

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
HELPING YOUTH (18 – 25 years of age)

WHAT ARE THE REQUIREMENTS?	WHERE TO SECURE
1. 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 BE PAID	PROCESSING TIME	PERSON 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	<i>Jenneth R. Aquino Social Welfare Officer III</i>
2. Submit the required documents to the DSWD Central Office/Field Office	None	1 day	<i>Jenneth R. Aquino Social Welfare Officer III</i>
3. Wait for the result of the Assessment of applications	None	2 days	<i>Jenneth R. Aquino Social Welfare Officer III</i>
4. Received the notification of qualified applicants for interview	None	1 day	<i>Jenneth R. Aquino Social Welfare Officer III</i>
5. Attend the interview at DSWD Central Office/Field Office	None	2 days	<i>Jenneth R. Aquino Social Welfare Officer III</i>
6. Wait for the notification on the status of your application	None	1 day	<i>Jenneth R. Aquino Social Welfare Officer III</i>

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

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

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	<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 LOCAL 17145</p> <p>EMAIL: jraquino@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 LOCAL 17145</p> <p>Email: jraquino@dswd.gov.ph</p>
CONTACT INFORMATION OF CCB, PCC, ARTA	<p>ARTA: complaints@arta.gov.ph 8478-5093/ 8478-5099</p> <p>PACe: pace@op.gov.ph 8888</p> <p>CCB: SMS: 0908-881-6565 Email: email@contactcenterbayan.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>