



DEPARTMENT OF SOCIAL WELFARE AND DEVELOPMENT

CITIZEN'S CHARTER HANDBOOK

5th Edition

2023

Quality Policy

DEPARTMENT OF SOCIAL WELFARE AND DEVELOPMENT

Deliver, coordinate, and monitor social protection programs and services to the poor, vulnerable, and disadvantaged population towards a fair, just and peaceful society;

Sustain a culture of excellence through continual improvement of systems, mechanisms, and procedures in the delivery of programs and services;

Work with integrity and adhere to ethical standards for customer satisfaction and quality service by complying with the DSWD mandates, and other pertinent laws; and

Demonstrate genuine concern for the poor, prompt compassionate service, and free from any form of corruption.

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

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

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

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

TABLE OF CONTENTS

QUALITY POLICY	2
I. MANDATE	3
II. VISION	3
III. MISSION	3
IV. SERVICE PLEDGE	3

EXTERNAL SERVICES

Human Resource Management & Development Division

HR Personnel Administration Section (HRPAS)

1 Issuance of Certificate of Employment (COE) to Separated Officials, Employees, and Contract of Service Workers	6
2 Issuance of Certificate of Leave Without Pay (LWOP)/No LWOP to Separated Officials and Employees.....	8
3 Issuance of Service Record (SR) to Separated Officials and Employees	12
4 Issuance of Completed Office Clearance Certificate for Money, Property, and Legal Accountabilities (RO Clearance) to Separated Officials and Employees	14

INTERNAL SERVICES

Human Resource Management and Development Division

HR Personnel Administration Section

1 Issuance of Certificate of Employment (COE) to Current Officials, Employees and Contract of Service (COS) Workers	20
2 Issuance of Certificate of Leave Credits (CLC) to Current Official and Employees	21
3 Issuance of Certificate of Leave without Pay (LWOP)/No LWOP to Current Officials and Employees	23
4 Issuance of Service Record (SR) for Current Officials and Employees.....	25

HRPPMS

1 Certification of Performance Ratings	30
--	----

List of Offices.....	32
-----------------------------	-----------

**Human Resource Management & Development Division
(HRMDD)
HR Personnel Administration Section (HRPAS)
External Services**

1. Issuance of Certificate of Employment (COE) to Separated Officials, Employees, and Contract of Service Workers

The COE is issued to separated Officials and employees in the Field Office XI who have been cleared of money, property, and legal accountabilities, which certifies their services rendered in the Department.

Office or Division:	Personnel Administration Section (PAS)			
Classification:	Complex			
Type of Transaction:	G2C – Government to Transacting Public			
Who may avail:	Separated Central Office (RO) Officials and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
HRMDD-PAS Request Form or formal letter or e-mail request		PAS Receiving Area Client		
RO Clearance Certificate		Client or if none, FILE 201 / PER 16		
Special Power of Attorney (<i>If authorized representative</i>)		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send mail/e-mail or for walk-in without any written request, accomplish the HRMDD-PAS Request Form (<i>write contact details as well for courier purposes, if needed</i>) and submit to PAS, together with complete supporting documents.	1. Receive the complete documents submitted	None	10 minutes	<i>Incoming / Outgoing Clerk</i> PAS Receiving Area
2. Wait for advice of the assigned PAS Focal Person	2.1. Review the documents submitted and check the FILE 201 / PER 16 if needed.	None	6 days, 4 hours (may take longer hours depending on the period of retrieving files, if needed)	<i>PAS Focal Person</i>

	2.2. Encode/ check details to COE, print the issuance and attach the necessary documents	None	30 minutes	
	2.3. Review and Sign/initial the COE	None	2 hours	<i>OIC/Chief HRMDD</i>
3. Inform PAS of preferred method of receiving the duly signed COE	3.1 Inform the client that the COE is ready and ask if for pick up or for courier service (<i>either through chat, e-mail, or SMS, phone call</i>)	None	5 minutes	<i>PAS Focal Person</i>
4.1 If COE is to be sent via courier service, wait until the parcel is sent to given address.	4.1.1 Prepare and print the transmittal letter with information on how to return customer feedback. Attach one originally signed COE and one Customer Feedback Form for accomplishment.	None	20 minutes	
	4.1.2. Review and Sign/Initial the transmittal letter	None	20 minutes	<i>Section Head or Personnel Officer FOs Personnel Transactions Section OIC/Chief HRMDD</i>
	4.1.3. Encode tracking details in the e-DTMS	None	15 minutes	<i>Incoming / Outgoing Clerk PAS Receiving Area</i>

	4.1.4. Forward the document to the AS-RAMD for courier service	None	10 minutes	<i>Incoming / Outgoing Clerk PAS Receiving Area</i> <i>Incoming / Outgoing Clerk AS-RAMD</i>
4.2. If COE is for pick-up, proceed to PAS and get the requested document.	4.2.1. Provide one originally signed COE to the client and have it properly received by him/her. Ask the client to accomplish Customer Feedback Form	None	10 minutes	<i>Incoming / Outgoing Clerk PAS Receiving Area</i>
TOTAL		None	7 days (May be extended depending on the volume of transactions handled)	

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

The Certificate of Leave Without Pay (LWOP)/No LWOP is issued to separated Officials and employees in the Field Office XI who have been cleared of money, property, and legal accountabilities, which certifies that they have/do not have Leave Without Pay (LWOP) for a certain period.

Office or Division:	Personnel Administration Section (PAS)
Classification:	Complex
Type of Transaction:	G2C – Government to Transacting Public
Who may avail:	Separated Regional Office (RO) Officials and Employees
CHECKLIST OF REQUIREMENTS	
HRMDD-PAS Request Form or formal letter or e-mail request	PAS Receiving Area Client
RO Clearance Certificate	Client or if none, FILE 201 / PER 16
Special Power of Attorney (<i>If authorized representative</i>)	Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send mail/e-mail or for walk-in without any written request, accomplish the HRMDD-PAS Request Form (<i>Write contact details as well for courier purposes, if needed</i>) and submit to PAS together with complete supporting documents.	1. Receive the complete documents submitted	None	5 minutes	<i>Incoming / Outgoing Clerk</i> PAS Receiving Area
2. Wait for advice of the assigned PAS Focal Person	2.1. Review the documents submitted and encode the details of the Leave Ledger in the ELARS.	None	3 days (<i>may take longer hours depending on the period of retrieving files, if needed, and on the length of service of the separated Official/employee</i>)	<i>PAS Focal Person</i> Leave Administration Section
	2.2. Review the ELARS vis-à-vis the Leave Ledger	None	1 day and 4 hours (<i>may take longer hours depending on the volume of transactions being reviewed and on the length of service of the separated Official/ employee</i>)	<i>PAS Focal Person</i> Leave Administration Section
	2.3. Reprinting of the corrected ELARS, if errors are found.	None	2 hours, 30 minutes	

	Encode details to the Certificate, print the issuance and attach the necessary documents			
	2.4. Review and Sign/initial the ELARS and the Certificate	None	2 days	Section Head or Personnel Officer Leave Administration Section OIC/Chief HRMDD
3. Inform PAS of preferred method of receiving the duly signed Certificate.	3. Inform the client that the Certificate is ready and ask if for pick-up or for courier service (<i>either through chat, e-mail or phone call</i>)	None	10 minutes	PAS Focal Person
4.1. If the Certificate is to be sent via courier service, wait until the parcel is sent to given address.	4.1.1. Prepare and print the transmittal letter with information on how to return customer feedback. Attach one originally signed Certificate and one Customer Feedback Form for accomplishment.	None	20 minutes	PAS Focal Person
	4.1.2. Review and Sign/Initial the transmittal letter	None	20 minutes	OIC/Chief HRMDD

	4.1.3. Encode tracking details in the e-DTMS	None	15 minutes	<i>Incoming / Outgoing Clerk</i> PAS Receiving Area
	4.1.4. Forward the document to the AS-RAMD for courier service	None	10 minutes	<i>Incoming / Outgoing Clerk</i> PAS Receiving Area <i>Incoming / Outgoing Clerk</i> AS-RAMD
4.2. If the Certificate is for pick-up, proceed to PAS and get the requested document.	4.2.1. Provide one originally signed Certificate to the client and have it properly received. Ask the client to accomplish Customer Feedback Form	None	10 minutes	<i>Incoming / Outgoing Clerk</i> PAS Receiving Area
TOTAL		NONE	7 days (May be extended depending on the volume of transactions handled and the length of service of the separated Official/employee as recorded in the Leave Ledger)	

3. Issuance of Service Record (SR) to Separated Officials and Employees

The Service Record (SR) is being issued to separated Officials and employees in the Field Office XI who have been cleared of money, property, and legal accountabilities. As requested, the SR provides and certifies their detailed government service, to include: Full Name, Date and Place of Birth, Positions, Status of Employment and Equivalent Periods and Salaries

Office or Division:	Personnel Administration Section (PAS)			
Classification:	Complex			
Type of Transaction:	G2C – Government to Transacting Public			
Who may avail:	Separated Field Office XI (RO) Officials and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
HRMDS-PAS Request Form or formal letter or e-mail request		PAS Receiving Area Client		
RO Clearance Certificate		Client or if none, FILE 201 / PER 16		
Special Power of Attorney (<i>If authorized representative</i>)		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send mail/e-mail or for walk-in without any written request, accomplish the HRMDD-PAS Request Form (<i>write contact details as well if preferred mode of receipt is via courier purposes, as needed</i>) and submit to PAS together with complete supporting documents.	1. Receive the complete documents submitted	None	10 minutes	<i>Incoming / Outgoing Clerk</i> PAS Receiving Area

2. Wait for advice of the assigned PAS Focal Person	2.1. Review the Service Card data, if updated review documents submitted and check the FILE 201/PER 16 if needed.	None	6 days, 2 hours (depending on the period of retrieving the files)	PAS Focal Person
	2.2. Encode/check details of SR, print the issuance and attach the necessary documents	None	30 minutes	PAS Focal Person
	2.3. Review and Sign/initial the SR	None	4 hours (depending on the availability of signatories)	Section Head OIC/Chief HRMDD
3. Inform PAS on method of receiving the duly-signed SR.	3. Inform the client that the SR is ready and ask if for pick-up or for courier service (either through chat, e-mail or phone call)	None	5 minutes	PAS Focal Person
4.1. If the SR is to be sent via courier service, wait until the parcel is sent to given address.	4.1.1. Prepare and print the transmittal letter with information on how to return customer feedback. Attach one originally signed SR and one Customer Feedback Form for accomplishment	None	20 minutes	
	4.1.2. Review and Sign/Initial the transmittal letter	None	20 minutes	Section Head OIC/Chief HRMDD

	4.1.3. Encode tracking details in the e-DTMS	None	15 minutes	<i>Incoming / Outgoing Clerk</i> PAS Receiving Area
	4.1.4. Forward the document to the AS-RAMD for courier service	None	10 minutes	<i>Incoming / Outgoing Clerk</i> PAS Receiving Area <i>Incoming / Outgoing Clerk</i> AS-RAMD
4.2. If the SR is for pick-up, proceed to PAS and get the requested document.	4.2.1. Provide one originally signed SR to the client and have it properly received. Ask the client to accomplish Customer Feedback Form	None	10 minutes	<i>Incoming / Outgoing Clerk</i> PAS Receiving Area
TOTAL		NONE	7 days (May be extended depending on the volume of transactions handled)	

4. Issuance of Completed Office Clearance Certificate for Money, Property and Legal Accountabilities (RO Clearance) to Separated Officials and Employees

The RO Clearance Certificate is being provided to Officials and employees who were separated from the Department which certifies that the former Official/employee no longer has money, property and legal accountabilities. The provision of the RO Clearance Certificate may be requested by separated Officials and employees if the RO Clearance Certificate initially-issued to them was lost, damaged, etc., or the Official/employee was not able to secure the duly-accomplished RO Clearance Certificate at the time of their separations.

Office or Division:	Personnel Administration Section (PAS)
Classification:	Complex
Type of Transaction:	G2C – Government to Client

Who may avail:	Separated Filed Office XI (RO) Officials and Employees who already has a duly-accomplished RO Clearance Certificate on file/submitted to PAS and without any money, property, and legal accountabilities.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
HRMDD- PAS Request Form or formal or e-mail request		PAS Receiving Area Client		
Letter of Separation and its Acceptance		Client or if none, FILE 201 / PER 16		
Special Power of Attorney (<i>If authorized representative</i>)		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send mail/e-mail or for walk-in without any written request, accomplish the HRMDD-PAS Request Form (<i>write contact details as well for courier purpose</i>) and submit to PAS, together with complete supporting documents	1.1 Receive the documents submitted	None	5 minutes	<i>Incoming / Outgoing Clerk</i> PAS Receiving Area
2. Wait for advice of the assigned PAS Focal Person	2.1. Review the documents submitted and check the FILE 201 / PER 16 to retrieve the RO Clearance Certificate on file.	None	6 days, 6 hours (<i>may take longer hours depending on the period of retrieving the files</i>)	<i>PAS Focal Person</i>
	2.2. If there is an extra original copy of the RO Clearance Certificate on file, remove it from the FILE 201 / PER 16. If there is only one (1) original copy of the RO Clearance Certificate on	None	10 minutes	<i>PAS Focal Person</i>

	file, have it photocopied then put a "Certified True Copy" stamp on it.			
	2.3. Sign the photocopied RO Clearance Certificate as to the "Certified True Copy"	None	30 minutes	<i>Section Head</i>
3. Inform PAS of preferred method of receiving the original/CTC copy of the RO Clearance Certificate	3. Inform the client that the original/CTC copy of his/her RO Clearance Certificate is ready and ask if for pick-up or for courier service (<i>either through chat, e-mail, or phone call</i>)	None	5 minutes	<i>PAS Focal Person</i>
4. If the original/CTC copy of the RO Clearance Certificate is to be sent via courier service, wait until the parcel is sent to given address	4.1. Prepare and print the transmittal letter with information on how to return customer feedback. Attach one original/CTC copy of the RO Clearance Certificate and one Customer Feedback Form for accomplishment	None	20 minutes	<i>PAS Focal Person</i>
	4.2. Review and Sign/initial the transmittal letter	None	30 minutes	<i>OIC/Chief HRMDD</i>
	4.3. Encode tracking details in the e-DTMS	None	10 minutes	<i>Incoming / Outgoing Clerk PAS Receiving Area</i>

	4.4. Forward the document to the AS-RAMD for courier service	None	10 minutes	<i>Incoming / Outgoing Clerk</i> PAS Receiving Area <i>Incoming / Outgoing Clerk</i> AS-RAMD
TOTAL		None	7 days (May be extended depending on the volume of transactions handled)	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<p>Kindly accomplish the Client Satisfaction Measurement Form (DSWD-QMS-GF-005 REV 01 04 JAN 2022) at the Receiving Area through form and/or online link:</p> <p>Telephone / Local / Link : https://b.link/hrmdd</p> <p>Telephone: (082) 227-1964</p> <p>Local: 1100</p>
How feedbacks are processed	<p>Every end of the month, your feedbacks are consolidated and summarized by the designated Officer.</p> <p>Feedbacks requiring answers/clarifications are forwarded to appropriate Office for immediate response within 3 working days</p> <p>Appropriate client shall be informed of the response.</p> <p>For the status of your query/clarification, you may contact us thru:</p> <p>Telephone: (082) 227-1964</p> <p>Local 1100</p> <p>E-mail: dswdfoxi.hrpas@gmail.com hr.fo11@dswd.gov.ph</p>
How to file a complaint	<p>Kindly accomplish the <i>Customer Feedback Form (HRMDS-GF-07)</i> and place at the drop box located in front of the PAS Receiving Area.</p> <p>You may also file your complaint through telephone with the following details:</p> <ul style="list-style-type: none"> - Your Name and contact details

	<ul style="list-style-type: none"> - Transaction with PAS - Name of Person complained of - Reason for complaint - Evidence/s, if any <p>For the status of your complaint/s, you may contact us thru: Telephone: (082) 227-1964 Local 1100 E-mail: dswdfoxi.hrpas@gmail.com hr.fo11@dswd.gov.ph</p>
How complaints are processed	<p>Every end of the month, your feedbacks/complaints are consolidated and summarized by the designated Personnel Officer.</p> <p>Feedbacks requiring answers/clarifications are forwarded to appropriate Office for immediate response within 3 working days.</p> <p>Proper investigation shall be conducted and a report shall be filed by the assigned employee.</p> <p>Appropriate client shall be informed of the response.</p> <p>For the status of your complaint, you may contact us thru: Telephone: (082) 227-1964 Local 1100 E-mail: dswdfoxi.hrpas@gmail.com hr.fo11@dswd.gov.ph</p>
Contact Information of CCB, PCC, ARTA	<p>CCB: 0908-881-6565 (SMS) Call: 165 56 P5.00 + VAT per call anywhere in the Philippines via PLDT landlines Email: email@contactcenterngbayan.gov.ph Facebook: https://facebook.com/civilservicegovph/ Web: https://contactcenterngbayan.gov.ph/</p> <p>PCC: 8888</p> <p>ARTA: complaints@arta.gov.ph</p>

**Human Resource Management & Development Division
(HRMDD)
HR Personnel Administration Section (HRPAS)
Internal Services**

1. Issuance of Certificate of Employment (COE) to Current Officials, Employees and Contract of Service (COS) Workers

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

Office or Division:	Personnel Administration Section (PAS)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Current Regional Office (RO) Officials, Employees and COS Workers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
HRMDD-PAS Request Form or formal letter or e-mail request		PAS Receiving Area Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send mail/e-mail or for walk-in without any written request, accomplish the HRMDD-PAS Request Form and submit to PAS	1.1 Receive the complete documents submitted	None	10 minutes	<i>Incoming/Outgoing Clerk</i> PAS Receiving Area
2. Wait for advice of the Personnel Officer assigned	2.1 Review the documents submitted and check the FILE 201 if needed.	None	2 days, 5 hours <i>(may take longer hours depending on the period of retrieving files, if needed)</i>	<i>COE Focal Person</i> HRPAS
	2.2. Encode/ check details to COE, print the issuance and attach the necessary documents	None	30 minutes	
	2.3. Review and Sign/initial the COE	None	2 hours	<i>OIC/Chief</i> HRMDD
	2.4. Inform the client that COE is ready through the HRMIS (or either through	None	10 minutes	<i>Outgoing Personnel</i> HRPAS

	chat, e-mail, SMS or phone call)			
3. Get the COE issued	3. Provide one originally signed COE to the client and have it properly received. Ask the client to accomplish Client Satisfaction Measurement Survey Form	None	10 minutes	<i>Incoming/Outgoing Clerk</i> PAS Receiving Area
TOTAL		NONE	2 days (May be extended depending on the volume of transactions handled)	

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

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

Office or Division:	Personnel Administration Section (PAS)
Classification:	Complex
Type of Transaction:	G2G – Government to Government
Who may avail:	Current Field Office XI (RO) Officials and Employees
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
HRMDD-PAS Request Form or formal letter or e-mail request	PAS Receiving Area Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send mail/e-mail or for walk-in without any written request, accomplish the HRMDS-PAD Request Form and submit to PAS	1. Receive the complete documents submitted	None	10 minutes	<i>Incoming/ Outgoing Clerk</i> PAS Receiving Area
2. Wait for advice of the Personnel Officer assigned	2.1. Review the documents submitted and encode the details of the Leave Ledger in the ELARS ¹ .	None	3 days <i>(may take longer hours depending on the period of retrieving files, if needed)</i>	<i>Personnel Administrative Assistant</i> Leave Administration Unit
	2.2. Review the ELARS vis-à-vis the Leave Ledger	None	1 day, 4 hours	
	2.3. Reprinting of the corrected ELARS, if errors are found. Encode the needed details to the CLC, print the issuance and attach the necessary documents	None	3 hours, 30 minutes	
	2.4. Review and Sign/initial the ELARS and the CLC	None	2 days	<i>OIC/Chief</i> HRMDD
	2.5. Inform the client that CLC is ready (either through	None	10 minutes	<i>Personnel Admin. Asst.</i> Leave Administration Unit

¹ Electronic Leave Administration Recording System

	chat, email or phone call)			
3. Get the CLC issued	3. Provide one originally signed CLC to the client and have it properly received. Ask the client to accomplish the Client Satisfaction Measurement Survey Form	None	10 minutes	<i>Incoming/ Outgoing Clerk</i> PAS Receiving Area
TOTAL		NONE	7 days May be extended depending on the volume of transactions handled and the length of service of the current Official / employee as recorded in the Leave Ledger	

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

The Certificate of Leave Without Pay (LWOP)/No LWOP is issued to current Officials and employees in the Field Office, which certifies that they have/do not have Leave Without Pay (LWOP) for a certain period.

Office or Division:	Personnel Administration Section (PAS)
Classification:	Complex
Type of Transaction:	G2G – Government to Government
Who may avail:	Current Field Office (FO) Officials and Employees
CHECKLIST OF REQUIREMENTS	
HRMDD-PAS Request Form or formal letter or e-mail request	WHERE TO SECURE PAS Receiving Area Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send mail/e-mail or for walk-in without any written request, accomplish the HRMDD-PAS Request Form and submit to PAS	1.1 Receive the complete documents submitted	None	10 minutes	<i>Incoming/ Outgoing Clerk</i> PAS Receiving Area
2. Wait for advice of the Personnel Officer assigned	2.1 Review the documents submitted and encode the details of the Leave Ledger in the ELARS (Electronic Leave Administration Recording System)	None	3 days <i>(may take longer hours depending on the period of retrieving files, if needed)</i>	<i>Personnel Administrative Assistant</i> Leave Administration Unit
	2.2 Review the ELARS vis-à-vis the Leave Ledger	None	1 day, 4 hours	
	2.3. Reprinting of the corrected ELARS, if errors are found. Encode details to the Certificate, print the issuance and attach the necessary documents	None	3 hours, 30 minutes	
	2.4. Review and Sign/initial the ELARS and the Certificate	None	2 days	<i>OIC/Division Chief</i> HRMDD
	2.5. Inform the client that the Certificate is	None	10 minutes	<i>Personnel Admin. Asst.</i> Leave

	ready (either through chat, email or phone call)			Administration Unit
3. Get the CLC issued	3.1 Provide one originally signed Certificate to the client and have it properly received. Ask the client to accomplish Client Satisfaction Measurement Survey (CSMS) Form	None	10 minutes	<i>Incoming/ Outgoing Clerk</i> PAS Receiving Area
TOTAL		NONE	7 days (May be extended depending on the volume of transactions handled and the length of service of the current Official/ employee as recorded in the Leave Ledger)	

4. Issuance of Service Record (SR) for Current Officials and Employees

The Service Record (SR) is issued to current Officials and employees in the Field Office and, as requested, which provides and certifies their detailed government service, to include: Full Name, Date and Place of Birth, Positions, Status of Employment and Equivalent Periods and Salaries.

Office or Division:	Personnel Administration Section (PAS)
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	Current Field Office (FO) Officials and Employees
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
HRMDD-PAS Request Form or formal letter or e-mail request	PAS Receiving Area Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send mail/e-mail or for walk-in without any written request, accomplish the HRMDD-PAS Request Form (<i>write contact details as well, if needed</i>) and submit to PAS	1.1 Receive the complete documents submitted	None	10 minutes	<i>Incoming/Outgoing Clerk</i> PAS Receiving Area
2. Wait for advice of the Personnel Officer assigned	2.1 Review the Service Card data, if updated Per 16/FILE 201 if needed.	None	2 days, 4 hours (depending on the period of retrieving the files)	<i>Personnel Officer</i> HRPAS
	2.2 Encode/ check details of SR, print the issuance and attach the necessary documents	None	30 minutes	
	2.3 Review and sign/initial the SR	None	3 hours	<i>OIC/Division Chief</i> HRMDD
	2.4. Inform the client that SR is ready (either through chat, email or phone call)	None	10 minutes	<i>Personnel Officer</i>
3. Get the issued SR	3. Provide one originally signed SR to the client and have it properly received. Ask the client to accomplish the Client Satisfaction Measurement Survey (CSMS)	None	10 minutes	<i>Incoming/Outgoing Clerk</i> PAS Receiving Area

	Form			
	TOTAL	NONE	3 days (May be extended depending on the volume of transactions handled)	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<p>Kindly accomplish the Client Satisfaction Measurement Form (DSWD-QMS-GF-005 REV 01 04 JAN 2022) at the Receiving Area through form and/or online link:</p> <p>Telephone / Local / Link : https://b.link/hrmdd Telephone: (082) 227-1964 Local: 1100</p>
How feedbacks are processed	<p>Every end of the month, your feedbacks are consolidated and summarized by the designated Officer.</p> <p>Feedbacks requiring answers/clarifications are forwarded to appropriate Office for immediate response within 3 working days</p> <p>Appropriate client shall be informed of the response.</p> <p>For the status of your query/clarification, you may contact us thru: Telephone: (082) 227-1964 Local 1100 E-mail: dswdfoxi.hrpas@gmail.com hr.fo11@dswd.gov.ph</p>
How to file a complaint	<p>Kindly accomplish the <i>Customer Feedback Form (HRMDS-GF-07)</i> and place at the drop box located in front of the PAS Receiving Area.</p> <p>You may also file your complaint through telephone with the following details:</p> <ul style="list-style-type: none"> - Your Name and contact details - Transaction with PAS - Name of Person complained of - Reason for complaint

	<p>- Evidence/s, if any</p> <p>For the status of your complaint/s, you may contact us thru: Telephone: (082) 227-1964 Local 1100 E-mail: dswdfoxi.hrpas@gmail.com hr.fo11@dswd.gov.ph</p>
How complaints are processed	<p>Every end of the month, your feedbacks/complaints are consolidated and summarized by the designated Personnel Officer.</p> <p>Feedbacks requiring answers/clarifications are forwarded to appropriate Office for immediate response within 3 working days.</p> <p>Proper investigation shall be conducted and a report shall be filed by the assigned employee.</p> <p>Appropriate client shall be informed of the response.</p> <p>For the status of your complaint, you may contact us thru: Telephone: (082) 227-1964 Local 1100 E-mail: dswdfoxi.hrpas@gmail.com hr.fo11@dswd.gov.ph</p>
Contact Information of CCB, PCC, ARTA	<p>CCB: 0908-881-6565 (SMS)</p> <p>Call: 165 56</p> <p>P5.00 + VAT per call anywhere in the Philippines via PLDT landlines</p> <p>Email: email@contactcenterngbayan.gov.ph</p> <p>Facebook: https://facebook.com/civilservicegovph/</p> <p>Web: https://contactcenterngbayan.gov.ph/</p> <p>PCC: 8888</p>

**Human Resource Management and
Development Division
HR Planning and Performance Management Section
(HRPPMS)
Internal Services**

1. Certification of Performance Ratings

This process starts from receiving duly accomplished request form or request letter, to issuance and endorsement of abovementioned certification.

Office or Division:	Human Resource Management and Development Division (HRMDD) - HR Planning and Performance Management Section (HRPPMS)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	DSWD personnel (Permanent, Contractual, Casual, and COS)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter		Client/Staff		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Request Form/ Request Letter	1.1 Issuing Officer receives the request form/request letter submitted by the personnel concerned	None	1 day	<i>Issuing Officer</i> HRMDD- HRPPMS
	1.1.1 Issuing Officer checks and reviews performance records (numerical and adjectival ratings) as per IPCRs, and other-related information as may be requested.	None	1 day, 4 hours	<i>Issuing Officer</i> HRMDD- HRPPMS
	1.2 Issuing Officer prepares the certification for approval of HRMDD Chief/HRPPMS Head			
	1.3 HRMDD Chief / HRPPMS Head approves the			<i>Division Chief</i> HRMDD / Head

	certification			HRPPMS
2. Receive Certificate of Performance Rating	2. Issuing Officer endorses the duly-approved certification to the requesting party	None		HRMDD-HRPPMS <i>Client / Staff</i>
TOTAL		NONE	2 days, 4 hours	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Kindly accomplish the “HRMDDCares: Customer Feedback Online Form” (b.link/hrmdd); or the Client Satisfaction Measurement Survey Form at the Public Assistance and Complaints Desk
How feedbacks are processed	Feedbacks are automatically generated and consolidated in a periodic basis. The HRMDD shall come up with an evaluation and action plan corresponding to the feedbacks gathered.
How to file a complaint	Concerned party may submit a complaint letter to the HRMDD office; or through email at hr.fo11@dswd.gov.ph
How complaints are processed	Complaints shall be forwarded to the concerned section/staff for appropriate action. Responses shall be provided within 3-7 working days depending on the nature of the complaint. Actions shall be acted upon accordingly.
Contact Information of CCB, PCC, ARTA	CCB: 0908-881-6565 (SMS) Call: 165 56 P5.00 + VAT per call anywhere in the Philippines via PLDT landlines Email: email@contactcenterngbayan.gov.ph Facebook: https://facebook.com/civilservicegovph/ Web: https://contactcenterngbayan.gov.ph/
	PCC: 8888
	ARTA: complaints@arta.gov.ph

List of Offices

Office	Address	Contact Information
Human Resource Management Development Division	DSWD Field Office XI R. Magsaysay Avenue corner D. Suazo Street, Davao City	Section Heads HR PAS (082) 227-1964 local 1100
		HR PPMS (082) 227-1964 local c/o 1100