



DSWD

Department of Social Welfare and Development

Field Office 11 - Davao Region

**HIUMAN RESOURCE MANAGEMENT
DEVELOPMENT 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

HUMAN RESOURCE MANAGEMENT DEVELOPMENT DIVISION

- 1 Issuance of Certificate of Employment to Separated Officials, Employees and Contract of Service Workers
- 2 Issuance of Certificate of Leave Without Pay (CLWOP)/No LWOP (CNLWOP) to Separated Officials and Employees
- 3 Issuance of Completed Office Clearance Certificate for Money, Property, and Legal Accountabilities to Separated Officials and Employees
- 4 Issuance of Service Record to Separated Officials and Employees

NON-FRONTLINE SERVICES

HUMAN RESOURCE MANAGEMENT DEVELOPMENT DIVISION

- 1 Issuance of Certificate of Employment to Current Officials, Employees and Contract of Service Workers.....
- 2 Issuance of Certificate of Leave Credits (CLC) to Current Officials and Employees
- 3 Issuance of Certificate of Leave Without Pay (CLWOP)/No LWOP (CNLWOP) to Current Officials and Employees
- 4 Issuance of Certificate of Performance Rating
- 5 Issuance of Service Record to Current Officials and Employees

List of Offices.....

HUMAN RESOURCE MANAGEMENT AND DEVELOPMENT DIVISION (HRMDD)

FRONTLINE SERVICES

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

The Certificate of Employment (COE) is issued to separated Officials and employees in the Regional Field Office XI (RO) 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:	Simple			
Type of Transaction:	G2C – Government to Transacting Public			
Who may avail:	Separated Regional Field Office XI Officials, Employees, and COS Workers			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
One (1) HRMDD-PAS Request Form or formal letter or e-mail request			PAS Receiving Area Client	
One (1) CO Clearance Certificate			Client or if none, FILE 201 / PER 16	
One (1) Authorization Letter (if necessary)			Client	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send request through mail/e-mail or accomplish the HRMDD-PAS Request Form (write contact details, as needed) and submit to PAS together with supporting documents, if any.	1.1 Receive and acknowledge request for COE from the client, then forward to personnel handling COE requests (via: DRF/email)	None	10 minutes	<i>Administrative Officer IV/Section Head Personnel Administration Section</i>

<p>2. Wait for advice of the assigned PAS Focal Person</p>	<p>2.1. Upon receipt of request from the receiving clerk, the responsible personnel shall review and draft the COE based on the purpose indicated in the request following the standard template, if the COE is to be sent via courier service, prepare transmittal with information on how to return the customer feedback form</p> <p><i>Note: Use Service Card or 201 File/PER 16 or Index Card for COS Workers as reference in preparation of COE</i></p>	<p>None</p>	<p>2 Days, 4 hours (depending on the period of retrieving the files)</p>	<p><i>Administrative Officer IV Section Head Personnel Administration Section</i></p>
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	2.2. Authorized Certifying authority shall review/ sign/initial the COE and inform the client once the COE is ready for releasing via e-mail/SMS/call.	None	3 hours and 40 minutes (depending on the availability of signatories)	SAO/OIC- Chief, Human Resource Management and Development Division
3. If the COE is for pick-up, proceed to PAS and get the requested document. If the COE is to be sent via courier service, wait until the parcel is sent to a given address.	3. Provide one (1) duly signed COE to the client and request the client to accomplish the CSMF to be submitted via dropbox, email or google form	None	10 Minutes	Administrative Officer IV Section Head Personnel Administration Section
	TOTAL:	None	3 Days	

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

The CLWOP/CNLWOP is being issued to separated Officials and employees in the Regional Field Office XI (RO) who have been cleared of money, property, and legal accountabilities, which certifies that they have/do not have 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 Field Office XI Officials and Employees

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
One (1) HRMDD-PAS Request Form or formal letter or e-mail request		PAS Receiving Area Client		
One (1) CO Clearance Certificate		Client or if none, 201 FILE		
One (1) Special Power of Attorney (If authorized representative)		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. (<i>Write contact details as well for courier purposes, if needed</i>) and submit to PAS together with complete supporting documents.	1.1 Receive the complete documents submitted, and forward the request to the PAS Focal Person.	None	5 minutes	<i>Administrative Officer IV Section Head Personnel Administration Section</i>
2. Wait for advice of the assigned Focal Person	2.1 Review the documents submitted and check if the client already has an encoded ELARS ¹ . 2.1.1 If there is none, encode the	None	6 days, 4 hours and 35 minutes <i>(May be shortened if there is already a reviewed ELARS, or</i>	<i>Administrative Officer IV Section Head Personnel Administration Section</i>

¹ Electronic Leave Administration and Recording System

	<p>ELARS.</p> <p>2.1.2 If there is an encoded ELARS, proceed to step 4.</p> <p>2.1.3 If there is an encoded and reviewed ELARS, proceed to step 6.</p> <p>2.1.4 Review/check the ELARS vis-à-vis the leave card.</p> <p>2.1.5 Reprint the corrected ELARS, if errors are found.</p> <p>2.1.6 Encode the needed details to the CLWOP/CNLWOP, print the issuance and attach the necessary documents.</p>		<p><i>may be extended depending on the number of ELARS being encoded/ reviewed at a given time, the time needed to review the ELARS, or length of service of the client.)</i></p>	
	<p>2.2 The Focal Person shall forward the CLWOP/CNLWOP to the Certifying</p>	<p>None</p>	<p>2 hours</p>	<p><i>Administrative Officer IV</i></p> <p><i>SAO/OIC- Chief, Human Resource Management and</i></p>

	<p>Authority for certification.</p> <p>2.2.1 The Certifying Authority shall sign the CLWOP/ CNLWOP.</p>			Development Division
<p>3. Inform PAS of preferred method of receiving the duly-signed Certificate.</p>	<p>3.1 Inform the client that the CLWOP/ CNLWOP is ready for releasing via email/SMS/call/ chat.</p> <p>3.1.1 Ask the client of the preferred method of receiving the duly signed CLWOP/ CNLWOP:</p> <p><i>If through courier service, proceed to step 11.</i></p> <p><i>If the CLWOP/ CNLWOP will be picked up at the office, proceed to step 12.</i></p>	None	5 minutes	<p><i>Administrative Officer IV</i> <i>Section Head</i> <i>Personnel Administration Section</i></p>
<p>4. Wait for the arrival of the Certificate.</p>	<p>4.1 Outgoing Clerk or Email Custodian shall return the CLWOP/ CNLWOP to the Focal Person.</p> <p>4.1.1 The Focal Person shall prepare the transmittal with information on</p>	None	1 hour and 5 minutes	<p><i>Administrative Officer IV</i> <i>Section Head</i></p> <p>Personnel Administration Section</p>

	<p>how to return the CSMF. Attach the duly signed CLWOP/ CNLWOP and one (1) CSMF for accomplishment</p> <p>4.1.2 Certifying Authority shall sign the transmittal letter.</p> <p>4.1.3 Encode tracking details in the applicable document tracking system used by the office or through logs.</p> <p>4.1.5 Forward the document to the Records and Archives Management Division/Section for courier service.</p> <p><i>(The CSMF will be followed-up within 3 working days upon receipt of the document.)</i></p>			
<p>5. If the Certificate is for pick-up, proceed to PAS and get the requested document.</p>	<p>5. If the CLWOP/ CNLWOP is for pick-up, provide one (1) duly signed CLWOP/CNLWOP to the client and request the client to accomplish the</p>	<p>None</p>	<p>10 minutes</p>	<p><i>Administrative Officer IV Section Head Personnel Administration Section</i></p>

	CSMF to be submitted via drop box, email or Google form.			
	TOTAL:	None	7 days	

3. Issuance of Completed Office Clearance Certificate for Money, Property, and Legal Accountabilities to Separated Officials and Employees

The Regional Office Clearance Certificate is being provided to officials, employees and contract of service (COS) workers who were separated from the Department which certifies that the former official/employee/COS worker no longer has money, property and legal accountabilities. The provision of the RO Clearance Certificate may be requested by separated officials/employees/COS workers if the RO Clearance Certificate initially-issued to them was lost, damaged, etc., or the official/employee/COS worker 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:	Simple			
Type of Transaction:	G2C – Government to Transacting Public			
Who may avail:	Separated Regional Office XI (RO) Officials, Employees and COS Workers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
One (1) HRMDD-PAS Request Form or formal letter or e-mail request		PAS Receiving Area Client		
One (1) Authorization Letter (if necessary)		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

<p>1. Send request through mail/e-mail or accomplish the HRMDD-PAS Request Form (write contact details, as needed) and submit to PAS</p>	<p>1. Receive and acknowledge request for RO Clearance Certificate from the client, then forward to personnel handling requests (via: DRF/email)</p>	<p>None</p>	<p>10 minutes</p>	<p><i>Administrative Officer IV/ Head Personnel Administration Section</i></p>
<p>2. Wait for advice of the assigned PAS Focal Person</p>	<p>2.1. Upon receipt of request from the receiving clerk, the responsible personnel shall review the request and check the 201 FILE to retrieve the CO Clearance Certificate on file and photocopy the RO clearance Certificate then stamp "Certified True Copy", if the RO clearance is to be sent via courier service, include in the transmittal with information on how to return the customer feedback form.</p>	<p>None</p>	<p>2 Days, 4 hours (depending on the period of retrieving the files)</p>	<p><i>Administrative Officer IV/ Head Personnel Administration Section</i></p>
	<p>2.2. Sign the photocopied RO Clearance Certificate as "Certified True Copy"</p>	<p>None</p>	<p>3 hours and 30 minutes (depending on the availability of signatories)</p>	<p><i>Administrative Officer IV/ Head Personnel Administration Section</i></p>

	2.3 Inform the client that the CTC of his/her RO Clearance Certificate is ready and ask if for pick-up or for courier service (either through chat, e-mail, or phone call)	None	10 minutes	<i>Administrative Officer IV/ Head Personnel Administration Section</i>
3. If the CTC copy of the RO Clearance is for pick-up, proceed to PAS and get the requested document. If the CTC copy of the RO Clearance Certificate is to be sent via courier service, wait until the parcel is sent to given address	3. Provide the CTC of RO Clearance to the client and have it properly received. Ask the client to accomplish Customer Feedback Form	None	10 minutes	<i>Administrative Officer IV/ Head Personnel Administration Section</i>
TOTAL:		None	3 Days	

4. Issuance of Service Record to Separated Officials and Employees

The Service Record (SR) is being issued to separated officials and employees in the Regional Field Office XI (RO) 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:	Simple

Type of Transaction:	G2C – Government to Transacting Public			
Who may avail:	Separated Regional Field Office XI Officials and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
One (1) HRMDD-PAS Request Form or formal letter or e-mail request		PAS Receiving Area Client		
One (1) CO Clearance Certificate		Client or if none, FILE 201 / PER 16		
One (1) Authorization Letter (if necessary)		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send request through mail/e-mail or accomplish the HRMDD-PAS Request Form (write contact details as needed) and submit to PAS together with supporting documents, if any.	1. Receive and acknowledge request for SR from the client, then forward to personnel handling SR requests (via: DRF/email)	None	10 minutes	<i>Administrative Officer IV/ Head Personnel Administration Section</i>
2. Wait for advice of the assigned PAS Focal Person	2.1. Upon receipt of request from the receiving clerk, the responsible personnel shall review and draft the SR based on the purpose indicated in the request following the standard template, if the SR is to be sent via courier service, prepare the transmittal with instructions	None	2 Days, 4 hours (depending on the period of retrieving the files)	<i>Administrative Officer IV/ Head Personnel Administration Section</i>

	<p>on how to return the customer feedback form</p> <p><i>Note: Use Service Card or 201 File/as reference in preparing SR</i></p>			
	2.2. Authorized Certifying authority shall review/ sign/initial the SR / transmittal letter.	None	3 hours and 30 minutes (depending on the availability of signatories)	SAO/OIC- Chief, Human Resource Management and Development Division
	2.3 Inform the client that the SR is ready for releasing via e-mail/SMS/call.	None	10 minutes	Administrative Officer IV/ Head Personnel Administration Section
3. If the SR is for pick-up, proceed to PAS and get the requested document. If the SR is to be sent via courier service, wait until the parcel is sent to a given address.	3. Provide one (1) duly signed SR to the client and request the client to accomplish the CSMF to be submitted via dropbox, email or google form	None	10 minutes	Administrative Officer IV/ Head Personnel Administration Section
TOTAL		None	3 days	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback and/or complaints	Kindly accomplish the Customer Feedback Form thru this link https://b.link/hr11csmr Telephone: (082) 227-1964 E-mail: hr.fo11@dswd.gov.ph
How feedbacks are processed	Every end of the Quarter, your feedbacks are consolidated and summarized by the designated Personnel Officer.

	<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 E-mail: hr.fo11@dswd.gov.ph</p>
<p>How to file a complaint</p>	<p>Kindly accomplish the Customer Feedback Form (HRMDD-GF-07) and place at the drop box located in front of the PAS/HRPPMS 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/HRPPMD - 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 E-mail: hr.fo11@dswd.gov.ph</p>
<p>How complaints are processed</p>	<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 the 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 E-mail: hr.fo11@dswd.gov.ph</p>
<p>Contact Information of CCB, PACe, ARTA</p>	<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>
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NON-FRONTLINE SERVICES

HUMAN RESOURCE MANAGEMENT AND DEVELOPMENT DIVISION (HRMDD)

NON-FRONTLINE SERVICES

1. Issuance of Certificate of Employment to Current Officials, Employees and Contract of Service Workers

The COE is being issued to current Officials, employees, and COS Workers in the Regional 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 Field Office XI officials, employees and COS workers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
One (1) HRMDD-PAS Online request One (1) Document 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. Request via HRMIS, or send request through /e-mail or accomplish the HRMDD-PAS Request Form (write contact details as, as needed) and submit to PAS together with complete supporting documents, if any.	1. Receive and acknowledge request for COE from the client, then forward to personnel handling COE requests (via: HRMIS, DRF/email/	None	10 minutes	<i>Administrative Officer IV, Head Personnel Administration Section</i>

<p>2. Wait for the email notification regarding the status of the requested COE or advice of the assigned PAS Focal Person</p>	<p>2.1. Upon receipt of request from receiving clerk, the responsible personnel shall review and draft/print the COE based on the purpose indicated in the request following the standard template</p> <p><i>Note: Use Service Card/201 File or Index Card for COS Workers as reference</i></p>	<p>None</p>	<p>2 Days, 4 hours (depending on the period of retrieving the files)</p>	<p><i>Administrative Officer IV, Head Personnel Administration Section</i></p>
	<p>2.2. Authorized Certifying authority shall review/ sign/initial the COE</p>	<p>None</p>	<p>3 hours and 30 minutes (depending on the availability of signatories)</p>	<p><i>SAO/OIC-Chief, Human Resource Management and Development Division</i></p>
	<p>2.3 Inform the client that the COE is ready for releasing via email/ SMS/call.</p>	<p>None</p>	<p>20 minutes</p>	<p><i>Administrative Officer IV, Head Personnel</i></p>

3. Proceed to PAS and get the requested document.	3. Provide one (1) duly signed COE to the client and request the client to accomplish the CSMF to be submitted via dropbox, email or google form	None	10 minutes	<i>Administration Section</i>
TOTAL		None	3 Days	

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

The CLC is being issued to current Officials and employees in the Regional Field Office XI (RO), 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 RO Officials and Employees

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
One (1) HRMDD-PAS		PAS Receiving Area		
One (1) Request Form or formal letter or e-mail request		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 and forward the request to the PAS Focal person	None	5 minutes	<i>Administrative Officer IV, Head Personnel Administration Section</i>
2. Wait for advice of the assigned Focal Person	2.1 Review the documents submitted and check if the client already has an encoded ELARS ² . 2.1.1 If there is none, encode the ELARS. 2.1.2 If there is an encoded ELARS,	None	6 days, 5 hours and 45 minutes <i>(May be shortened if there is already a reviewed ELARS, or may be extended depending on the number of ELARS being encoded/ reviewed at a given time, the time needed to review the</i>	<i>Administrative Officer IV, Head Personnel Administration Section</i>

² Electronic Leave Administration and Recording System

	<p>proceed to step 2.1.4.</p> <p>2.1.3 If there is an encoded and reviewed ELARS, proceed to step 2.1.6.</p> <p>2.1.4 Review/check the ELARS vis-à-vis the leave card.</p> <p>2.1.5 Reprint the corrected ELARS, if errors are found.</p> <p>2.1.6 Encode the needed details to the CLC, print the issuance and attach the necessary documents and forward to the certifying authority</p>		<p><i>ELARS, or length of service of the client.)</i></p>	
	<p>2.2 The Certifying Authority shall sign the CLC.</p>	<p>None</p>	<p>2 hours</p>	<p>SAO/OIC-Chief, Human Resource</p>

				Management and Development Division
3. Claim the CLC.	<p>3.1 Inform the client that the CLC is ready for releasing via email/SMS/call/chat.</p> <p>3.1.1 Provide one (1) duly signed CLC to the client and request the client to accomplish the CSMF to be submitted via drop box, email or Google form.</p>	None	10 minutes	<i>Administrative Officer IV, Head Personnel Administration Section</i>
TOTAL		None	7 days	

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

The CLWOP/CNLWOP is being issued to current Officials and employees in the Regional Field Office XI (RO), which certifies that they have/do not have 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 RO Officials and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
One (1) HRMDD-PAS		PAS Receiving Area		
One (1) Request Form or formal letter or e-mail request		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 and forward the request to the PAS Focal Person	None	5 minutes	<i>Administrative Officer IV, Head Personnel Administration Section</i>
2. Wait for advice of the assigned Focal Person	2.1 Review the documents submitted and check if the client already has an encoded ELARS ³ . 2.1.1 If there is none, encode the ELARS. 2.1.2 If there is an encoded ELARS, proceed to step 2.1.5.	None	6 days, 5 hours and 45 minutes <i>(May be shortened if there is already a reviewed ELARS, or may be extended depending on the number of ELARS being encoded/ reviewed at a given time, the time needed to</i>	<i>Administrative Officer IV, Head Personnel Administration Section</i>

³ Electronic Leave Administration and Recording System

	<p>2.1.4 If there is an encoded and reviewed ELARS, proceed to step 2.1.6.</p> <p>2.1.5 Review/check the ELARS vis-à-vis the leave card.</p> <p>2.1.6 Reprint the corrected ELARS, if errors are found.</p> <p>2.1.7 Encode the needed details to the CLWOP/ CNLWOP, print the issuance and attach the necessary documents and forward the CNLWOP/ CNLWOP to the Certifying Authority</p>		<p><i>review the ELARS, or length of service of the client.)</i></p>	
	<p>2.2.1 The Certifying Authority shall sign the CLWOP/ CNLWOP.</p>	None	2 hours	<p><i>SAO/OIC- Chief, Human Resource Management and Development Division</i></p>
	<p>3.1 Inform the client that the CLWOP/ CNLWOP is ready for releasing via</p>	None	10 minutes	<p><i>Administrative Officer IV, Head Personnel</i></p>

3. Claim the CLWOP/ CNLWOP.	email/SMS/call/ chat. 3.1.1 Provide one (1) duly signed CLWOP/ CNLWOP to the client and request the client to accomplish the CSMF to be submitted via drop box, email or Google form.			<i>Administration Section</i>
TOTAL		None	7 days	

4. Issuance of Certificate of Performance Rating

The service covers the facilitation of issuance of Certificate of Performance Rating to officials and individuals in the Regional Office for the performance period upon request.

Office or Division:	Human Resource Planning and Performance Management Section (HRPPMS)		
Classification:	Simple		
Type of Transaction:	G2G – Government to Government		
Who may avail:	RO Officials, Employees and COS Workers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
(1) Online Request Form	Performance Management System (PMS) Online Portal		

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish the online request form.	1. Acknowledge receipt of the request.	None	4 Hours	<i>Administrative Officer IV</i> Human Resource Planning and Performance Management Section
2. Wait for further instructions from HRPPMD.	2.1 Check the availability of performance ratings from the database. 2.1.1 Prepare the Certificate of Performance Rating for approval, if performance ratings are available. 2.1.2 Prepare the Certificate of No Performance Rating for approval, if HRPPMD has no records of performance ratings.	None	16 Hours	<i>Administrative Officer IV</i> Human Resource Planning and Performance Management Section
3. Receive or pick-up the certificate and accomplish the	3. Inform the concerned personnel of the	None	4 Hours	<i>Administrative Officer IV</i>

customer feedback form.	availability of the certificate.			Human Resource Planning and Performance Management Section
4. Submit the accomplished customer feedback form.	4. File the receiving copy of certificate and update the monitoring tool	None		<i>Administrative Officer IV</i> Human Resource Planning and Performance Management Section
TOTAL		None	24 Hours	

5. Issuance of Service Record to Current Officials and Employees

The Service Record (SR) is issued to current Officials and employees in the Regional Field Office XI 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 Regional Field Office Officials and Employees	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
One (1) HRMDD-PAS Request Form or formal letter or e-mail request	PAS Receiving Area Client	
One (1) RO Clearance Certificate	Client or if none, FILE 201 / PER 16	
One (1) Authorization Letter	Client	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send request through e-mail or accomplish the HRMDD-PAS Request Form (write contact details, as needed) and submit to PAS together with supporting documents, if any.	1. Receive and acknowledge request for SR from the client, then forward to personnel handling SR requests (via: DRF/email)	None	10 minutes	<i>Administrative Officer IV, Head Personnel Administration Section</i>
2. Wait for the advice of the assigned PAS Focal Person	2.1. Responsible personnel shall review and draft/print the SR based on the purpose indicated in the request following the standard template. <i>Note: Use Service Card or 201 File as reference in preparing the SR</i>	None	2 Days, 4 hours	<i>Administrative Officer IV, Head Personnel Administration Section</i>
	2.2. Authorized Certifying authority shall review/sign/initial in the SR	None	3 hours and 30 minutes	

	2.3 Inform the client that the SR is ready for releasing via e-mail/SMS/call.	None	20 minutes	<i>Administrative Officer IV, Head Personnel Administration Section</i>
3. Proceed to PAS and get the requested document.	3. Provide one (1) duly signed SR to the client and request the client to accomplish the CSMF to be submitted via dropbox, email or google form	None		
	TOTAL	None	3 Days	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback and/or complaints	<p>Kindly accomplish the Customer Feedback Form thru this link https://b.link/hr11csmr</p> <p>Telephone: (082) 227-1964</p> <p>E-mail: hr.fo11@dswd.gov.ph</p>
How feedbacks are processed	<p>Every end of the Quarter, your feedbacks 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>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>E-mail: hr.fo11@dswd.gov.ph</p>
How to file a complaint	<p>Kindly accomplish the Customer Feedback Form (HRMDD-GF-07) and place at the drop box located in front of the PAS/HRPPMS 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/HRPPMD - Name of Person complained of

	<ul style="list-style-type: none"> - Reason for complaint - Evidence/s, if any <p>For the status of your complaint/s, you may contact us thru:</p> <p>Telephone: (082) 227-1964</p> <p>E-mail: hr.fo11@dswd.gov.ph</p>
<p>How complaints are processed</p>	<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 the 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:</p> <p>Telephone: (082) 227-1964</p> <p>E-mail: hr.fo11@dswd.gov.ph</p>
<p>Contact Information of CCB, PACe, ARTA</p>	<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>

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 227-1964 local 1100 Section Head HRPPMS 227-1964 local 1101