A | 1- 2 hours | Division Chief, FDD |
| None | 7. The letter is forwarded to the ODPMS for review and/or clearance. | N/A | 1- 2 hours | Administrative Assistant II |
| | Total | | 9 hours 20 minutes | |

19. Systems Management – Approval of Updates

The Modified Conditional Cash Transfer Division in the National Program Management Office conducts regular activities related to the management of its information system towards the provision of cash grants to MCCT program beneficiaries based on their compliance to conditions. These are subdivided into the following activities with their respective details.

| | |
|----------------------------|---|
| Office or Division: | 4Ps - Modified Conditional Cash Transfer Division (MCCTD) |
| Classification: | Complex |

| | | | | |
|---|--|------------------------------------|------------------------|--|
| Type of Transaction: | | G2G - Government to Government | | |
| Who may avail: | | Regional Program Management Office | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Approved and Recommended Updates by the Regional Director | | DSWD Field Offices | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Approval and Recommendation of Regional Director | 1.1 Checking of approved and recommended updates from the region | None | 6 hours | Information Technology Officer I |
| | 1.2 Approval of Registration by the National Program Manager | None | 2 hours | National Program Manager Information Technology Officer I |
| | 1.3 Checking of approved updates | None | 1 day | RMQAD |
| | 1.4 Checking and Fixing Issues found in approved updates | None | 2 days | Information Technology Officer I Project Development Officer II |
| | 1.5 Back-up of Pantawid MCCT data | None | 1 day | Information Technology Officer I |
| | 1.6 Reflection of Approved Updates | None | 3 days | Information Technology Officer I |
| TOTAL: | | None | 7 days, 8 hours | |

20. Systems Management – MCCT Compliance Verification Forms Generation

The Modified Conditional Cash Transfer Division in the National Program Management Office conducts the generation of compliance verification forms for the accomplishment and encoding by the regions.

| | | | | |
|---|--|-------------------------|------------------------|----------------------------------|
| Office or Division: | 4Ps - Modified Conditional Cash Transfer Division (MCCTD) | | | |
| Classification: | Complex | | | |
| Type of Transaction: | G2G - Government to Government | | | |
| Who may avail: | Regional Program Management Office | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Reflection of Approved Updates of the concerned period | | MCCT Information System | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Expected by the RPMO to be delivered by the MCCT Division periodically | 1.1 Compliance Verification (CV) Preparation | None | 1 day | Information Technology Officer I |
| | 1.2 Compliance Verification (CVE) Data Generation | None | 1 day | Information Technology Officer I |
| | 1.3 CV Data Checking and Report Generation | None | 1 day | Information Technology Officer I |
| | 1.4 CV Forms Generation and forwarding to Regional Offices | None | 1 day | Information Technology Officer I |
| TOTAL: | | None | 4. days | |

21. Systems Management – Endorsement of Notice of Approved Payroll Action (NAPA)

The Modified Conditional Cash Transfer Division in the National Program Management Office regularly prepare and endorse NAPA to the Finance Management Systems of the agency which reflects the computation of the cash grants to be received by program beneficiaries based on their compliance for the period.

| | | | | |
|---|---|------------------------|------------------------|---|
| Office or Division: | 4Ps - Modified Conditional Cash Transfer Division (MCCTD) | | | |
| Classification: | Complex | | | |
| Type of Transaction: | G2G - Government to Government | | | |
| Who may Avail: | Finance Management System | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Approved and Recommended MCCT CV by the Regional Director | | DSWD Field Offices | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Approval and Recommendation of Regional Director | 1.1 Approval of MCCT CV by the National Program Manager | None | 4 hours | National Program Manager, 4Ps Information Technology Officer I |
| | 1.2 Back-up Pantawid MCCT Data | None | 96 minutes | Information Technology Officer I |
| | 1.3 Generation of NAPA | None | 384 minutes | Project Development Officer II |
| | 1.4 Back Back-up Pantawid MCCT Data | None | 96 minutes | Information Technology Officer I |

| | | | |
|---|-------------|--|--|
| 1.5 Endorsement of NAPA result to RMQAD | None | 144 minutes | Information Technology Officer I |
| 1.6 Verification of NAPA from MCCT | None | <i>Separate highly technical service of other office</i> | RMQAD |
| 1.7 Endorsement of NAPA QA Result to MCCT NPMO | None | | RMQAD |
| 1.8 NAPA Checking and Finalization based from QA Result | None | 96 minutes | Information Technology Officer I Project Development Officer II |
| 1.9 Printing and Signing of NAPA | None | 3 hours | Division Chief, MCCT Information Technology Officer I |
| 1.10 Signing of NAPA | None | 1 hour | National Program Manager, 4Ps |
| 1.11 Endorsement of NAPA Result to FMS-SP-Grants | None | 4 hours | Division Chief, MCCT Information Technology Officer I |
| TOTAL: | None | 3 days 1 hour and 36 minutes | |

22. Support Services Intervention - SSI Budget Proposal

The Modified Conditional Cash Transfer Division provides Support Services Intervention (SSI) to its program beneficiaries and is designed to provide package of services to the MCCT beneficiaries in addition to education and health cash grants. The SSI aims to strengthen the participation of the beneficiaries in addressing their felt needs or community needs founded on their culture, traditions, situation and dynamics.

In the NPMO level, the MCCT Division is responsible for the projection of the SSI budget of the following year to be submitted to the management for approval and inclusion in the

Working Financial Plan. The division is also responsible in facilitating SSI fund request from the regional offices and conducting monitoring on the overall implementation of the SSI.

| | | | | |
|---|---|------------------------|---|--------------------------------|
| Office or Division: | 4Ps - Modified Conditional Cash Transfer Division (MCCTD) | | | |
| Classification: | Complex | | | |
| Type of Transaction: | G2G - Government to Government | | | |
| Who may avail: | Regional Program Management Office | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Expected by the RPMO for the NPMO to facilitate the approval of the SSI budget | 1.1 Projection of budget based on SSI budget utilization rates of the regional offices and other considerations to be submitted to Division Chief | None | 3 days | Project Development Officer IV |
| | 1.2 Review and concur the proposed SSI Budget and present to the National Program Manager for approval | None | 3 days | Division Chief, MCCT |
| | 1.3 Endorse proposed SSI Budget to the Finance Management System upon approval of the National Program Manager | None | 1 day | Administrative Assistant II |
| | 1.4 Review, approve and integrate SSI budget in Pantawid Pamilya WFP | None | Separate highly technical service of other office | FMS |
| TOTAL: | | None | 7 days | |

23. Support Services Intervention - Facilitation of SSI Fund Request

| | | | | |
|---|--|------------------------------------|------------------------|---------------------------------|
| Office or Division: | 4Ps - Modified Conditional Cash Transfer Division (MCCTD) | | | |
| Classification: | Complex | | | |
| Type of Transaction: | G2G - Government to Government | | | |
| Who may avail: | Regional Program Management Office | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Letter of Request for SSI Funds | | Regional Program Management Office | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit request for SSI Budget Allocation | 1.1. Receive, review, and record Regional SSI fund request including the required attachments, as deemed necessary | None | 10 minutes | Administrative Assistant II |
| | 1.2. Review and endorse request to corresponding regional monitor/focal person | None | 10 minutes | Division Chief, MCCT |
| | 1.3 Review request and prepare endorsement letter to Finance Management System and response letter to requesting regional office ; Coordinate with MCCT focal if necessary | None | 3 days | Project Development Officer III |
| | 1.4 Review and approve endorsement letter to Finance Management System and response letter to requesting regional office | None | 30 minutes | Division Chief, MCCT |

| | | | |
|--|-------------|---|---------------------------------|
| 1.5 Record and Transmit memorandum to Office of the Deputy Program Manager for Operations and National Program Manager | None | 10 minutes | Administrative Assistant II |
| 1.6 Review and approve endorsed SSI budget request. Prepare corresponding Sub-Allotment Advice (SAA) for signature | None | Separate highly technical service of other office | |
| 1.7 Prepare memo on the status/approval of requested SSI budget to be submitted to Division Chief | None | 1 hour | Project Development Officer III |
| 1.2. Review and approve memo for NPM's signature | None | 1 hour | Division Chief, MCCT |
| 1.8 Record and Transmit Letter to Office of the Deputy Program Manager for Operations and National Program Manager | None | 3 days | Administrative Assistant II |
| TOTAL: | None | 6 days and 3 hours | None |

24. Program Development

The Modified Conditional Cash Transfer Division develops and amends policies, materials, tools and other documents in relation to the fulfillment of the objectives of the MCCT modalities and its clients.

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|-----------------------------|---|
| Office or Division: | 4Ps - Modified Conditional Cash Transfer Division (MCCTD) |
| Classification: | Technical |
| Type of Transaction: | G2G - Government to Government |
| Who may avail: | National Program Manager |

| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
|--|--|------------------|--------------------------------------|---------------------------------|
| None | | None | | |
| CLIENT STEPS | AGENCY ACTIONS | FEEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Provide instructions on development of required policy, amendments, tools and other documents | 1.1. Review existing materials and references in relation to the intended output/subject matter | None | 3 days | Project Development Officer III |
| | 1.2. Create first draft of the requested document and submit to Division Chief for review and inputs. | None | 5 days | Project Development Officer III |
| | 1.3 Route draft document for review and comments from other relevant OBSUs and stakeholders. | None | 3 days | Project Development Officer III |
| | 1.4 Document and consolidate comments and inputs from other OBSUs and integrate them into the revisions for finalization | None | 3 days | Project Development Officer III |
| | 1.5 Prepare endorsement letter of the proposed document for NPM's approval | None | 1 hour | Project Development Officer III |
| | 1.6 Review and approve endorsement to NPM | None | 10 minutes | Division Chief, MCCT |
| | 1.7 Record and Transmit Letter to Office of the Deputy Program Manager for Operations and National Program Manager | None | 3 days | Administrative Assistant II |
| TOTAL: | | None | 17 days 1 hour and 10 minutes | None |

25. Division Reportorial Submission

The MCCT Division requires the regular reporting of the regional offices on the status of the implementation of the MCCT program modalities on a quarterly basis. Consequently, the submitted reports are processed and provide feedback to the concerned regional offices.

| | | | | |
|---|---|------------------------------------|------------------------|---------------------------------|
| Office or Division: | 4Ps - Modified Conditional Cash Transfer Division (MCCTD) | | | |
| Classification: | Complex | | | |
| Type of Transaction: | G2G - Government to Government | | | |
| Who may avail: | Regional Program Management Office | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Quarterly Report | | Regional Program Management Office | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit a complete and fully - accomplished quarterly report to MCCT - NPMO | 1.1. Receive, review, and record regional quarterly report with signed endorsement letter | None | 10 minutes | Administrative Assistant II |
| | 1.2. Review and endorse report to corresponding regional monitor | None | 10 minutes | Division Chief, MCCT |
| | 1.3 Review report based on content and form and prepare corresponding acknowledgement memo containing the findings and recommendations; Coordinate with MCCT focal if necessary | None | 6 days | Project Development Officer III |
| | 1.4 Review and approve acknowledgement letter for NPM's signature | None | 30 minutes | Division Chief, MCCT |

| | | | | |
|---------------|--|-------------|--------------------------|-----------------------------|
| | 1.5 Record and Transmit memorandum to Office of the Deputy Program Manager for Operations and National Program Manager | None | 10 minutes | Administrative Assistant II |
| TOTAL: | | None | 6 days and 1 hour | None |

26. Technical Assistance and Monitoring Visits

The MCCT Division conducts technical assistance and monitoring visits in the field offices to conduct assessments and attend to other regional activities based on the need and request.

| | | | | |
|--|---|------------------------------------|------------------------|-----------------------------|
| Office or Division: | 4Ps - Modified Conditional Cash Transfer Division (MCCTD) | | | |
| Classification: | Technical | | | |
| Type of Transaction: | G2G - Government to Government | | | |
| Who may avail: | Regional Program Management Office | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Letter of Request for Technical Assistance | | Regional Program Management Office | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit a request for technical assistance from the NPMO | 1.1. Receive, review, and record regional quarterly report with signed endorsement letter | None | 10 minutes | Administrative Assistant II |
| | 1.2. Review and endorse report to corresponding regional monitor and provide further instructions | None | 10 minutes | Division Chief, MCCT |

| | | | |
|---|-------------|--|---------------------------------|
| 1.3 Prepare confirmation memo to region and secure required documents for travel; Coordinate with concerned field office on details and itinerary of travel | None | 2 days | Project Development Officer III |
| 1.4 Review and approve confirmation memo for NPM's signature | None | 30 minutes | Division Chief, MCCT |
| 1.5 Record and Transmit memorandum to Office of the Deputy Program Manager for Operations and National Program Manager | None | 10 minutes | Administrative Assistant II |
| 1.6 Conduct actual technical assistance and monitoring visit | None | 5 days | Project Development Officer III |
| 1.7 Prepare and submit feedback and confirmation report on the conducted TA and monitoring visit | None | 6 days | Project Development Officer III |
| 1.8 Review and approve acknowledgement letter for NPM's signature | None | 30 minutes | Division Chief, MCCT |
| 1.9 Record and Transmit memorandum to Office of the Deputy Program Manager for Operations and National Program Manager | None | 10 minutes | Administrative Assistant II |
| TOTAL: | None | 13 days and 1 hour and 40 minutes | None |

27. Provision of visual media as content materials

The Social Marketing Division captures beneficiaries in photos and videos with their knowledge and consent, hence copyrights of these materials are owned by the division/program. The provision and use of materials for other public documents other than those used in different production and marketing collaterals of the SMD shall be requested, including those which are already posted in the official social media accounts and website of the program to protect the subjects of the material, especially children.

| | | | | |
|---|--|--------------------------------|-------------------------------|--|
| Office or Division: | Social Marketing Division | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2G | | | |
| Who may avail: | All Pantawid Divisions and other DSWD OBSUs | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Letter of Request | | From the requesting DSWD OBSUs | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Send formal letter of request with specific details about the request to 4ps_smd@dswd.gov.ph | 1.1 Encode received document to EDTMS | None | 5 mins | Administrative Assistant II |
| None | 1.2 Provide copy of letter of request to ASD-Records Section | None | 10 mins | Administrative Assistant II |
| None | 1.3 Forward email to Division Chief for appropriate action | None | 5 mins | Administrative Assistant II Division Chief, SMD |
| None | 1.4 Provide instructions to SMD Technical Staff | None | 5 minutes | Division Chief, SMD Information Officer III |
| None | 1.5 Prepare materials needed | None | 4 hours | Information Officer III |
| None | 1.6 Submit materials to requesting client | | 1 hour | Information Officer III |
| 2. Receive requested materials | 2. Update the EDTMS for the action taken | None | 5 mins | Administrative Assistant II |
| TOTAL PROCESSING TIME: | | None | 5 hours and 30 minutes | |

28. Provision of technical assistance to material production and development

Materials (IECs, AVPs, etc.) from proposals and plans of other Pantawid divisions or DSWD OBSUs which are not identified under the Social Marketing and Advocacy Framework of the SMD are requested as technical assistance from SMD.

| | | | | |
|---|---|--|------------------------|--|
| Office or Division: | Social Marketing Division | | | |
| Classification: | Highly Technical | | | |
| Type of Transaction: | G2G | | | |
| Who may avail: | All Pantawid Divisions and other DSWD OBSUs | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1 Copy of approved concept note/proposal with details of the materials to be produced | | Requesting Pantawid Divisions/DSWD OBSUs | | |
| 2 Letter of Request | | | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Send copy of approved concept note, proposal, and formal request for TA to SMD through 4ps_smd@dswd.gov.ph or personally submit to Division Admin | 1.1 Encode received document to EDTMS | None | 5 mins | Administrative Assistant II |
| None | 1.2 Forward request to Division Chief for appropriate action | None | 5 mins | Administrative Assistant II Division Chief, SMD |
| None | 1.3 Assign and provide instructions to SMD Technical Staff | None | 5 mins | Division Chief, SMD Information Officer III |
| None | 1.4 Draft requested material | None | 3 days | Information Officer III |
| None | 1.5 Review draft of material | None | 5 hours | Division Chief, SMD Information Officer III |
| None | 1.6 Revise draft and submit first draft to requesting client for review | None | 1 day | Information Officer III |
| 2. Provide comment on 1 st draft | 2.1 Follow up on comments from requesting client | None | 3 days | Administrative Assistant II |
| None | 2.2 Revise first draft upon receipt of | None | 1 day | Information Officer III |

| | | | | |
|--|--|-------------|---------------------------------------|-----------------------------|
| | comments and submit second draft | | | |
| 3. Endorse drafted material to NPM for review and submit received comments from NPM to SMD | 3.1 Follow-up on comments for the second draft | None | 5 days | Administrative Assistant II |
| None | 3.2 Finalize material upon receipt of comments and submit to requesting client | None | 1 day | Information Officer III |
| 4. Receive final material and endorse to NPM for approval | 4. Update the EDTMS for the action taken | None | 5 minutes | Administrative Assistant II |
| TOTAL PROCESSING TIME: | | None | 14 days 5 hours and 20 minutes | |

| FEEDBACK AND COMPLAINTS MECHANISM | |
|--|--|
| How to send feedback | <p>Answer the client feedback form and drop it at the designated drop box in the Tanggapan ng Reklamo Helpdesk</p> <p>Contact Info: (02) 8952-6929 Email: 4psreklamo@gmail.com / pantawid_group@dswd.gov.ph</p> |
| How feedback are processed | <p>A Technical Officer of the Grievance Monitoring and Policy Development Unit opens the drop box on a daily basis and compiles and records all feedback submitted.</p> <p>Feedback requiring answers are forwarded to the relevant offices or officers and are required to answer within 3 days.</p> <p>The answer of the offices will then be relayed to the client.</p> <p>For inquiries and follow ups, the client may contact telephone number (02) 8952-6929</p> |

| | |
|---------------------------------------|--|
| How to file a complaint | <p>Accomplish the grievance form and submit to the officer of the day at the Tanggapan ng Reklamo Helpdesk</p> <p>Complaints can also be file thru the following channel: Email: 4psreklamo@gmail.com Telephone: (02) 8952-6929</p> |
| How complaints are processed | <p>Upon submission of the grievance form, the officer of the day endorses the form to the Administrative Assistant for recording and will be distributed to a technical officer for evaluation and referral to concerned offices.</p> <p>The concerned office shall conduct validation, submit a report and provide feedback to the client.</p> <p>For inquiries and follow ups, clients may contact telephone number (02) 8952-6929</p> |
| Contact Information of CCB, PCC, ARTA | <p>info@arta.gov.ph complaints@arta.gov.ph 478-5091 478-5099</p> |

| Office | Address | Contact Information |
|-------------------------------------|---|---------------------------------|
| Pantawid Pamilyang Pilipino Program | 2 nd and 3 rd Flr. Malasakit Building, DSWD Central Office, IBP Road, Quezon City | (02) 8952-6929 / (02) 8962-3424 |