





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

I. OFFICE OR DIVISION

PROTECTIVE SERVICES DIVISION – COMMUNITY BASED SPECIAL CONCERNS

II. SCHEDULE OF AVAILABILITY OF SERVICE

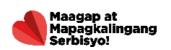
MAY TO AUGUST

III. WHO MAY AVAIL OF THE SERVICE

FILIPINO YOUTH (18 – 25 years of age)

WHAT ARE THE REQUIREMENTS?	WHERE TO SECURE
Duly accomplished Application Form	DSWD Field Office VII
2. Photocopy of PSA issued Birth Certificate of the Youth or any government issued ID indicating the date of birth – youth must be aged 18-25 years old.	Philippines 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.	School
4. Photocopy of income tax return (ITR) of parents/ head of the family/ guardian or Barangay Certificate of Indigency confirming that family is residing in the barangay.	Barangay or Concerned Office/s of the parents

















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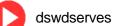
CLIENT STEPS	FEES TO	PROCESSING	PERSON			
	BE PAID	TIME	RESPONSIBLE			
	I. Pre-Implementation Phase					
Prior to the submission of the application, a notice of acceptance of the applicant shall be cascaded with the deadline of the submission of the application form and other needed documents. (The announcement can be done during flag-raising ceremonies, through a press release and radio announcements. For the Field Office, a letter/notice of Acceptance of Applications will be sent to the identified LGU recipient.)						
1. Application or Registration	None	10 minutes	Jenneth R. Aquino Social Welfare Officer III			
2. Submit the required documents to the DSWD Central Office/Field Office	None	1 day	Jenneth R. Aquino Social Welfare Officer III			
3. Wait for the result of the Assessment of applications	None	2 days	Jenneth R. Aquino Social Welfare Officer III			
4. Received the notification of qualified applicants for interview	None	1 day	Jenneth R. Aquino Social Welfare Officer III			
5. Attend the interview at DSWD Central Office/Field Office	None	2 days	Jenneth R. Aquino Social Welfare Officer III			
6. Wait for the notification on the status of your application	None	1 day	Jenneth R. Aquino Social Welfare Officer III			

















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II. Implementation Phase				
7. Attend	None	1 day	Jenneth R. Aquino	
Orientation			Social Welfare Officer III	
8. Render service	None	30 working	Jenneth R. Aquino	
in the area of		days	Social Welfare Officer III	
assignment				
9. Attend	None	1 day	Jenneth R. Aquino	
Capacity Building			Social Welfare Officer III	
Activities				
10. Receive	None	1 day	Jenneth R. Aquino	
stipend			Social Welfare Officer III	
III. Post-Implementation Phase				
11. Attend	None	1 day	Jenneth R. Aquino	
Program			Social Welfare Officer III	
Evaluation				
Activity				

V. PROCESSING TIME

Total Processing Time for the Provision of Assistance: 41 days

Pre-Implementation Phase – 7 days

Implementation Phase – 33 days

Post-Implementation Phase – 1 day

















VI. FEEDBACKS AND COMPLAINTS MECHANISM

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HOW TO SEND FEEDBACK	REQUESTOR TO FILL OUT THE CLIENT SATISFACTION SURVEY FORM AND EMAIL IT TO jraquino@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	COMPLAINTS CAN BE FILED THROUGH A LETTER ADDRESS TO THE REGIONAL DIRECTOR. MAKE SURE TO PROVIDE THE FOLLOWING INFORMATION: - NAME OF PERSON BEING COMPLAINED - INCIDENT - EVIDENCE IF THERE'S ANY FOR INQUIRES AND FOLLOW-UPS, CLIENT MAY CONTACT THE FOLLOWING CONTACT INFO: TEL NO.: (032) 232-9505, (032) 233-0261, (032) 233-8785 LOCAL 17145 EMAIL: jraquino@dswd.gov.ph				
HOW COMPLAINTS ARE PROCESSED	COMPLAINTS RECEIVED ARE REVIEWED BY THE GRIEVANCE FOCAL. IT WILL BE RELAYED AND DISCUSSED DURING THE STAFF MEETING 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. FOR INQUIRES AND FOLLOW-UPS, CLIENT MAY CONTACT THE FOLLOWING CONTACT INFO: TEL NO.: (032) 232-9505, (032) 233-0261, (032) 233-8785 LOCAL 17145 Email: iraquino@dswd.gov.ph				
CONTACT INFORMATION OF CCB, PCC, ARTA	ARTA: complaints@arta.gov.ph 8478-5093/ 8478-5099 PACe: pace@op.gov.ph 8888 CCB: SMS: 0908-881-6565 Email: email@contactcenterbayan.gov.ph WEB: https://contactcenterbayan.gov.ph FACEBOOK: https://facebook.com/civilservicegovph CALL: 165 65 (P5+VAT PER CALL ANYWHERE IN THE PHILIPPINES VIA PLDT LANDLINES)				











