

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		ERSON
	BEPAIC		TIME	RE5P	ONSIBLE
1.Visit the Accounting Section to secure the request form. -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/1bhcFsYUKsHMMDDLX2IqXQ1zcAFlUBGZS/edit?usp=drivelink&ouid=1170114961435534 26182&rtpof=true&sd=true. For the Accounting Certification of Former DSWD Employees, visit the link and download the form via https://docs.google.com/document/d/1xlTTA6XA1cQlb7JRSzOLL85nPYJ5jg2d/edit?usp=drive_link&ouid=117011496143553426182&rtpof=true&sd=true	Provide the request form for Certification of Former DSWD Employees	None	5 mir	nutes	Authorized Representative Authorized Representative
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	(For Certification) 5 Minutes in/Or (For Certification)	es (Walk- nline) fication of DSWD	Authorized Authorized Representative















CLIENT STEPS	FEES TO PR BE PAID	OCESSI		PERSON 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	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 PR	OCESSI	NG	PERSON
	BE PAID	TIME	RES	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	Authorized Representative
			(For Certification of Former DSWD Employees)	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. 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.	None	2 minutes	Authorized Representative
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	3.1 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	5 minutes	Authorized Representative













(TIENISTEPS		FEES TO PROCESSING BE PAID TIME		PERSON RESPONSIBLE		
 4. Fill-out the provided customer feedback form for the service availed 4. Fill out the Client Satisfaction Measurement 	 4. The Accounting staff shall administer the Client Satisfaction Measurement Form (via pen-and-paper /online) to the requesting party for the service provided 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
Form			None	2 1	minutes	Authorized Representative

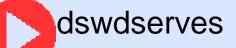














IV. PROCESSING TIME

- 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









