



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.

V. LIST OF SERVICES

Central/Head Office

External Services

1. Filing of Complaint	6
2. Request for Information Materials	9
3. Request for administrative data (regular reports / statistical data previously approved, copies of published researches	11
4. Request for administrative data (statistical data – multivariate, time series), request for interview (beneficiaries, Program staff) as research activity	12
5. Request for administrative data (personal information, statistical data – multivariate, time series, name matching)	13
6. Data Request requiring MOA	15
7. Requests and/or Recommendations for Program Inclusion	17
8. Processing of Beneficiary Update Requests (TOR, Reactivation, Change of Head)	21

Internal Services

1. Processing of Application for Leave	24
2. Processing of Locator Slip	25
3. Processing of Request for Overtime (OT)	26
4. Processing of Travel Abroad Clearance below 30 days cover period	27
5. Facilitates request for CSF, MDR, and Certificate of Contribution for Philhealth	28
6. Processing Request for Certificate of Employment	29
7. Processing of Application for Specialized Training	29
8. Processing Request for copy of Individual Performance Contract (IPC) and Individual Performance Contract Review (IPCR)	30
9. Issuance of Office/Training Supplies	31
10. Processing of Purchase Request	31
11. Processing of Issuance of Special Order / Travel Order	33
12. Process Request for Relief from Property Accountability of Lost, Damaged, Stolen Equipment	34
13. Processing Request for Catering	36
14. Data Review, Input, and Endorsement of Pantawid Pamilya NPMO Training Proposals	37
15. Review, Input, and Endorsement of Pantawid Pamilya RPMO Training Proposals	39
16. Approval Request for the Approval of the Declaration of Force Majeure / State of Calamity	40
17. Request for Data/Information and Submission of Reports	43
18. Invitation to Attend Trainings/ Workshops/Conferences	44
19. Systems Management – Approval of Updates	45
20. Systems Management – MCCT Compliance Verification Forms	47

Generation	
21. Systems Management – Endorsement of Notice of Approval Payroll Action (NAPA)	48
22. Support Services Intervention - SSI Budget Proposal	49
23. Support Services Intervention - Facilitation of SSI Fund Request	51
24. Program Development	52
25. Division Reportorial Submission	54
26. Technical Assistance and Monitoring Visits	55
27. Provision of visual media as content materials	57
28. Provision of technical assistance to material production and development	58

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				
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 Tangapan 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.			
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 Family 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

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

	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 (Complete Name, Birth Date and Complete Address)		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 (Annexes A, B, and accomplishment)	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 1.2 Forward COE Request to Personnel Administration Division if the COE request covers the compensation	None	5 minutes 5 minutes	Admin Assistant II
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	FEES 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.

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
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