

4. Recording, Documentation and Issuance of Expendable or Consumable Supplies

Request for issuance of commonly used office supplies is being done through filling-out of Requisition and Issue Slip (RIS) prepared by designated OBSU staff. The RIS and actual issuance of supplies shall be processed by the Property and Supply Section subject to approval of the Asst. Regional Director for Administration (ARDA).

Office/Division:	Property and Supply Section (PSS)	
Classification:	Complex Transaction	
Type of Transaction:	G2G – Government to Government	
Who may avail:	Department of Social Welfare and Development (DSWD) Offices	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Three (3) copies of duly accomplished RIS of concerned Offices		1. RIS template issued to respective Offices with prescribed format;
2. One (1) Photocopy of approved PPMP of requesting Office		2. Designated Supply/Property Officer of respective Office, Bureaus, Services, Units;
3. One (1) Photocopy of approved Technical Assistance Request, if required		3. Focal person of concerned technical support office such as AS-GSS, ICTMS/RICTMU, SMS, among others, depending on the nature of technical assistance request without any prescribed format
4. One (1) Photocopy of project proposal, if required		4. Focal person of proponent Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly approved Requisition Issue Slip (RIS) to Procurement Management Section (PMS) including required	1. Receive and validate the accuracy and completeness of all attached documents. Upon receipt of RIS from PMD/PMS the Property/Supply Officer shall review and verify the completeness of	None	35 Minutes	Mary Grace M. Mendoza

attachment such as Project Procurement Management Plan (PPMP) and Technical Assistance Request (TAR)	<p>information and attachments as follows:</p> <ul style="list-style-type: none">a. Photocopy of approved PPMPb. Inventory of Supplies on-hand duly noted by the requesting Office's Head;c. Technical Report from concerned Offices, if necessary;d. Pre-repair inspection, if necessary. <p>Property/Supply Staff shall return the RIS should the following be encountered:</p> <ul style="list-style-type: none">a. Incomplete documentsb. Issuance will result in surplus of inventory of the requesting office.c. Item requested is not the intended item for replacementd. The specification of the item requested is not the same as provided in the Technical Report.			
	1.1 If documents are complete, assign the RIS number, encode the RIS details in the monitoring tool, check the availability of the stocks	None	30 Minutes	Mary Grace M. Mendoza

	<p>1.2 Assess the availability of the requested supplies. Fill-out the RIS Form. Put “√” for available items and/or “X” for items that are not available.</p> <p>If not available, prepare a Memorandum for the end-user returning the RIS with instruction to prepare Purchase Request (PR) to procure those marked as unavailable items.</p> <p>If available, request the approval of the Division/Section Chief in the RIS for the issuance of the item/s.</p> <p>Indicate the quantity issued in the “issued-quantity” column and any remarks in the “issued-remarks” column.</p> <p>Prepare the items to be issued by observing the First In First Out (FIFO)/First Expired First Out (FEFO) method. Issue and sign the “Issued by” portion.</p> <p>Goods to be issued must be recorded in the Stock and Bin Card and existing database.</p>	None	30 Minutes	Mary Grace M. Mendoza
2. Receipt and validate the quantity and specification of received items. If accurate/in order, sign the “received	2. The property staff shall issue the available requested items to the end user. The property/supply staff shall retain the original copy of the duly signed RIS for	None	4 Hours	Mary Grace M. Mendoza

by" portion of RIS.	preparation of Report of Supplies and Materials Issued (RSMI), while the 2 nd copy shall be given to the end-user. .			
3. Fill up Customer Satisfaction Measurement Form (CSMF)	3. The property staff shall provide CSMF to the client for the service provided.	None	2 Minutes	Mary Grace M. Mendoza
	3.1. After completion of the issuance of expendable/consumable supplies, the concerned property personnel shall prepare monthly RSMI to be submitted to the Accounting Section	None	30 Minutes	Mary Grace M. Mendoza
TOTAL:		None	6 HOURS, 7 MINUTES	

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?	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.

	For inquiries and follow-ups, clients may contact PSS through (085) 303-8620 local 243 or through email: property.focrg@dswd.gov.ph
Contact information of ARTA, CSC, PCC	ARTA: complaints@arta.gov.ph 8478 m-5091 / 8478-5093 / 8478-5099 CSC: 8931-8092 / 8931-7939 / 8931-7935 PCC: pcc@malacanang.gov.ph 8736-8645 / 8736-8603 / 8736-8629 / 8736-8621
Contact Center ng Bayan (CCB)	SMS: 0908 881 6565 Email: email@contactcenterngbayan.gov.ph Web: https://contactcenterngbayan.gov.ph FB: https://facebook.com/civilservicegovph Call: 165 65 (P5+VAT per call anywhere in the Philippines via PLDT landlines)

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: property.focrg@dswd.gov.ph