



GRIEVANCE INTAKE AND RESPONSE

I. OFFICE OR DIVISION

ACCOUNTING SECTION—Field Office VII

II. SERVICE CLASSIFICATION

COMPLEX

II. SCHEDULE OF AVAILABILITY OF SERVICE

MONDAY – FRIDAY (8:00 AM – 5:00 PM)

III. WHO MAY AVAIL OF THE SERVICE

- 1. Donors of cash and in-kind donations or his/her authorized representative
- 2. Former employees of the Department or his/her authorized representative

WHAT ARE THE REQUIREMENTS	WHERE TO SECURE
A. Certificate of Donation1. Request form for Certificate of Donation(1 Original Copy OR Electronic Copy)	Accounting Section – Reporting Unit
2. Signed and Notarized Deed of Donation (1 Original Copy or Electronic Copy)	1. For Cash Donation - Cash Division of Financial Management Service/Cash Section 2. For Donations in Kind - Office/Bureau in DSWD who receive the donation
3.Signed and Notarized Deed of Donation (1 Original Copy or Electronic Copy)	Accounting Section
4. Official receipt for Cash Donations; or Acknowledgement receipt and Delivery receipt for Donations in Kind (1 Original or Electronic Copy)	Accounting Section
B. Accounting Certification for Former DSWD Employees	
 Request form for Accounting Certification of Former DSWD Employees (1 Original Copy) 	Accounting Section
2. Government-issued ID of the requesting party	Requesting Party/Former DSWD Employees
(1 Photocopy or Electronic Copy)	Accounting Section
3. Claim Stub (1 Original Copy or Electronic Copy)	















CLIENT STEDS	FEES TC	PROC	CESSING	PERSON
CLIENT STEPS	BE PAID	T	ГІМЕ	RESPONSIBLE
-or- Secure the request form by visiting the link and download the form via (For the Certificate of Donation) https://docs.google.com/docum ent/d/1bhcFsYUKsHMMDDLX2Iq XQ1zcAFIUBGZS/edit?usp=drive link&ouid=1170114961435534 26182&rtpof=true&sd=true.	Provide the request form for Certificate of Donation to walk-in client/s Provide the request	None	5 minute	Merovina E. Rama Accounting Staff (For Certificate of Donation)
For the Accounting Certification of Former	form for Certification of Former DSWD Employees	None	5 minute	Daryl Mae Cuizon Accounting Staff (For Certification of Former DSWD Employees)
2. Fill-out and submit the request form together with the required supporting Accounting Section -or- Fill-out and submit the scanned form together with the supporting documents and email the documents via accounting.fo7@dswd.gov.ph Note: The client shall wait for the schedule of the release of the Certification. They shall receive a NOTIFICATION via email/chat/call from the Donation Office on the schedule to claim the Certification.	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. -or- If sent via email, the Accounting Staff shall review the documents as to completeness, acknowledge the email, and request for an original copy	None	6 minute (For Certificate Donation 5 Minute (Walk-in/On (For Certificate Former DS) Employee	Rama Accounting Staff Daryl Mae Cuizon Accounting Staff WD









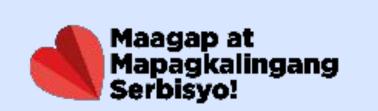






CLIENT STEPS	FEES TO PROCESSING BE PAID TIME			PERSON RESPONSIBLE		
	2.2 The Accounting Staff shall record in the monitoring sheet the details of the donation and indicate on the claim stub or email acknowledgement the schedule of release of BIR Form 2322: Certificate of Donation.	None	5 minutes	Merovina E. Rama Accounting Staff (For Certificate of Donation)		
	2.2 The Accounting Staff shall record the details of the request and indicate the schedule to claim the certificate with control number in the monitoring sheet.	None	5 minutes	Daryl Mae Cuizon Accounting Staff (Certification of former DSWD employees)		
	2.2.1 The accounting staff shall respond to the email for online request or issue 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	Daryl Mae Cuizon Accounting Staff (Certification of former DSWD employees)		
	2.3 The Accounting Staff shall prepare the Certificate of Donation for Signature of the Regional Accountant or the Authorized Representative	None	6 Days, 7 Hours	Merovina E. Rama Accounting Staff & Paolo Gilberto B. Capul Regional Accountant		
	The Accounting Staff shall prepare the Certificate for Accounting Certification for review/approval of the Regional	None	6 Days, 45 Minutes	Daryl Mae Cuizon Accounting Staff & Paolo Gilberto B. Capul Regional Accountant		















CLIENT STEPS	FEES TO PROBLEM BE PAID	CESSING	PERSON RESPONSIBLE
	2.4 The Accounting Staff shall update the status of request for certificate on the monitoring file.	Ce D	(For Accounting Staff A
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 acknowledgement	3. 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.		Merovina E. Rama Accounting Staff
 3.1 The client shall present the following to the Accounting staff-in-charge to receive the Certification: a. claim stub for walk-in requests -or- a. printed email acknowledgement for online requests b. authorization letter from the former employee and photocopy of government-issued ID of the former employee and his/her authorized representative, if applicable. Then, sign the logbook for acknowledgement 	3.1 The Accounting Staff shall issue the Certificate for Accounting Certification to the client and Assist the client to sign in the logbook as a proof that the Certification has been received		minutes Daryl Mae Cuizo Accounting Staf















	CLIENT STEPS		FEES TO PF BE PAID	ROCESSING TIME			PERSON SPONSIBLE
4 .	Fill-out the provided customer feedback form for the service availed Tames Fill out the Client Satisfaction Measurement	star adr Clie Me (via /on req the	Accounting ff shall minister the ent Satisfaction asurement Form a pen-and-paper line) to the uesting party for service vided		2 r	ninutes	Merovina E. Rama Accounting Staff
	Form	star adr Clie Me For per /on req the	Accounting ff shall minister the ent Satisfaction asurement m(via n-and-paper line) to the uesting party for service vided	None	2 minutes		Daryl Mae Cuizon Accounting Staff

















IV. PROCESSING TIME

- 1. For the Certification of Donation:
 6 Days, 7 Hours, 30 Minutes
- 2. For the Accounting Certification of Former DSWD Employees
 6 Days, 1 Hour, 32 Minutes

V. FEEDBACK AND COMPLAINTS MECHANISM

LANDLINE NUMBER: 233-0261

EMAIL ADDRESS: accounting.fo7@dswd.gov.ph









