

**Annex "C"****Zero Backlog Certification****ZERO BACKLOG CERTIFICATION**


Pursuant to Republic Act No. 11032: An Act Promoting Ease of Doing Business and Efficient Delivery of Government Services, amending for the purpose Republic Act No. 9485, otherwise known as the Anti-Red Tape Act of 2008, and for Other Purposes

I, Mari-Flor A. Dollaga-Libang, Filipino, of legal age, Regional Director, of the DSWD Field Office Caraga, the person responsible and accountable in ensuring compliance with Section 1, Rule VI of the IRR of R.A. 11032, the Ease of Doing Business and Efficient Government Service Delivery Act of 2018, hereby declare and certify the following facts:

- 1) The DSWD Field Office Caraga, including its 9 Divisions and 8 SWAD Satellite Offices adhere to the responsibility to render fast, efficient, convenient, reliable service
- 2) The government offices enumerated herein does not have unacted upon/pending transaction exceeding the prescribed processing time as indicated on the Citizen's Charter
- 3) All the services/transactions are processed within the prescribed processing time set under R.A. 11032

This certification is being issued to attest to the fact that the agency has no backlog transactions for the covered period 2nd quarter of CY 2024.

IN WITNESS THEREOF, I have hereunto set my hand this 12th of July, 2024 in Butuan City, Agusan del Norte, Philippines.


MARI-FLOR A. DOLLAGA-LIBANG
REGIONAL DIRECTOR
FIELD OFFICE CARAGA

Matrix of Services, Inventory of Transactions, and Implementation Results

Department/Agency	Department of Social Welfare and Development
Program Title/Name	Z.O.O.M - Zeroing Out Overdue Matters: DSWD Zero Backlog Program
Implementing Office	<i>Field Office Caraga</i>

Matrix of Services and Inventory of Transactions						
Office	Name of service	Classification (Simple, Complex, Highly Technical)	Actual Number of Transactions Received within the period covered (2nd Quarter 2024)	Actual number of transactions processed within the prescribed processing time	Actual number of transactions processed beyond the prescribed processing time	Actual number of transactions. tagged as backlog (ongoing processing/transactions pending of action)
AS	Issuance of Gate Pass for Properties for Repair/Replacement	Simple	66	66	0	0
AS	Issuance of Property Clearance for Separated Official and Employees	Simple	20	20	0	0
AS	Receiving Request for Information	Covered by Special Law	No Transaction	-	-	-
AS	Facilitation of Request for Relief from	Complex	No Transaction	-	-	-

AS	Facilitation of Request for Relief from Property Accountability from Commission on Audit	Complex	No Transaction	-	-	-
AS	Facilitation of Request for Replacement/reimbursement of Lost Damaged or Destroyed Properties	Complex	No Transaction	-	-	-
AS	Issuance of Sticker Pass	Simple	31	31	0	0
AS	Procurement under Agency to Agency	Highly Technical	No Transaction	-	-	-
AS	Procurement under Direct Contracting	Highly Technical	8	8	0	0
AS	Procurement under Direct Retail Purchase of Petroleum Fuel, Oil, and Lubricant (POL) Products and Airline Tickets	Highly Technical	5	5	0	0
AS	Procurement under Emergency Cases	Highly Technical	No Transaction	-	-	-
AS	Procurement under Lease of Real Property and Venue	Highly Technical	8	8	0	0
AS	Procurement under Repeat Order	Highly Technical	No Transaction	-	-	-
AS	Procurement under Scientific, Scholarly or Artistic Work, Exclusive Technology	Highly Technical	No Transaction	-	-	-

	and Media Services					
AS	Procurement under Shopping under Section 52.1 (B)	Highly Technical	13	13	0	0
AS	Procurement under Small Value Procurement	Highly Technical	14	14	0	0
AS	Procurement under Two Failed Biddings	Highly Technical	No Transaction	-	-	-
AS	Re-issuance of Equipment and Semi-expendable Supplies	Simple	23	23	0	0
AS	Recording, Documentation and Issuance of Expendable or Consumable Supplies	Simple	73	73	0	0
AS	Recording, Documentation and Issuance of PPE and Semi-expendable Properties	Simple	42	24	0	0
AS	Request for Technical Assistance for Special Sanitation and Disinfection of the Offices	Simple	No Transaction	-	-	-
AS	Request for Technical Assistance relative to Building and Grounds Management	Highly Technical	74	74	0	0
AS	Request for the use of DSWD Conference Room	Simple	47	47	0	0
AS	Request for Use of Monitoring of Vehicle	Complex	44	44	0	0

AS	Surrender/Turnover of Property and Cancellation of Property Accountability	Simple	20	20	0	0
AS	Transfer of Property Accountability	Simple	20	20	0	0
ROC	Handling of 8888 Inquiries, Complaints, and Grievances	Simple	11	11	-	-
ROC	Handling of Inquiries, Requests for Assistance, and Complaints/Grievances from the General Public and Referral Letters received from the other National Government Agencies (NGA), Local Government Units (LGU), and other concerned offices.	Simple	No Transaction	-	-	-
ORD	Provision of Technical Assistance on Branding Designs	Simple	5	5	0	0
DRMD	Processing of Relief Augmentation Request by DSWD Field Offices	Complex	41	41	0	0
FMD	Processing of BIR Form 2322: Certificate of Donation	Complex	No Transaction	-	-	-
FMD	Processing of Request for Accounting Certifications for Former DSWD Employees	Complex	5	5	0	0
HRMDD	Issuance of Certificate of Employment to separated Officials, Employees and	Simple	37	37	0	0

	Contract of Service Workers					
HRMDD	Issuance of Certificate of Leave Without Pay (LWOP)/No LWOP to Separated Officials and Employees	Complex	No transaction	-	-	-
HRMDD	Issuance of Completed Office Clearance Certificate for Money, Property, and Legal Accountabilities to Separated Officials and Employees	Simple	No Transaction	-	-	-
HRMDD	Issuance of Service Record (SR) to Separated Officials and Employees	Simple	7	7	0	0
HRMDD	Issuance of Certificate of Employment to Current Officials, Employees and Contract of Service Workers	Simple	109	109	0	0
HRMDD	Issuance of Certificate of Leave Credits (CLC) to Current Officials and Employees	Complex	No Transaction	-	-	-
HRMDD	Issuance of Certificate of Leave Without Pay (LWOP)/No LWOP to Current Officials and Employees	Complex	No Transaction	-	-	-
HRMDD	Issuance of Certification of Performance Rating	Simple	26	26	0	0
HRMDD	Issuance of Service Record to Current Officials and Employees	Simple	21	21	0	0
NHTS	Data Sharing – List of Data Subjects	Highly	5	5	0	0

		Technical				
NHTS	Data Sharing – Name Matching	Highly Technical	No Transactions	-	-	-
NHTS	Data Sharing – Statistics/Raw Data Request	Simple	No Transactions	-	-	-
NHTS	Walk-in Name Matching Data Request	Simple	No Transactions	-	-	-
NHTS	Data Sharing with DSWD OBSUs – List of Data Subjects	Complex	No Transactions	-	-	-
NHTS	Data Sharing with DSWD OBSUs – Statistics/Raw Data Request	Simple	No Transactions	-	-	-
NHTS	Data Sharing with DSWD OBSUs-Name Matching	Simple	1	1	0	0
4Ps	Grievance Intake and Response	Simple	107	107	0	0
PDPS	Approval for the Conduct of Research Study and Acquiring Primary Data from DSWD Officials/Personnel, Beneficiaries, and Clients	Highly Technical	1	1	0	0
PDPS	Obtaining Social Welfare and Development (SWD) Data and Information	Simple	3	3	0	0
PSD	Onsite Implementation of the Assistance to Individuals in Crisis Situation Program	Simple	26,972	26,972	0	0

	for Clients Transacting with the DSWD Offices (CIU/CIS/SWAD Offices)					
PSD	Offsite Implementation of the Assistance to Individuals in Crisis Situation Program for Clients Transacting with the DSWD Offices (CIU/CIS/SWAD Offices)	Simple	69,157	69,157	0	0
PSD	Auxiliary Social Services to Persons with Disabilities	Simple	No transactions	-	-	-
PSD	Implementation of Government Internship Program (GIP) to Central Office and Field Offices	Highly Technical	75	75	0	0
PSD	PLHIV Referral for Care and Support Services	Simple	No Transactions	-	-	-
PSD	Procedure in the Implementation of the Social Pension for Indigent Senior Citizen (SPISC)	Highly Technical	154	154	0	0
PSD	Provision of Assistance to Person living with HIV (PLHIV)	Simple	43	43	0	0
PSD	Provision of Assistance to Solo Parent	Simple	6	6	0	0
PSD	Provision of Assistance under the Recovery and reintegration Program for Trafficked Persons (RRPTP)	Highly Technical	41	41	0	0

PSD	Provision of Centenarian Gifts to Centenarian	Complex	14	14	0	0
PSD	Securing Travel Clearance for Minors Traveling Abroad	Simple	83	83	0	0
PSD	Provision of Resource Person to DSWD Intermediaries and Stakeholders	Complex	21	21	0	0
PSD	Borrowing of KEC Materials and Collections	Simple	No Transaction	-	-	-
PSD	Endorsement of Continuing Professional Development Application and Completion Report	Highly Technical	No Transaction	-	-	-
PSD	KEC Function Room Reservation and Use	Simple	29	29	0	0
SB	Accreditation of Civil Society Organizations (CSOs) – Non-SLP Organized	Highly Technical	No Transactions	-	-	-
SB	Accreditation of Civil Society Organizations (CSOs) – Organized by the Sustainable Livelihood Program (SLP)	Complex	No Transactions	-	-	-
SB	Accreditation of Civil Society Organizations (CSOs): To Implement DSWD Projects and/or Program using	Highly Technical	No Transactions	-	-	-


	DSWD Funds					
SB	Accreditation of Social Welfare and Development Programs and Services (Licensed Private SWAs and Public SWDAs)	Highly Technical	No Transactions	-	-	-
SB	Accreditation of Social Worker Managing Court Cases	Highly Technical	No Transactions	-	-	-
SB	Accreditation of Pre-Marriage Counselors	Highly Technical	15	15	0	0
SB	Endorsement of Duty Exempt Importation of Donations to SWDAs	Highly Technical	No Transactions	-	-	-
SB	Issuance of Certificate of Authority to Conduct Fund-Raising Campaign to Individual, Corporation, Organization and Association: Regional Regular Permit	Complex	No Transactions	-	-	-
SB	Issuance of Certificate of Authority to Conduct National Fund-Raising Campaign To Individual, Corporation, Organization: National Regular Permit	Highly Technical	No Transactions	-	-	-
SB	Issuance of Certificate of Authority to Conduct Fund Raising Campaign to Individual, Corporation and Organization: Regional Temporary Permit During State of Emergency/Calamity	Complex	No Transactions	-	-	-

SB	Licensing of Private Social Welfare and Development Agencies (SWDAs) – Operating in More Than One Region	Highly Technical	No Transactions	-	-	-
SB	Licensing of Private Social Welfare and Development Agencies (SWDAs) – Operating in One Region	Highly Technical	2	2	0	0
SB	Pre-Accreditation Assessment of Social Welfare and Development Programs and Services Licensed Private	Highly Technical	No Transactions	-	-	-
SB	Registration of Private Social Welfare and Development Agencies Operating in One Region	Complex	No Transactions	-	-	-
SLP	Grievance Management Process	Highly Technical	No Transactions	-	-	-
SLP	Process for Referrals received through Individual / Group / Association or Organization referred from OBSUs, NGAs, NGOs, CSOs, LGUs and other	Highly Technical	21	21	0	0
SLP	Process for the Provision of Livelihood Assistance to Walk-in Clients	Highly Technical	10	10	0	0
ORD	Technical Assistance on Program / Project Development or Enhancement	Highly Technical	No Transaction	-	-	-
ORD	Technical Assistance on Social Technology Bureau (STB) Development	Highly Technical	1	1	0	0

	Programs and Projects					
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Implementation Results

The Field Office Caraga remains steadfast in its commitment to upholding the RA 11032 or also known as Ease of Doing Business (EODB) Law, alongside its implementing rules and regulations. As part of our ongoing efforts to enhance and efficiently deliver the programs and services pledged to the general public. A key measure reflecting the effectiveness of our continuous implementation of the Zero Backlog Program within the Field Office is the notable increase in the percentage of satisfied clients, as discerned through feedback obtained from the Client Satisfaction Measurement Survey. The Field Office still achieved an Outstanding performance in the Service Quality Dimension. This commendable achievement has persisted into the 2nd quarter of CY 2024, with commitment to excellence we will continue the implementation and enhancements of the Zero Backlog Program of the Agency.



MARI-FLOR A. DOLLAGA-LIBANG
REGIONAL DIRECTOR
FIELD OFFICE CARAGA

DATE: JULY 11, 2024