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DSWD
Department of Social Welfare and Development

Pantawid Pamilyang Pilipino Program

INTER-OFFICE MEMORANDUM	DATE:	December 22, 2020
FOR:	**DIRECTOR GEMMA BORJA GABUYA** National Program Manager Pantawid Pamilyang Pilipino Program	
RECOMMENDING APPROVAL:	**DIRECTOR ERNESTINA Z. SOLLOSO** Deputy Program Manager for Support	
FROM:	**THE CHIEF ADMINISTRATIVE OFFICER** Administrative Support Division	
SUBJECT:	**GUIDANCE NOTES ON STRENGTHENING STANDARDS OF COMPLETE STAFF WORK AND ESTABLISHMENT OF BUSINESS PROCESS FLOW OF DOCUMENTS UNDER 4PS NATIONAL PROGRAM MANAGEMENT OFFICE**	

This has reference to the Guidance Notes on Strengthening Standards of Complete Staff Work and Establishment of Business Process Flow of Documents under 4Ps National Program Management Office as part of compliance to the Division Performance Contract, second semester, 2020.

In line with this, may we seek the approval of the National Program Manager to this Guidance Notes as has been finally codified and harmonized through the joint efforts of the Operations and Support cluster in the Capability Building sessions conducted for the administrative personnel of the NPMO. The said Guidance Notes was also forwarded to the Mancom for comments and further inputs through a Memo dated 16 December 2020, and the same was likewise shared to the Office of the Undersecretary for Operations through a Memo dated 18 December 2020.

This Guidance Notes shall be a sustaining backbone towards effective compliance to the requirements of Ease of Doing Business and the anticipated Department-wide ISO Certification on CY 2021.

Attached herewith is the Guidance Notes for your approval and signature.

Thank you.

GRACE R. BERNARDO

Dear Mico:
Please for MOV & disseminate to all staff - Npmo
[illegible] 12/28

NPMO Order No. 4
Series 2020

GUIDANCE NOTES ON STRENGTHENING STANDARDS OF COMPLETE STAFF WORK AND ESTABLISHMENT OF BUSINESS PROCESS FLOW OF DOCUMENTS UNDER 4PS NATIONAL PROGRAM MANAGEMENT OFFICE

I. RATIONALE

With the institutionalization of the Pantawid Pamilyang Pilipino Program (4Ps) through the enactment into law on 17 April 2019 of Republic Act 11310, otherwise known as 4Ps Act, the 4Ps has become a regular and added program of the Department of Social Welfare and Development (DSWD). 4Ps now is not merely a social protection program of the government but a national poverty reduction strategy and a human development program that provides conditional cash transfers (CCT) to eligible poor households based on their compliance with sets of program conditions.

In response to the mandate of the said law, the National Program Management Office (NPMO) noted the importance and urgency to adopt strategically an administrative mechanism to become more responsive to the evolving and crucial demands in program implementation particularly to ensure the efficient and effective delivery of the services to its targeted 4.4 million poor household beneficiaries nationwide.

Strengthening standards of Complete Staff Work (CSW) is being deemed as one of such strategic mechanisms to be able to efficiently achieve a single and coordinated best course of action for the office, unit or individual to adequately assess with due diligence the completion of set/s of transactions either through issuances, authorizations, approvals or other dispositions leaving thereto no further action to be done.

The concept of CSW is also aligned with the Republic Act No. 11032, otherwise known as the Ease of Doing Business and Efficient Government Service Delivery Act of 2018 with the basic principle of promoting improvement of transactions and processes as deemed necessary within the least possible turn-around time mindful of the quantity and quality of outputs or deliverables.

With the foregoing premises, this internal guideline shall be used to define and strengthen existing standards and quality of work output of all the personnel and divisions under the 4Ps NPMO while ensuring the timeliness and promptness of service delivery and adherence to the lines of authority.

II. LEGAL BASES

1. Republic Act No. 11032 or Ease of Doing Business and Efficient Government Service Delivery Act of 2018 (May 28, 2019)
2. Implementing Rules and Regulations for RA No. 11032 Act (July 17, 2019)
3. NPMO Special Order No. 1, series of 2020 (issued on February 2020)
4. DSWD Special Order No. 35, s 2019, dated February 22, 2019, entitled, "Reconstitution of Ease of Doing Business Task Force (EODBTF) reconstitute the members of the EODBTF in pursuant to the Management Reorganization of the DSWD Central Office.
5. Memorandum from the Team Leader of Taskforce on Ease of Doing Business with subject Service vs Function – Criteria in Determining What Needs To Be Included in the Citizen's Charter (April 21, 2020)
6. Government Quality Management Committee (GQMC) Memorandum Circular No. 2019-1 dated October 23, 2019 entitled "Guidelines in the Validation of ISO 9001:2015 Quality Management System (QMS) Certification/recertification as a Support to Operations (STO) Requirement for the Grant of the FY 2019 Performance-Based Bonus (PBB)
7. Anti-Red Tape Act Memorandum Circular No. 2019-002, dated August 13, 2019 entitled, "Guidelines on the Implementation of the Citizen's Charter in Compliance to RA No. 11032, provides pertinent information and instructions in developing and revising their Citizen's Charter.
8. Memorandum Circular No. 72 Series of 2019 on Strengthening the Standards on Complete Staff Work as a Requirement for Processing and Evaluation of the Requests for Presidential Issuances, Authorizations and other Approvals.
9. Republic Act No. 6713 or an Act establishing a code and Ethical Standards for Public Officials and Employees, to uphold the time-honored principle of Public Office being a Public Trust, Granting Incentives & Rewards for Exemplary Service, Enumerating Prohibited Acts & Transactions and Providing Penalties for Violations thereof and for other Purposes. (February 20, 1989)
10. Republic Act No. 10173 of Data Privacy Act of 2012,f provides policy on citizen data. Its collection, organization, storage, modification, retrieval and archiving.

III. OBJECTIVES

1. To provide guidance in the proper handling and effective monitoring of the 4Ps NPMO documents through the use of appropriate tools and forms.

2. To enforce adherence to proper flow of communication and business process with the end view of effectively and efficiently delivering the mandate of the

program pursuant to 4Ps Law and Ease of Doing Business and Efficient Government Service Delivery Act.

3. To recognize the strict observance of timeliness and ensure high standards in the submission of the 4Ps NPMO documents such as reports, memoranda, proposals among others by all personnel that are subject for endorsement and approval of the key officials of the Department.

IV. DEFINITION OF TERM/S

- **Business Process-** begins with a mission objective (an external event) and ends with achievement of the business objective of providing a result that provides customer value. It is designed to be operated by one or more business functional units, and emphasize the importance of the *"process chain"* rather than the individual units. *(source: Weske, M. (2012). "Chapter 1: Introduction". Business Process Management: Concepts, Languages, Architectures. Springer Science & Business Media)*

- **Citizen's Charter**- Refers to an official document, service standard, or pledge, that communicates, in simple terms, information on the services provided by the government to its citizens pursuant to Sec. 6 of RA11032. *(source: DSWD, AO no.20 s2019, Guidelines on the DSWD Ease of Doing Business and Efficient Delivery of Service)*

- **Complete Staff Work (CSW)-** is a personnel's analysis of an existing task, assignment or deliverable, including his/her consideration of all feasible courses of action, and his/her solution presented in a completed form leaving the National Program Manager/ key principals or officials to either approve or disapprove as a "completion action." The term likewise highlights importance in giving sufficient lead time for proper authorities to review, read and study documents, reports, memoranda and all papers submitted for action or decision. *(Approved Concept Note for Strengthening the Standards of Complete Staff Work (CSW) under 4Ps))*

- **Ease of Doing Business (EODB)-** is an act that aims to streamline the current systems and procedures of government services which prescribed processing time which are as follows:

  3 working days- Simple Transactions (e.g. Summary of Agreements, Feedback Reports, Interoffice Memorandum, etc)

  7 working days- Complex Transactions (e.g. Concept Papers, Accomplishment Reports etc)

  20 working days- Highly Technical Transactions (e.g. Manuals, Administrative Orders, Memorandum Circulars, Guidelines/Guidance Notes etc) *(source: Approved Concept Note for Strengthening the Standards of Complete Staff Work (CSW) under 4Ps))*

- **Prescribed Processing Time** - refers to the maximum period of the three(3) working days for simple, seven (7) working days for complex, and twenty (20)

working days for highly technical transactions given to complete its process. It shall include the period when a transaction has been extended for justifiable reasons. *(source: DSWD, AO no.20 s2019, Guidelines on the DSWD Ease of Doing Business and Efficient Delivery of Service)*

V. GENERAL GUIDELINES AND POLICIES

To strengthen the implementation of complete staff work and adherence to the proper business process and flow of communication under the 4Ps NPMO in relation to other key offices of the Department, the following guidelines are hereby provided:

A. Roles and Responsibilities of 4Ps NPMO Staff

1. It is the staff's roles, duties, responsibilities and tasks to do "Complete Staff Work" on every document/transaction brought up to him/her for proper disposition or action while providing the signatories and supervisors thereof only with well-considered, well thought of , well-researched, completed work done.

2. It is the staff's duty to work out the most perplexing details and to use his/her resourcefulness in coming up with possible solutions to the task, assignment or deliverable entrusted to him/her whether big or small.

3. It is the responsibility of the Technical and/or Admin Staff to submit written recommendations, inputs, solutions or other dispositions to immediate supervisors in such a manner that the superior need not do anything further in the process except to review the submitted document/s and indicate his/her approval or disapproval.

4. It is the technical and/or Admin Staff's duty to study a task, assignment or deliverable, and present a doable and focused solution and ensure that the document or report is presented to the immediate supervisor or signatory is already complete, accurate and concise.

5. It is the responsibility of the Technical Staff to study, write, restudy and rewrite until he/she has produced a single and best proposed action for presentation, preferably in finished form or at least a final draft.

6. It is further the responsibility of each originating proponent, office, division or unit particularly through its respective Technical and/or Admin Staff to monitor, follow up and ensure that the document o\

7.]4r any such pertinent communication after it was parted out as outgoing document from the said unit/division/office--has been finally disposed of,

reaching the intended recipient and serving its intended purpose completely signed and/or approved, as necessary.

8. Concerned Technical and/or Admin Staff must ensure of proper feedback to their respective head of division/unit/office of such required action, or disposition or the fact that the document/communication/instructions has been signed, or acted upon, preferably, with a verifiable receipt copy provided, thus, effectively denoting that the same has reached the intended recipient-addressee, or the underlying purpose for which such document was made has been served. Only then, when the same have been fed back with updates/progress as mentioned herein that the task is said to be completely done administratively. Hence, the completed staff work, and the next step or course of action from the supervisor or head, as applicable shall then begin to commence.

9. It is further incumbent upon all concerned staff (support or operations cluster) to make sure that apart from ensuring the documents, reports, memoranda or related communications when submitting to the National Program Manager, key principles and officials consist of required attachments or references included in every document as necessarily essential, all proper signatories and authorities are accurate with their complete names, designations/position titles. Hence, it is important that all concerned personnel should exert an extra mile of re-checking these essential details and be abreast with such necessary updates as they come through Special Orders, new releases or other administrative issuances.

10. All personnel especially technical and administrative are likewise enjoined to be uploaded with relevant laws, guidelines and issuances as they affect them or their office, directly or indirectly.

(Adopted from Approved Concept Note for Strengthening the Standards of Complete Staff Work (CSW) under 4Ps)

B. Business Process and Flow of Documents under 4Ps NPMO Divisions and Key Offices of the Department

Internal Process Flow

This covers the internal processes of the 4Ps NPMO documents from the proponent division up to the level of the Office of the National Program Manager.

1. It starts from the Proponent Division wherein the document will be routed within Pantawid-NPMO for comments and inputs.

2. Once the comments and inputs were integrated in the draft document and reviewed by the Division Chief, the proponent division's Admin Staff will

deliver the said document to the Office of the Deputy Program Manager (ODPM) for clearance and approval with attached routing/tracking slip and receiving copy all throughout the process. The Admin Staff may track and monitor using the logbook, through internal monitoring tools of each division or using the EDTMS.

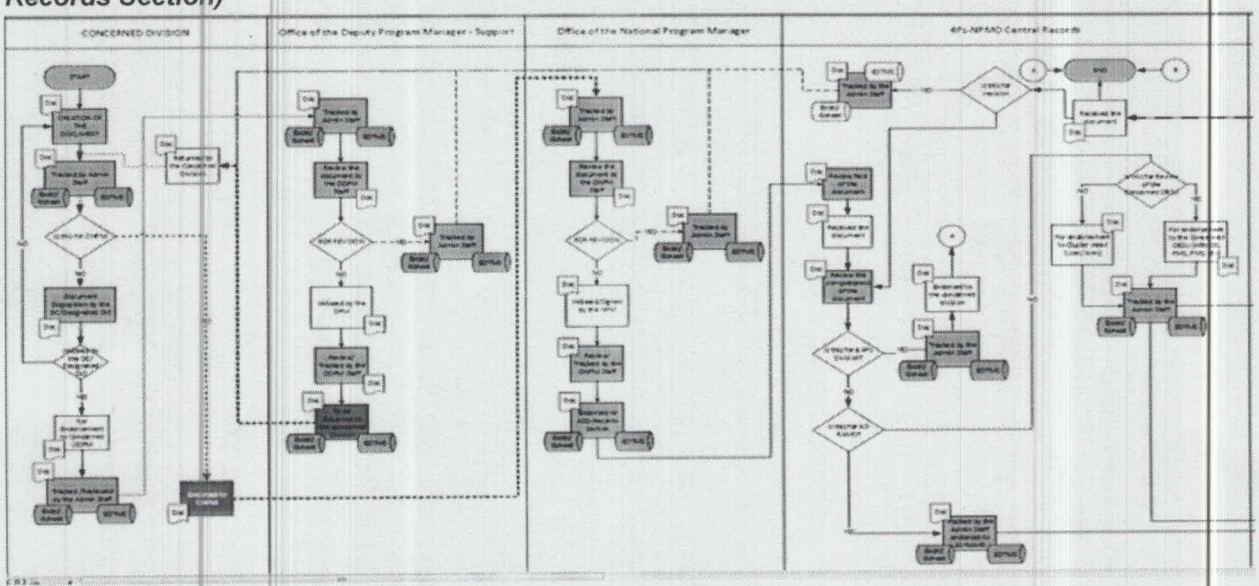
3. If the draft was cleared and initialed by the Deputy Program Manager, the document will be picked up by the proponent's Admin Staff and handed over to the Office of the National Program Manager for final approval and signature.

4. The Office of the National Program Manager will review the documents from plain text to the content and recommendations. Once cleared it will be forwarded to the National Program Manager for the official signature.

5. The ONPM will notify the proponent's division for pick up once signed by the NPM. The Admin Staff is accountable in the monitoring of the document of the proponent's division.

The ASD-Records Section (ASD-RS) staff will keep all original copy of the document for record and safekeeping as central repository of the 4Ps NPMO. The proponent division will provide the signed copy to the ASD-RS once completely signed. The proponent division's Admin Staff must secure paper trail monitoring and tracking of their documents using the universal tool of the Department through Electronic Data Tracking and Monitoring System (EDTMS), ASD Ticketing System or the division's internal monitoring tool.

CURRENT BUSINESS PROCESS OF 4Ps (from the Concerned Division, Office of the Deputy Program Manager, Office of the National Program Manager up to Central Records- ASD-Records Section)



External Process Flow

This covers the external processes of the 4Ps NPMO documents after its approval/clearance of the National Program Manager and the same shall further require initial and/or approval of the Assistant Secretary, Undersecretary and the Secretary. This process also covers those documents that need to be sent out to other OBSUs, Field Offices, other National Government Agencies (NGAs) and/or other Partner Stakeholders.

1. Once the document was cleared from the Office of the National Program Manager, the proponent's division **must have** a routing/tracking slip and receiving copy forwarded to the Records Section (RS) who is in charge of the Central Records of Pantawid Program.

2. The RS will receive the document, put a tracking number (if applicable) and encode it to the EDTMS for paper trail/retrieval in the future, scan the signed copy and deliver it to the next signatory/office or endorse it to the RAMD.

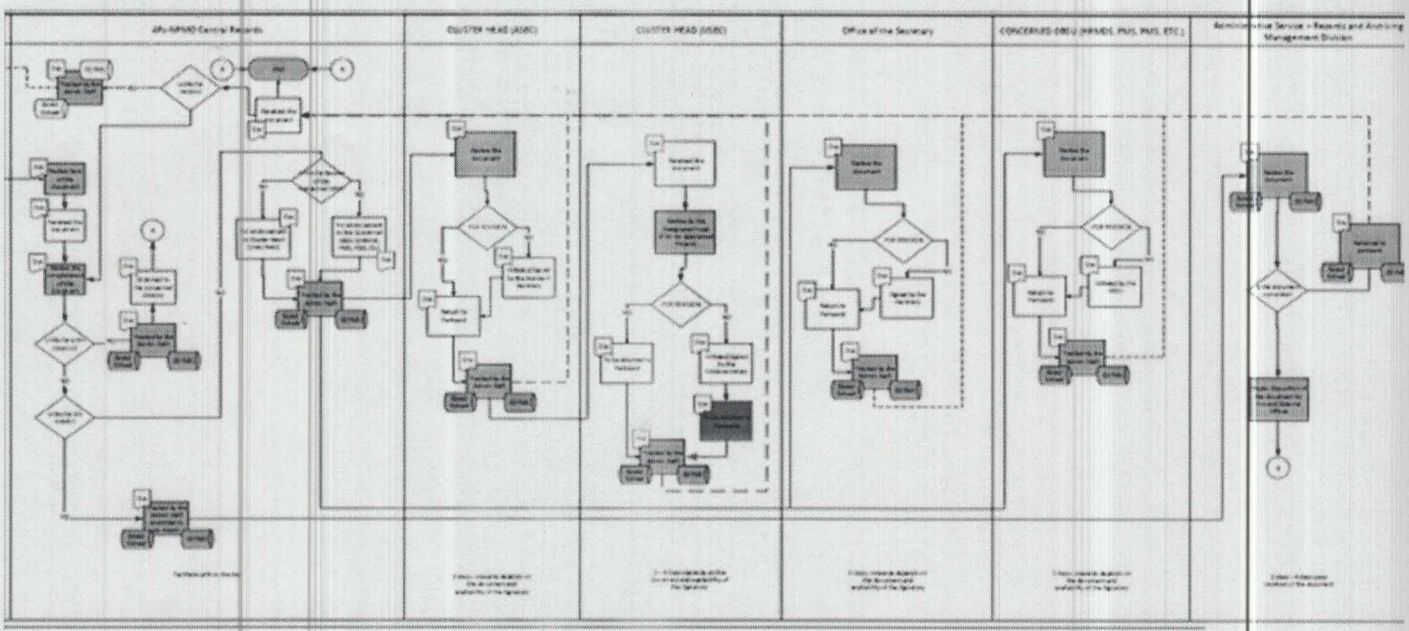
3. If the next signatory requires to be reviewed by another OBSU, still provide the routing slip and have a receiving a copy for retrieval/paper trail in the future. Observe the timeliness in accordance to the Ease of Doing Business (EODB Act).

4. The proponent division Admin Staff may coordinate directly to the Office of the next level of signatory for follow ups especially if the document requires a timeline and provides update or informs the Records Section of the status of the document for monitoring purposes.
5. Once the document is already cleared and initialed by the Assistant Secretary for Specialized Programs, this may be forwarded by the RS Admin Staff to the next level of signatory, to the Office of Undersecretary for Operations Group. Same routine, the RS Admin Staff must ensure that there is a routing/tracking slip still attached and receiving copy forwarded to the next level of signatory going to the Office of the Undersecretary then to the Office of the Secretary.

6. The RS Admin Staff in charge must secure the receiving copy of the document and routing slip for future reference aside from encoding the information to the EDTMS for backtracking and/or retrieval of documents.

7. In case the document must be sent out of the Department, going to other partner stakeholders, agencies or field offices, the RS will then coordinate to the Records and Management Division of the Department for courier. RS Admin Staff must secure a scanned copy of the document and receive a copy from RAMD.
8. .The RS may send an advance signed copy to the receiver of the document in compliance with the EODB Act via email.

CURRENT BUSINESS PROCESS OF 4Ps (from the Central Records- ASD-Records Section, Office of the Assistant Secretary, Office of the Undersecretary up to the Office of the Secretary or other OBSUs)



C. Proper Handling and Effective Monitoring of the 4Ps NPMO Documents

C.1 Observance of the Cut-off Time of the Key Offices and Prescribed Processing Time

The concerned Divisions shall ensure the receipt of their documents within the prescribed timeline:

Office	Cut-off Time
ONPM	Monday – Thursday is 4:00 PM Friday - 3:30 PM
ODPMO	Monday – Friday is 3:00 PM
ODPMS	Monday – Friday = 4:00 PM
Please take note: *If it is an important/urgent document that needs to be signed by the next level of signatory, the Admin Staff of the proponent division may hand carry, provided it has a tracking number encoded in the EDTMS and a receiving copy will be provided to the Central Records (ASD-RS)*	

TASK TO BE ACCOMPLISHED (CONCERNED DIVISION)	RESPONSIBLE PERSON/ ACCOUNTABILITY CENTER	4Ps-NPMO TIMELINE (PROPOSED)

1. Creation of the Document	Technical staff (Proponent Division)	• Simple – 1 to 2 Hours • Complex – 1 Hour to 5 Hours • Highly Technical – 1 to 2 Days
2. Document disposition by the Division Chief /OIC-Division Chief	DC/head	• Simple – 1 Day • Complex – 1 Hour to 1 Day • Highly Technical – 1 Hour to 1 Day
3. Review the completeness of the document	Administrative Staff, Techical Staff and Division Chief	• Simple – 30 minutes to 1 Hour • Complex – 30 Minutes to 1 Hour • Highly Technical – 30 Minutes to 1 Hour
4. Track the document through EDTMS and Google Monitoring Sheet and to be endorsed to the concerned Office of the Deputy Program Manager.	Administrative Staff	• Simple – 30 minutes to 1 Hour • Complex – 30 Minutes to 1 Hour • Highly Technical – 30 Minutes to 1 Hour

TASK TO BE ACCOMPLISHED **(OFFICE OF THE DEPUTY PROGRAM MANAGER)**	**RESPONSIBLE PERSON/ ACCOUNTABILITY CENTER**	**4Ps-NPMO TIMELINE (PROPOSED)**
1. Document Reviewed by the ODPM Staff	Technical Staff	• Simple – 1 to 2 Hours • Complex – 1 Hour to 1 Day • Highly Technical – 1 to 2 Days
2. Initialed / Signed by the Deputy Program Manager	Deputy Program Manager	• Simple – 1 Day • Complex – 1 Hour to 1 Day • Highly Technical – 1 Hour to 2 Days
3. Review the completeness of the document	Administrative Staff Technical Staff Deputy Program Manager	• Simple – 30 minutes to 1 Hour • Complex – 30 Minutes to 1 Hour • Highly Technical – 30 Minutes to 1 Hour

4. Track the document through EDTMS and Google Monitoring Sheet and to be endorsed to the Office of the National Program Manager.	Administrative Staff	• Simple – 30 minutes to 1 Hour • Complex – 30 Minutes to 1 Hour • Highly Technical – 30 Minutes to 1 Hour

TASK TO BE ACCOMPLISHED (OFFICE OF THE NATIONAL PROGRAM MANAGER)	RESPONSIBLE PERSON/ ACCOUNTABILITY CENTER	4Ps-NPMO TIMELINE (PROPOSED)
1. Document reviewed by the ONPM Staff	Executive Assistant of the National Program Manager	• Simple – 1 to 2 Hours • Complex – 1 Hour to 1 Day • Highly Technical – 1 to 2 Days
2. Ensure Initialed / Signed by the Deputy Program Manager	Executive Assistant of the National Program Manager Administrative Staff	• Simple – 1 Day • Complex – 1 Hour to 1 Day • Highly Technical – 1 Hour to 2 Days
3. Review the completeness of the document	Executive Assistant of the National Program Manager Administrative Staff	• Simple – 30 minutes to 1 Hour • Complex – 30 Minutes to 1 Hour • Highly Technical – 30 Minutes to 1 Hour
4. Endorse to the National Program Manager for Approval/Disapproval and signature	National Program Manager Executive Assistant of the National Program Manager Administrative Staff	• Simple – 30 minutes to 1 Hour • Complex – 30 Minutes to 1 Hour • Highly Technical – 30 Minutes to 1 Hour
4. Track the document through EDTMS and Google Monitoring Sheet and to be endorsed to the 4Ps-NPMO central records.	Administrative Staff	• Simple – 30 minutes to 1 Hour • Complex – 30 Minutes to 1 Hour • Highly Technical – 30 Minutes to 1 Hour

TASK TO BE ACCOMPLISHED (4Ps CENTRAL RECORDS-ASD-RS)	RESPONSIBLE PERSON/ ACCOUNTABILITY CENTER	4Ps-NPMO TIMELINE (PROPOSED)
1. Review the completeness of the document.	Incoming Administrative Staff Records Officer	• Simple – 30 minutes to 1 Hour • Complex – 30 Minutes to 1 Hour • Highly Technical – 30 Minutes to 1 Hour
2. Provide necessary documents for receiving a copy.	Outgoing Administrative Staff	• Simple – 30 minutes to 1 Hour • Complex – 30 Minutes to 1 Hour • Highly Technical – 30 Minutes to 1 Hour
3. Track the document through EDTMS and Google Monitoring Sheet and to be endorsed to the concerned OBSUs/Cluster Heads/OSEC.	Incoming/Outgoing Administrative Staff	• Simple – 30 minutes to 1 Hour • Complex – 30 Minutes to 1 Hour • Highly Technical – 30 Minutes to 1 Hour
Scanned, digitized and upload the signed document to the EDTMS for reference	Admin In Charge Records Officer	• Simple – 30 minutes to 1 Hour • Complex – 30 Minutes to 1 Hour • Highly Technical – 30 Minutes to 1 Hour

TASK TO BE ACCOMPLISHED (EXTERNAL OBSUs)	4Ps-NPMO
1. Document Reviewed by the designated/assigned staff.	• The Concerned Division must follow-up the status of the document until signed by the final decision maker)
2. Initial/Signed by the Head of the Concerned OBSU.	
3. Endorsed to the Office of the concerned Cluster head (Assistant Secretary / Undersecretary).	

C.2 Use of Checklist for Control Measures

The concerned Divisions through its administrative and technical personnel shall use the prescribed checklist as a guide upon checking the documents to ensure the completeness and correctness prior to endorsement to the next office/ external to the 4Ps NPMO.

Checklist to be used by Administrative Staff

BUSINESS PROCESS FLOW: CONTROL MEASURES & METHODOLOGIES

NAME:_____ POSITION: _____

SUBJECT:_____DATE: _____

	CHECKLIST	ADMINISTRATIVE-IN-CHARGE (90% form; 10% content)
☐	1. Heading- Memorandum	Heading with date (InterOffice With tracking number
☐	2. Addressee	FOR: Used higher than the Sender TO: Used when of the same level in position Check the spelling of name, position etc.
☐	3. Subject	spelling; no abbreviations or acronyms used
☐	4. Body	Quickly read and understand the content/key message of the document in order to dispose it to the proper OBSUs.
☐	5. Closing	Check if the name matches the one in the Addressee Section as sender
☐	6. Attachments/ annexes	Complete Attachments/annexes
☐	7. Receiving copy	indicate the time and date received and track it in the universal toll (EDTMS)
☐	8. Encode to EDTMS	Enhanced Document Transaction Management System (EDTMS) with prescribed control number to identify its origin
☐	9. Scan copy received	Provide a copy to the ASD (4Ps NPMO) as the Central Repository of documents for incoming and outgoing
☐	10. Endorse to the Technical Staff or Focal for further review	Needs revision/enhancement

Checklist to be used by the Technical Staff/ Executive Assistant

BUSINESS PROCESS FLOW: CONTROL MEASURES & METHODOLOGIES

NAME: _____ POSITION: _____

SUBJECT: _____ DATE: _____

	CHECKLIST	TECHNICAL STAFF/FOCAL (10% form; 90% content)
☐	1. Heading- Memorandum	Heading with date *Observe prescribed format, space, font and font size of the entire document
☐	2. Addressee	FOR: Used higher than the Sender TO: Used when of the same level in position spelling, position and Office, Bureau, Service or Section
☐	3. Subject	Spelling and complete; no abbreviations or acronyms used
☐	4. Body	· Review structure, content/substance · Compliant to the directive/s · Relevant and substantial quality
☐	5. Closing	Omit "Thank you" if it will reached OSEC
☐	6. Attachments/ annexes	· Complete Attachments/annexes: · Properly reviewed If incomplete, record and tag the document in the tracking slip as "INCOMPLETE" and return immediately to the proponent OBSU
☐	10. Endorse to the Technical Staff or Focal for further review	Coordinate with the next office, bureau, service or section for clearance and approval

D. Intervention on Cases of Non-conformity as regards to the Proper Handling and Effective Monitoring of Documents

In cases such as misplaced or mishandled documents, incomplete information of input in the Electronic Data Tracking and Monitoring System (EDTMS) and not following the business process and delineation of authority among others, below is

the progressive interventions which shall be undertaken by the Administrative Support Division in coordination with the concerned staff/division subject for approval of the National Program Manager.

Progressive Intervention	
1st Instance	ASD-Records shall provide technical assistance to the concerned staff and monitor the output for one (1) day.
2nd Instance	ASD-Records shall provide another technical assistance for two (2) days. The staff shall be required to submit a Progressive Report with a commitment to conform with the guidelines duly signed by her Division Chief subject for approval or disapproval of the undersigned.
3rd Instance	The concerned staff shall be provided with a notice to explain why no disciplinary sanction will be imposed on him/her for non-compliance with the set standards.

The Person In Charge/Division may also be sanctioned according to the Ease of Doing Business Act, section 21: Violations and Liable Persons and as per RA 6713, Code of Conduct and Ethical Standards for Public Officials and Employees.

IX. RECOMMENDATIONS

The following are the recommendations of the Administrative Staff during the conduct of the Capability Building Session with 4Ps NPMO Administrative Personnel held on December 2, 3 & 9, 2020:

1. Revisit and enhance the existing Pantawid handbook;
2. Create do's and don'ts when using the EDTMS;
3. Provide "view only" access to all divisions for monitoring purposes;
4. Create shared google sheet as a universal tracking aside from the EDTMS;

5. Create Sanctions for improper use of EDTMS, not following the prescribed timeline as per EODB and Incomplete Staff Work;
6. Reshuffle of Administrative Staff from each division;
7. Conduct Session Plan/Discussion with among Administrative Staff on a monthly basis.

X. EFFECTIVITY

Let copies of this NPMO Order be disseminated to the staff of the National Program Management Office (NPMO) for the guidance, reference and compliance.

APPROVED/DISAPPROVED

DIRECTOR GEMMA BORJA GABUYA
National Program Manager
Pantawid Pamilyang Pilipino Program