



DSWD

Department of Social Welfare and Development

Field Office 11 - Davao Region

FINANCIAL MANAGEMENT DIVISION

CITIZEN'S CHARTER

2024 (1ST 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:

An empowered society where the poor, vulnerable, and disadvantaged sectors have immediate and equitable access to opportunities for an improved quality of life.

III. Mission:

As the authority in the Social Welfare and Development sector, the DSWD develops, implements, enables, and coordinates SWD 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.

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.

CONTENTS:

I. Mandate	2
II. Vision	2
III. Mission	2
IV. Service Pledge	2
Quality Policy	3

FRONTLINE SERVICES

FINANCIAL MANAGEMENT DIVISION

1 Processing of BIR Form 2322: Certificate of Donation	
2 Processing of Request for Accounting Certifications for Former DSWD Employees	

FINANCIAL MANAGEMENT DIVISION- ACCOUNTING SECTION

FRONTLINE SERVICES

1. Processing of BIR Form 2322: Certificate of Donation

This covers the request for a Certificate of Donation as a substantiation requirement for donors claiming charitable contributions as a deduction from gross income pursuant to Bureau of Internal Revenue Memorandum Circular No. 86-2014 dated December 5, 2014.

Office or Division:	DSWD – Field Office XI, Financial Management Division - Accounting Section	
Classification:	Complex	
Type of Transaction:	G2B – Government to Business G2C – Government to Citizen G2G – Government to Government	
Who may avail:	Donors of cash and in-kind donations or his/her authorized representative	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
For walk-in clients		
A. Requesting of Certificate		
1. Request form for Certificate of Donation (1 Original Copy)	1. Financial Management Division - Accounting Section Schedule of request: Monday – Friday, 8:00 AM – 5:00 PM except for holidays and work suspensions	
2. Signed and Notarized Deed of Donation (1 Original Copy)	2. Requesting Party	
3. Official receipt for Cash Donations; or Acknowledgement receipt and Delivery receipt for Donations in Kind (1 Original Copy)	3. For Cash Donation - Cash Section of Financial Management Division For Donations in Kind - Office/Center or Institution of the DSWD XI who received the donation	

For online clients	
A. Requesting of Certificate 1. Request form for Certificate of Donation (1 Electronic Copy)	1. Download and print the request form from https://bit.ly/3I7RCeu (form is located under General Administration and Support Services Group, select DSWD-FMS-GF-002 REV 01 REQUEST FORM FOR CERTIFICATE OF DONATION)
2. Signed and Notarized Deed of Donation (1 Electronic Copy)	2. Requesting Party/Donor
3. Official receipt for Cash Donations; or Acknowledgement receipt and Delivery receipt for Donations in Kind (1 Electronic Copy)	3. For Cash Donation - Cash Section of Financial Management Division For Donations in Kind - Office/Center or Institution of the DSWD XI who received the donation
B. Claiming of Certificate 4. E-mail acknowledgment receipt (1 Printed Copy) <ul style="list-style-type: none"> ● Signed and Notarized Deed of Donation (1 Original Copy) ● Official receipt for Cash Donations; or Acknowledgement receipt and Delivery receipt for Donations in Kind (1 Original Copy) 	4. Email from accounting.fo11@dswd.gov.ph <ul style="list-style-type: none"> ● Requesting Party/Donor For Cash Donation - Cash Section of Financial Management Division For Donations in Kind - Office/Center or Institution of the DSWD XI who received the donation
Additional requirements if claimed by an authorized representative	
<ul style="list-style-type: none"> ● Authorization letter for the representative (1 Printed Copy) 	<ul style="list-style-type: none"> ● Requesting Party/Donor
<ul style="list-style-type: none"> ● Government-issued ID (1 Photocopy) 	<ul style="list-style-type: none"> ● Requesting Party/Donor and His/Her Authorized Representative

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Visit the Accounting Section to secure the request form.</p> <p>-or-</p> <p>Secure the request form by visiting the link and download the form via https://bit.ly/3I7RCeu</p>	<p>1. Provide the request form for a Certificate of Donation to walk-in client/s.</p>	<p>None</p>	<p>5 Minutes</p>	<p><i>Section Head, Accounting Section</i></p>
<p>2. Fill out and submit the request form along with the required supporting documents to the Accounting Section.</p> <p>-or-</p> <p>Fill out and submit the scanned form along with the supporting documents and email the documents via accounting.fo11@dswd.gov.ph .</p> <p>Note: The client shall wait for the schedule of the release of the</p>	<p>2.1 The Accounting Staff shall receive and review the completeness of the request form and supporting documents. If complete, the Accounting Staff shall provide a claim stub to walk-in clients.</p> <p>-or-</p> <p>If sent via email, the Accounting Staff shall review the documents as to completeness, acknowledge the email, and request for an original copy upon claiming.</p> <p>Note: Only requests with</p>	<p>None</p>	<p>6 Minutes (Walk-in/ Online)</p>	<p><i>Section Head, Accounting Section</i></p>

<p>Certification. They shall receive a NOTIFICATION via email/chat/call from the Donation Office on the schedule to claim the Certification.</p>	<p>complete requirements shall be accepted and processed. All requests with incomplete requirements shall be returned to the client.</p>			
	<p>2.2 The Accounting Staff shall record in the monitoring sheet the details of the donation and indicate on the claim stub or email acknowledgement the schedule of release of BIR Form 2322: Certificate of Donation.</p>	None	5 Minutes	<i>Section Head, Accounting Section</i>
	<p>2.3 The Accounting Staff shall prepare the Certificate of Donation for the Signature of the Regional Director</p>	None	6 Days, 7 Hours	<i>Head of Office, Regional Director</i>
	<p>2.4 The Accounting Staff shall update the status of the request for the certificate on the monitoring file.</p> <p>Note: All certificates that are ready for release shall be issued to the requesting party/ies</p>	None	10 Minutes	<i>Section Head, Accounting Section</i>

<p>3. The donor/ authorized representative shall personally visit the Accounting Section, wait for the release of the Certification, and receive and sign the logbook for acknowledgment</p> <p>Note: The Client shall present the following documents:</p> <ul style="list-style-type: none"> a. claim stub for walk-in requests -or- b. printed email acknowledgment receipt together with the original copy of required documents for online requests c. authorization letter from the donor and photocopy of government-issued ID of the donor and his/her authorized representative, if applicable 	<p>3.1 The Accounting Staff shall issue the BIR Form 2322: Certificate of Donation and assist the client to sign in the logbook as a proof that the Certification has been received.</p>	<p>None</p>	<p>2 Minutes</p>	<p><i>Section Head, Accounting Section</i></p>
<p>4. Fill out the provided customer feedback form for the service availed</p>	<p>4.1 The Accounting staff shall administer the Client Satisfaction Measurement Form (via pen-and-paper /online) to the requesting party for the service provided</p>	<p>None</p>	<p>2 Minutes</p>	<p><i>Section Head, Accounting Section</i></p>

	TOTAL:	None	6 Days, 7 Hours, 30 Minutes	
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2. Processing of Request for Accounting Certifications for Former DSWD Employees

This covers the processing of requests of DSWD separated employees for the certifications in Accounting.

Accounting Certifications offered:

For Former Cost of Service (COS) workers:

- Last Cost of Services Processed;

For Former Permanent, Casual or Contractual employee:

- Last Salary Processed;
- Pag-IBIG Contributions and Remittances;
- Pag-IBIG Loan Amortization Withheld and Remittances;
- GSIS Contribution and Remittances;
- GSIS Loan Amortization Withheld and Remittances;
- Philhealth Contributions and Remittances (maximum of one year)

Office or Division:	DSWD-Field Office XI, Financial Management Division - Accounting Section
Classification:	Complex
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government
Who may avail:	Former employees of the Department or his/her authorized representative

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For walk-in clients	

A. Requesting of Certificate 1. Request form for Accounting Certification of Former DSWD Employees (1 Original Copy)	1. Accounting Section Schedule of request: Monday – Friday, 8:00 AM – 5:00 PM except for holidays and work suspensions
2. Government-issued ID of the requesting party (1 Photocopy)	2. Requesting Party/Formal DSWD employee
B. Claiming of Certificate 3. Claim Stub (1 Original Copy)	3. Accounting Section
For online clients	
A. Requesting of Certificate 1. Request form for Accounting Certification of Former DSWD Employees (1 Electronic Copy)	1. Download and print the request form from https://www.dswd.gov.ph/about-us-2/citizens-charter (form is located under General Administration and Support Services Group, select DSWD-FMS-GF-001 REV 01 REQUEST FORM FOR ACCOUNTING CERTIFICATIONS)
2. Government-issued ID of the requesting party (1 Electronic Copy)	2. Requesting Party/Formal DSWD employee
B. Claiming of Certificate 3. E-mail Acknowledgement Receipt (1 Printed Copy)	3. Accounting Section
Additional requirements if claimed by an authorized representative	
<ul style="list-style-type: none"> ● Authorization letter for the representative (1 Printed Copy) 	<ul style="list-style-type: none"> ● Requesting Party/Formal DSWD employee
<ul style="list-style-type: none"> ● Government-issued IDs (1 Photocopy) 	<ul style="list-style-type: none"> ● Requesting Party/Formal DSWD employee and His/Her Authorized Representative

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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<p>1. Visit the Accounting Section to fill out the request form.</p> <p>-or-</p> <p>Secure the request form by visiting the link or download the form via https://www.dswd.gov.ph/about-us-2/citizens-charter</p>	<p>1.1 Provide the request form for Accounting Certification to the walk-in clients (Former DSWD Employee/s)</p>	<p>None</p>	<p>5 Minutes</p>	<p><i>Section Head</i> Accounting Section</p>
<p>2. Fill out and submit the form together with the required supporting documents to Accounting Section.</p> <p>-or-</p> <p>Fill out and submit the form along with the supporting documents or email the documents via accounting.fo11@dswd.gov.ph .</p> <p>Note: The client shall wait for the release of the Certification based on the scheduled release of the document.</p>	<p>2.1 The Accounting Staff shall receive and review/check the completeness of the request form and required supporting documents</p> <p>-or-</p> <p>The Accounting staff shall review the documents as to completeness and print the emailed scanned documents</p> <p>Note: Only requests with complete requirements shall be accepted and processed. All requests with incomplete requirements shall be returned to the client.</p>	<p>None</p>	<p>5 Minutes (Walk-in/Online)</p>	<p><i>Section Head</i> Accounting Section</p>

	2.2 The Accounting Staff shall record the details of the request and indicate the schedule to claim the certificate with the control number in the monitoring sheet.	None	5 Minutes	<i>Section Head</i> Accounting Section
	2.3 The accounting staff shall respond to the email for online request or issue a claim stub for the walk-in request. He/She shall also indicate the schedule of the release of Certification with reference number of the document.	None	10 Minutes	<i>Section Head</i> Accounting Section
	2.4 The Accounting Staff shall collect data from HR PAS and/or Cash Section and shall prepare the Accounting Certification for review/approval of the Regional Accountant or the Authorized Representative	None	6 Days, 45 Minutes	<i>Section Head</i> Accounting Section <i>Section Head</i> HR PAS Section, <i>Section Head</i> Cash Section, if necessary
	2.5 The Accounting Staff shall update the status of the request for the certificate in the monitoring file.	None	15 Minutes	<i>Section Head</i> Accounting Section

	Note: All certificates that are ready for release shall be issued to the requesting party/ies			
<p>3. The client shall present the following to the Accounting staff-in-charge to receive the Certification:</p> <ul style="list-style-type: none"> a. claim stub for walk-in requests -or- b. printed email acknowledgmen for online requests c. authorization letter from the former employee and photocopy of government-issued ID of the former employee and his/her authorized representative, if applicable. <p>Then, sign the logbook for acknowledgment</p>	<p>3.1 The Accounting Staff shall issue the Certificate for Accounting Certification to the client and Assist the client in signing in the logbook as proof that the Certification has been received.</p>	None	5 Minutes	<i>Section Head Accounting Section</i>
<p>4. Fill out the Client Satisfaction Measurement Form</p>	<p>4.1 The Accounting staff shall administer the Client Satisfaction Measurement Form(via pen-and-paper /online) to the requesting party for the service provided</p>	None	2 Minutes	<i>Section Head Accounting Section</i>
	TOTAL:	None	6 Days, 1 Hour, 32 Minutes	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback and/or complaints	<p>For walk-ins: Client may answer the feedback form in the office and drop it to the designated drop box;</p> <p>For online clients: Feedback form link can be accessed through https://forms.gle/6d2JB8x7H5A4ieRR6</p>
How feedbacks are processed	<p>The FMD Office of the Division Chief shall compile and record all feedback submitted. Feedback requiring answers shall be forwarded to the concerned section immediately from the receipt of the complaint.</p>
How to file a complaint	<p>Complaints may be sent to the Office of Division Chief of FMD through email at fmd.fo11@dswd.gov.ph Tel No. (082) 227-1964</p>
How complaints are processed	<p>Upon receipt of the complaint, the concerned section shall make necessary evaluation and investigation to create a report for information and appropriate action of the concerned officials. The process shall follow the SOP on Client Satisfaction Measurement and Continual Improvement Procedure.</p> <p>For inquiries and follow-ups, clients may contact FMD at (082) 227-1964 local 1110 or through email: fmd.fo11@dswd.gov.ph</p>
Contact Information of CCB, PACe, ARTA	<p>Anti-Red Tape Authority (ARTA) complaints@arta.gov.ph or call at 8478-5091 or 8478-5093.</p> <p>Presidential Action Center (PACe) pace@op.gov.ph Hotline 8888 or 82498310 loc. 8175 or 8182 Tel Nos. 8736-8645, 8736-8603, 8736-8606, 8736-8629, 8736-8621</p> <p>Contact Center ng Bayan (CCB) email@contactcenterngbayan.gov.ph 0908-881-6565</p>