

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

I. OFFICE OR DIVISION

PROTECTIVE SERVICES DIVISION – YOUTH

II. SERVICE CLASSIFICATION

HIGHLY TECHNICAL

III. SCHEDULE OF AVAILABILITY OF SERVICE

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

IV. 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

V. 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 SOCIAL WELFARE OFFICER IV COMMUNITY BASED SECTION
2. APPLICATION OR REGISTRATION	NONE	10 MINUTES	LIGAYA G. DAEL SOCIAL WELFARE OFFICER IV COMMUNITY BASED SECTION
3. SUBMIT THE REQUIRED DOCUMENTS TO THE DSWD FIELD OFFICE	NONE	1 DAY	LIGAYA G. DAEL SOCIAL WELFARE OFFICER IV COMMUNITY BASED SECTION
4. ASSESSMENT OF APPLICATIONS	NONE	2 DAYS	LIGAYA G. DAEL SOCIAL WELFARE OFFICER IV COMMUNITY BASED SECTION
5. NOTIFICATION OF QUALIFIED APPLICANTS FOR INTERVIEW	NONE	1 DAY	LIGAYA G. DAEL SOCIAL WELFARE OFFICER IV COMMUNITY BASED SECTION
6. CLIENT WILL GO FOR AN INTERVIEW AT DSWD CENTRAL OFFICE/FIELD OFFICE	NONE	2 DAYS	LIGAYA G. DAEL SOCIAL WELFARE OFFICER IV COMMUNITY BASED SECTION
7. RECEIVE A NOTIFICATION ON THE STATUS OF YOUR APPLICATION	NONE	1 DAY	LIGAYA G. DAEL SOCIAL WELFARE OFFICER IV COMMUNITY BASED SECTION

CLIENT STEPS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
II. IMPLEMENTATION PHASE			
8. ATTEND ORIENTATION	NONE	1 DAY	LIGAYA G. DAEL SOCIAL WELFARE OFFICER IV COMMUNITY BASED SECTION
9. RENDER SERVICE IN THE AREA OF ASSIGNMENT	NONE	30 WORKING DAYS	LIGAYA G. DAEL SOCIAL WELFARE OFFICER IV COMMUNITY BASED SECTION
10. ATTEND CAPACITY BUILDING ACTIVITIES	NONE	1 DAY	LIGAYA G. DAEL SOCIAL WELFARE OFFICER IV COMMUNITY BASED SECTION
11. RECEIVE STIPEND	NONE	1 DAY	LIGAYA G. DAEL SOCIAL WELFARE OFFICER IV COMMUNITY BASED SECTION
III. POST-IMPLEMENTATION PHASE			
12. ATTEND PROGRAM EVALUATION ACTIVITY	NONE	1 DAY	LIGAYA G. DAEL SOCIAL WELFARE OFFICER IV COMMUNITY BASED SECTION

VI. PROCESSING TIME

41 DAYS

VII. 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 DSWD 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	DSWD Field Office will send reply letter/memo to the client or concerned LGU.
How to file a complaint	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.
Complainant using 8888	SMU will receive the complaint and will be forwarded to the Protective Services Division. The Youth Focal Person will be the one responsible in making response.
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 Anti-Red Tape Authority (ARTA), PCC and CCB	<p>ARTA : complaints@arta.gov.ph : 8478-5093 / 8478-5093 / 8478-5099</p> <p>PACe : pace@op.gov.ph : 8888</p> <p>CCB : SMS: 0908 881 6565 Email: email@contactcenterngbayan.gov.ph Web: https://contactcenterngbayan.gov.ph FB: https://facebook.com/civilservicegovph Call: 165 65 (P5+VAT per call anywhere in the Philippines via PLDT landlines)</p>