

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 Section2.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
1.Government-issued ID of the requesting party	Requesting Party/Former DSWD Employees
	Accounting Section
3. Claim Stub (1 Original Copy or Electronic Copy)	













CLIENT STEPS			CESSING		RSON
	BEPAIC		TIME	KESP	ONSIBLE
-or- Secure the request form by visiting the link and download the form via (For the Certificate of Donation) https://docs.google.com/document/d/1bhcFsYUKsHMMDDLX2IqXQ1zcAFIUBGZS/edit?usp=drivelink&ouid=1170114961435534 26182&rtpof=true&sd=true.	Provide the request form for Certification of Former DSWD Employees	None	None 5 minutes		Merovina E. Rama Accounting Staff (For Certificate of Donation) 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.	and review the completeness of the request form and supporting documents. If complete, the Accounting Staff shall provide a claim stub to walkin clients.	None	5 Minute in/Or (For Certi	es (Walk- hline) fication of DSWD	Merovina E. Rama Accounting Staff Daryl Mae Cuizon Accounting Staff















	FEES TO PR	OCESSII	NG	PERSON	
CLIENT STEPS	BEPAID			SPONSIBLE	
	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	BE PAID	FEES TO PROCESSING BE PAID TIME		PERSON SPONSIBLE
	2.4 The Accounting Staff shall update the status of request for certificate on the monitoring file.	None	10 minutes (For Certificate of Donation) 15 minutes (For Certification of Former DSWD Employees)	Accounting Staff
 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 3.1 The client shall present the 	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.		2 minutes	Merovina E. Rama Accounting Staff Daryl Mae Cuizon
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	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	None	5 minutes	Accounting Staff















CILENISTEPS		FEES TO PROCESSING BE PAID TIME		PERSON RESPONSIBLE			
	Fill-out the provided customer feedback form for the service availed	staff admi Clier Meas (via p	Accounting shall inister the statisfaction surement Form pen-and-paper ne) to the esting party for	None	21	minutes	Merovina E. Rama Accounting Staff
4.	. Fill out the Client Satisfaction Measurement Form	the sprovi	Accounting shall inister the statisfaction surement (via pen-and-er /online) to equesting for the service	None	21	minutes	Daryl Mae Cuizon Accounting Staff

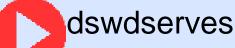














IV. PROCESSING TIME

- 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









