

IMPLEMENTATION OF GOVERNMENT INTERNSHIP PROGRAM (GIP) TO CENTRAL OFFICE AND FIELD OFFICES

I. OFFICE OR DIVISION

PROTECTIVE SERVICES DIVISION – YOUTH

II. SCHEDULE OF AVAILABILITY OF SERVICE

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

III. WHO MAY AVAIL OF THE SERVICE

FILIPINO YOUTH (18 – 25 YEARS OF AGE)

WHAT ARE THE REQUIREMENTS	WHERE TO SECURE
1. Duly accomplished Application Form (1 original and 1 photocopy)	DSWD Field Office VII
2. PSA or LCR issued Birth Certificate of the Youth or any government issued ID indicating the date of birth – youth must be aged 18-25 years old (1 original and 1 photocopy)	Philippine Statistics Authority (PSA) Concerned Government Agencies
3. Recent School registration form or certification from the school indicating the recent year/semester of the applicant’s school attendance (1 original and 1 photocopy)	School
4. Photocopy of income tax return (ITR) of parents/head of the family/guardian or Barangay Certificate or Indigency confirming that family is residing in the barangay (1 original and 1 photocopy)	Barangay or Concerned Office/s of the parents

IV. HOW TO AVAIL OF THE SERVICE

CLIENT STEPS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
I. Pre-Implementation Phase			
1. Announcement on the deadline of the application form and other needed documents	None	10 Minutes	Ligaya G. Dael <i>Social Welfare Officer IV</i> Community Based Section
2. Application or Registration	None	10 Minutes	Ligaya G. Dael <i>Social Welfare Officer IV</i> Community Based Section
3. Submit the required documents to the DSWD Field Office	None	1 Day	Ligaya G. Dael <i>Social Welfare Officer IV</i> Community Based Section

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CLIENT STEPS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
I. Pre-Implementation Phase			
4. Assessment of applications	None	2 Days	Ligaya G. Dael <i>Social Welfare Officer IV</i> Community Based Section
5. Notification of qualified applicants for interview	None	1 Day	Ligaya G. Dael <i>Social Welfare Officer IV</i> Community Based Section
6. Client will go for an interview at DSWD Central Office/Field Office	None	2 Days	Ligaya G. Dael <i>Social Welfare Officer IV</i> Community Based Section
7. Receive a notification on the status of your application	None	1 Day	Ligaya G. Dael <i>Social Welfare Officer IV</i> Community Based Section
II. Implementation Phase			
8. Attend Orientation	None	1 Day	Ligaya G. Dael <i>Social Welfare Officer IV</i> Community Based Section
9. Render service in the area of assignment	None	30 Working Days	Ligaya G. Dael <i>Social Welfare Officer IV</i> Community Based Section
10. Attend Capacity Building Activities	None	1 Day	Ligaya G. Dael <i>Social Welfare Officer IV</i> Community Based Section
11. Receive stipend	None	1 Day	Ligaya G. Dael <i>Social Welfare Officer IV</i> Community Based Section
III. POST-IMPLEMENTATION PHASE			
12. Attend Program Evaluation Activity	None	1 Day	Ligaya G. Dael <i>Social Welfare Officer IV</i> Community Based Section

V. PROCESSING TIME

41 Days

VI. FEEDBACKS AND COMPLAINTS MECHANISM

HOW TO SEND FEEDBACK	<p>The use of Customer Feedback is one way to continuously improve the quality of service delivery to our external customers.</p> <p>Clients' feedback maybe channeled or initiated through</p> <ul style="list-style-type: none">• Direct visits at DSWS Field Office VII, MJ Cuenco Avenue corner General Maxilom Avenue, Barangay Carreta, Cebu City• Phone calls at Tel. Nos. (032) 232 9505/ (032) 231-2172• Sending emails fo7@dswd.gov.ph
HOW FEEDBACKS ARE PROCESSED	<p>DSWD Field Office will send reply letter/memo to the concerned Field Office.</p>
HOW TO FILE A COMPLAINT	<p>Complaints can be filed thru sending a letter or email to DSWD Field Office VII at fo7@dswd.gov.ph. The details of the complaint should be included in the information.</p>
HOW COMPLAINTS ARE PROCESSED	<p>The concerned staff will conduct a case conference/meeting to discuss the issue/concern. If necessary, to set a meeting with the complainant and discuss the concern.</p> <p>- Internal investigation shall be conducted within the Division, then provide recommendation and officially send reply letter/memo to the concerned LGU / person.</p>
CONTACT INFORMATION OF CCB, PCC, ARTA	<p>Anti-Red Tape Authority (ARTA) complaints@arta.gov.ph 8-478-5093</p> <p>Presidential Complaint Center (PCC) pcc@malacanang.gov.ph</p> <p>8888 Contact Center ng Bayan (CCB) email@contactcenterngbayan.gov.ph 0908-881-6565</p>