

# 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 Donation 1.Request form for Certificate of Donation (1 Original Copy OR Electronic Copy)  2. Signed and Notarized Deed of Donation (1 Original Copy or Electronic Copy)  3.Signed and Notarized Deed of Donation (1 Original Copy or Electronic Copy)  4. Official receipt for Cash Donations; or Acknowledgement receipt and Delivery receipt for Donations in Kind (1 Original or Electronic Copy)	Accounting Section – Reporting Unit  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  Accounting Section  Accounting Section
B. Accounting Certification for Former DSWD Employees  1. Request form for Accounting Certification of Former DSWD Employees (1 Original Copy)  1.Government-issued ID of the requesting party (1 Photocopy or Electronic Copy)  3. Claim Stub (1 Original Copy or Electronic Copy)	Accounting Section  Requesting Party/Former DSWD Employees  Accounting Section



CLIENT STEPS		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1.Visit the Accounting Section to secure the request form.</p> <p>-or-</p> <p>Secure the request form by visiting the link and download the form via (For the Certificate of Donation)</p> <p><a href="https://docs.google.com/document/d/1bhcfSYUKsHMMDDLX2lqXQ1zcAFIUBGZS/edit?usp=drive_link&amp;oid=117011496143553426182&amp;rtpof=true&amp;sd=true">https://docs.google.com/document/d/1bhcfSYUKsHMMDDLX2lqXQ1zcAFIUBGZS/edit?usp=drive_link&amp;oid=117011496143553426182&amp;rtpof=true&amp;sd=true</a>.</p> <p>For the Accounting Certification of Former DSWD Employees, visit the link and download the form via</p> <p><a href="https://docs.google.com/document/d/1xlTTA6XA1cQlb7JRSzOLL85nPYJ5jg2d/edit?usp=drive_link&amp;oid=117011496143553426182&amp;rtpof=true&amp;sd=true">https://docs.google.com/document/d/1xlTTA6XA1cQlb7JRSzOLL85nPYJ5jg2d/edit?usp=drive_link&amp;oid=117011496143553426182&amp;rtpof=true&amp;sd=true</a></p>	Provide the request form for Certificate of Donation to walk-in client/s	None	5 minutes	Authorized Representative
	Provide the request form for Certification of Former DSWD Employees	None	5 minutes	Authorized Representative
<p>2. Fill-out and submit the request form together with the required supporting Accounting Section</p> <p>-or-</p> <p>Fill-out and submit the scanned form together with the supporting documents and email the documents via <a href="mailto:accounting.fo7@dswd.gov.ph">accounting.fo7@dswd.gov.ph</a></p> <p>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.</p>	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.	None	6 minutes (For Certificate of Donation)	Authorized Representative
	<p>-or-</p> <p>If sent via email, the Accounting Staff shall review the documents as to completeness, acknowledge the email, and request for an original copy upon claiming</p>	None	5 Minutes (Walk-in/Online) (For Certification of Former DSWD Employees)	Authorized Representative



CLIENT STEPS		FEES TO BE PAID	PROCESSING 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	Authorized Representative
	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	Authorized Representative
	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	Authorized Representative
	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	Authorized Representative & Regional Accountant or his/her authorized representative
	The Accounting Staff shall prepare the Certificate for Accounting Certification for review/approval of the Regional	None	6 Days, 45 Minutes	Authorized Representative & Regional Accountant or his/her authorized representative



CLIENT STEPS		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
	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)	Authorized Representative  Authorized Representative	
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 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. 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.  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	None  None	2 minutes  5 minutes	Authorized Representative  Authorized Representative	

CLIENT STEPS		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Fill-out the provided customer feedback form for the service availed	4. The Accounting staff shall administer the Client Satisfaction Measurement Form (via pen-and-paper /online) to the requesting party for the service provided	None	2 minutes	Authorized Representative
4. . Fill out the Client Satisfaction Measurement Form	4. The Accounting staff shall administer the Client Satisfaction Measurement Form(via pen-and-paper /online) to the requesting party for the service provided	None	2 minutes	Authorized Representative



## 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](mailto:accounting.fo7@dswd.gov.ph)