

1. Processing of BIR Form 2322 (Certificate of Donation)

This covers the request of Donor’s Certificate of Donation / Deed of donation or any document showing proof of donations.

Office or Division:	Accounting Section – Regular Program			
Classification:	Complex			
Type of Transaction:	Processing of Certificate of Donations			
Who may avail:	Donors of cash and in-kind donations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Electronic or hard copy of request form for Certificate of Donation (GFMDASRP-RF-0002)		1.1 The Donor may download and print the request form from <a href="https://caraga.dswd.gov.ph/category/downloadables/">https://caraga.dswd.gov.ph/category/downloadables/</a> select Request form for Certificate of Donation;  -or-  1.2 Personally visit the Accounting Office to fill-up and submit the request form.  Schedule of request: Monday – Friday, 9:00 AM – 5:00 PM <b>Note: Online requests beyond 5 PM will be responded/acknowledge the following working day.</b>		
Electronic copy of the supporting documents: 1. Signed and Notarized Deed of Donation; 2. Official receipt for cash donations; or 3. Acknowledgement receipt <b>and</b> delivery receipt for Donations in Kind.		Requesting Party/Donor		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 The Donor may download and print the request form (GFMDASRP-RF-0002) from <a href="https://caraga.dswd">https://caraga.dswd</a>	None	None	5 minutes-walk-in/email	Donor

<p><u><a href="http://dswd.gov.ph/category/downloadables/">.gov.ph/category/downloadables/</a></u>          (select Request Form for Certificate of Donation);          -or-</p>				
<p>1.2 Personally visit the Accounting Office to fill-up and submit the request form</p>	<p>Accounting Office shall issue the request form</p>	<p>None</p>		<p>Mr. Carl Jubert Tambong - Accounting Staff</p>
<p>2.1 Scan the filled-up form and email together with the supporting documents to <u><a href="mailto:accounting.focrg@dswd.gov.ph">accounting.focrg@dswd.gov.ph</a></u>;          -or-</p> <p>Personally submit the filled-up form together with the supporting documents to Accounting Office.</p>	<p>For E-mail - The Accounting staff shall acknowledge and review the received documents as to completeness and request for original copy upon claiming.</p> <p>For Walk-in- The Accounting Staff shall receive and check the completeness of the request form and required supporting documents</p> <p>Note: Only request with complete requirements will be accepted and processed. All requests with incomplete requirements shall be returned to client.</p>	<p>None</p>		<p>Mr. Carl Jubert Tambong - Accounting Staff</p>

1. Wait for the acknowledgement receipt through email or ask for the claim stub for walk-in requests with schedule to claim the certificate	<p>The Accounting Staff shall record the details of donation and indicate the schedule of release of BIR Form 2322: Certificate of Donation.</p> <p>Preparation of Certificate of Donation for Signature of the Regional Director or the Authorized Representative</p>	None	<p>6 minutes walk-in/email</p> <p>Schedule: Six <b>(6)</b> days and seven (7) hours</p>	Mr. Carl Jubert Tambong - Accounting Staff
2. Present the following: (Walk in) Claim stub (Email) printed Email of Acknowledgement Receipt and original copy of supporting documents.	The Accounting Staff shall update the status of request for certificate on the monitoring file. All certificates that are ready for release shall be issued to the requesting party/ies	None	10 minutes	Mr. Carl Jubert Tambong - Accounting Staff
3. Accept the requested certificate and sign the logbook for acknowledgement	The Accounting Staff shall issue and assist the requesting party to receive the certificate and sign the logbook for acknowledgement of the BIR Form 2322: Certificate of Donation.	None	2 minutes	Mr. Carl Jubert Tambong - Accounting Staff
6. Provide Customer Feedback Form to the requesting party	The Accounting staff shall provide the customer feedback to the requesting party for the service provided.	None	2 minutes	Mr. Carl Jubert Tambong - Accounting Staff
	<b>TOTAL</b>		<b>6 days, 7 hours and 30 minutes</b>	

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send feedback?	Customer Feedback Form shall be provided to the client after issue of the approved property clearance
How is feedback processed?	Duly accomplished customer feedback forms shall be consolidated once a month, identifying issues and concerns of the clients which shall be discussed for appropriate action. Status on the identified issues and concerns shall be monitored on a monthly basis.
How to file a complaint?	You can write your complaint/s in the comment section of the <i>Client Satisfaction Survey Form (DSWD-QMS-GF-005)</i> from the receiving admin staff of the Section
How complaints are processed?	<p>Upon receipt of complaint the concerned section shall make necessary evaluation and investigation to create a report for information and appropriate action of the concerned officials. Feedback shall be provided to the client.</p> <p>For inquiries and follow-ups, clients may contact PSS through (085) 303-8620 local 243 or through email: <a href="mailto:property.focrg@dswd.gov.ph">property.focrg@dswd.gov.ph</a></p>
Contact information of ARTA, CSC, PCC	<p>ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8478 m-5091 / 8478-5093 / 8478-5099</p> <p>CSC: 8931-8092 / 8931-7939 / 8931-7935</p> <p>PCC: <a href="mailto:pcc@malacanang.gov.ph">pcc@malacanang.gov.ph</a> 8736-8645 / 8736-8603 / 8736-8629 / 8736-8621</p>
Contact Center ng Bayan (CCB)	<p>SMS: 0908 881 6565</p> <p>Email: <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a></p> <p>Web: <a href="https://contactcenterngbayan.gov.ph">https://contactcenterngbayan.gov.ph</a></p> <p>FB: <a href="https://facebook.com/civilservicegovph">https://facebook.com/civilservicegovph</a></p> <p>Call: 165 65 (P5+VAT per call anywhere in the Philippines via PLDT landlines)</p>

Office	Address	Contact Information
Property and Supply Section	DSWD Field Office Caraga, Capitol Site Compound, Butuan City, Agusan del Norte, 8600	Tel Nos.: (085) 303-8620 loc 243  Email: <u><a href="mailto:property.focrg@dswd.gov.ph">property.focrg@dswd.gov.ph</a></u>