

ISSUANCE OF GATE PASS FOR SERVICE PROVIDERS AND SUPPLIERS

I. OFFICE OR DIVISION

ADMINISTRATIVE DIVISION – PROPERTY AND SUPPLY SECTION

II. SCHEDULE OF AVAILABILITY OF SERVICE

MONDAYS TO FRIDAYS - 8:00 AM TO 5:00 PM

III. WHO MAY AVAIL OF THE SERVICE

DSWD FIELD OFFICE VII SERVICE PROVIDERS AND SUPPLIERS

WHAT ARE THE REQUIREMENTS	WHERE TO SECURE
1. DULY ACCOMPLISHED GATE PASS	TO BE PREPARED BY THE DESIGNATED PROPERTY AND SUPPLY CUSTODIAN (DPSC) WITH PRESCRIBED FORMAT
2. PROPERTY/IES TO BE BROUGHT OUTSIDE DSWD FO VII PREMISES	TO BE PREPARED BY THE DESIGNATED PROPERTY AND SUPPLY CUSTODIAN (DPSC) WITHOUT PRESCRIBED FORMAT

IV. HOW TO AVAIL OF THE SERVICE

CLIENT STEPS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. SUBMIT DULY ACCOMPLISHED GATE PASS WITH ATTACHMENTS	NONE	3 MINUTES	<i>Randy Dogmoc</i> PO I
2. PRESENT PROPERTY TOGETHER WITH THE DUPLICATE COPY OF THE APPROVED GATE PASS	NONE	10 MINUTES	<i>Hermel Entia</i> Security Guard

V. PROCESSING TIME

13 MINUTES

VI. FEEDBACKS AND COMPLAINTS MECHANISM

HOW TO SEND FEEDBACK	REQUESTOR TO FILL OUT THE CLIENT SATISFACTION SURVEY FORM AND EMAIL IT TO property.fo7@dswd.gov.ph
HOW FEEDBACKS ARE PROCESSED	FEEDBACK WILL BE CONSOLIDATED, TABULATED AND ANALYZED AS A BASIS FOR IMPROVEMENTS OR COMMENDATIONS.
HOW TO FILE A COMPLAINT	<p>COMPLAINTS CAN BE FILED THROUGH A LETTER ADDRESS TO THE REGIONAL DIRECTOR. MAKE SURE TO PROVIDE THE FOLLOWING INFORMATION:</p> <ul style="list-style-type: none">- NAME OF PERSON BEING COMPLAINED- INCIDENT- EVIDENCE <i>IF THERE'S ANY</i> <p>FOR INQUIRES AND FOLLOW-UPS, CLIENT MAY CONTACT THE FOLLOWING CONTACT INFO:</p> <p>TEL NO.: (032) 232-9505, (032) 233-0261, (032) 233-8785 LOC 17129 TELEFAX: (032) 231-2172 EMAIL: property.fo7@dswd.gov.ph</p>
HOW COMPLAINTS ARE PROCESSED	<p>COMPLAINTS RECEIVED ARE REVIEWED BY THE GRIEVANCE FOCAL. IT WILL BE RELAYED AND DISCUSSED DURING THE STAFF MEETING.</p> <p>A VALIDATION SHALL BE CONDUCTED IF NECESSARY, AS THE BASIS OF THE REPORT WHICH WILL BE SIGNED BY THE REGIONAL DIRECTOR. SUCH REPORT WILL BE SENT TO THE COMPLAINANT WITHIN THREE (3) DAYS UPON RECEIPT OF THE COMPLAINT VIA EMAIL OR SNAIL MAIL WHICHEVER IS APPLICABLE.</p> <p>FOR INQUIRES AND FOLLOW-UPS, CLIENT MAY CONTACT THE FOLLOWING CONTACT INFO:</p> <p>TEL NO.: (032) 232-9505, (032) 233-0261, (032) 233-8785 LOC 17129 TELEFAX: (032) 231-2172 EMAIL: property.fo7@dswd.gov.ph</p>
CONTACT INFORMATION OF CCB, PCC, ARTA	<p>ANTI-RED TAPE AUTHORITY (ARTA): COMPLAINTS@ARTA.GOV.PH 8-478-5093 / 8478-5093 / 8478-5099</p> <p>PRESIDENTIAL COMPLAINT CENTER (PCC): PCC@MALACANANG.GOV.PH 8888</p> <p>CONTACT CENTER NG BAYAN (CCB): SMS: 0908-881-6565 EMAIL: EMAIL@CONTACTCENTERNGBAYAN.GOV.PH WEB: HTTPS://CONTACTCENTERNGBAYAN.GOV.PH FACEBOOK: HTTPS://FACEBOOK.COM/CIVILSERVICEGOVPH CALL: 165 65 (P5+VAT PER CALL ANYWHERE IN THE PHILIPPINES VIA PLDT LANDLINES)</p>

ISSUANCE OF PROPERTY CLEARANCE FOR SEPARATED OFFICIAL AND EMPLOYEES

I. OFFICE OR DIVISION

ADMINISTRATIVE DIVISION – PROPERTY AND SUPPLY SECTION

II. SCHEDULE OF AVAILABILITY OF SERVICE

MONDAYS TO FRIDAYS - 8:00 AM TO 5:00 PM

III. WHO MAY AVAIL OF THE SERVICE

DSWD EMPLOYEES WHO ARE RESIGNED, TRANSFERRED TO OTHER GOVERNMENT OFFICES, NON-RENEWAL OF CONTRACT, TERMINATED AND RETIRED

WHAT ARE THE REQUIREMENTS	WHERE TO SECURE
WITHOUT PROPERTY ACCOUNTABILITY	PERSONNEL ADMINISTRATION DIVISION WITH PRESCRIBED FORMAT
1. CLEARANCE FORM	
2. DULY APPROVED REQUEST FOR TRANSFER / RESIGNATION / RETIREMENT	FROM CLIENT
WITHOUT PROPERTY ACCOUNTABILITY	HUMAN RESOURCE MANAGEMENT DIVISION WITH PRESCRIBED FORMAT
1. CLEARANCE FORM	
2. DULY ACCOMPLISHED FURNITURE AND EQUIPMENT TRANSFER SLIP (FETS)	TO BE PREPARED BY THE DESIGNATED PROPERTY AND SUPPLY CUSTODIAN THROUGH THE PREMIS
3. DULY SIGNED PAR/ICS FOR TRANSFERRED PROPERTY ACCOUNTABILITY	REQUESTING PARTY
IN CASE OF LOST	
1. REQUEST FOR RELIEF	DSWD COMMISSION ON AUDIT
2. REQUEST FOR REPLACEMENT / REIMBURSEMENT	PROPERTY AND SUPPLY SECTION

IV. HOW TO AVAIL OF THE SERVICE

CLIENT STEPS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. SUBMIT CLEARANCE FORM WITH ATTACHMENT	NONE	5 MINUTES	<i>James Benologa</i> AA II
2. SUBMIT DOCUMENTS AND OTHER REQUIREMENTS AS PROOF OF CANCELLED PROPERTY ACCOUNTABILITY	NONE	30 MINUTES	<i>Randy Dogmoc</i> PO I

V. PROCESSING TIME

35 MINUTES

VI. FEEDBACKS AND COMPLAINTS MECHANISM

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