

5. ISSUANCE OF CERTIFICATE OF LEAVE WITHOUT PAY (LWOP)/  
NO LWOP TO SEPARATED OFFICIALS AND EMPLOYEES

The Certificate of Leave Without Pay (LWOP)/No LWOP is issued to separated Officials and employees in the Central Office who have been cleared of money, property, and legal accountabilities, which certifies that they have/do not have Leave Without Pay (LWOP) for a certain period.

Office or Division:	Personnel Administration Section			
Classification:	Complex			
Type of Transaction:	G2C – Government to Transacting Public			
Who may avail:	Separated Field Office (FO) Officials and Employees (regular and Contractual) who already has a duly-accomplished FO Clearance Certificate on file/submitted to PAS and without any money, property, and legal accountabilities.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Document Request Form (DSWD-HRMDS-GF-015) or formal letter or email request		PAS Receiving Area Client		
Clearance Certificate		Client or if none, 201 File or Per 16		
Special Power of Attorney or authorization letter with attached photocopy of the IDs of the separated employee/officials and his/her representative (if authorized representative)		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out the document request form or send mail/email /online system request and submit to PAS together with complete supporting documents	1. Receive the Request form and requirements and forwards the request to the authorized focal person	None	5 minutes	JC Lee D. Celeste (incoming/ outgoing clerk) or Guard on Duty
2. Wait for advice of the assigned PAS Focal Person	2.1. Review if the client has an encoded ELARS (Electronic Leave Administration and Recording System) *if none, encode the ELARS *if with ELARS	None	6 days, 4 hours and 35 minutes	Irene M. Orbita (Leave Administrator)

	review vis-à-vis Leave Card *if ELARS was already reviewed, encode the details to the Certificate and print			
	2.2. Certifying authority shall sign/initial the Certificate	None	2 hours	<i>Maria Rea R. Sampiano, PAS Head or Mary Chill L. Momo, HRMDD Chief</i>
3. Inform PAS of preferred method of receiving the Certificate of LWOP/no LWOP	3. Inform the client that the certificate is ready for releasing via email/SMS/call/chat and ask for the preferred method of receiving *for pick-up proceed to step 4.2 *for courier service proceed to step 4.1	None	5 minutes	JC Lee D. Celeste (incoming/ outgoing clerk) or <i>Irene M. Orbita (Leave Administrator)</i>
4.1. If the certificate is to be sent via courier service, wait until the parcel is sent to the given address	4.1.1. Prepare and print the transmittal letter with information on how to return the Client Satisfaction Measurement Form and attach original copy of the Certificate and one (1) CSM accomplishment form	None	1 hour and 5 minutes	<i>Irene M. Orbita (Leave Administrator)</i>
	4.1.2. Authorized Certifying Authority sign the transmittal letter	None		<i>Maria Rea R. Sampiano, PAS Head</i>
	4.1.3. Encode tracking details in the applicable document tracking system or thru logs	None		JC Lee D. Celeste (incoming/ outgoing clerk)
	4.1.4. Forward the document to the Records Section for courier service	None		JC Lee D. Celeste (incoming/ outgoing clerk)
4.2. If the Certificate is for pick-up, proceed to PAS and get the requested document.	4.2.1. Provide one duly signed Certificate to the client and request the client to accomplish the Client	None	10 minutes	JC Lee D. Celeste (incoming/ outgoing clerk) or <i>Irene M. Orbita</i>

	Satisfaction Measurement Form to be submitted via dropbox, email or google form.			(Leave Administrator)
<b>TOTAL</b>		<b>No Fees</b>	<b>7 days</b>	May be extended depending on the volume of transactions handled

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback?	<p>The client gives feedback through the Client Satisfaction Measurement (CSM) Form and is encouraged to make their honest evaluation on service delivery.</p> <p>A designated portion of the form is provided for client's suggestion(s) or comment(s).</p> <p>The client will then return the fully accomplished CSM Form to the focal person or the CSMF focal for consolidation.</p>
How feedback is processed?	<p>Every 19<sup>th</sup> day of the month, the CSMF focal of the Section will collect all the CSM forms from the service focal person and make a report out of the feedback of the clients written in the CSM form.</p> <p>The report shall be reviewed and signed by the Section Head before forwarding to the Administrative Assistant of the Office of the HRMDD Chief.</p> <p>The AA in the HRMDD will make a consolidated report out of the submitted reports from the different Units/ Sections.</p> <p>Every 25<sup>th</sup> day of the month is the deadline of the consolidated report.</p>
How to file complaints?	<p>The client shall fill out a Complaint/s Form requiring the following information:</p> <ul style="list-style-type: none"> <li>Optional (Name of Complainant)</li> <li>Narration of Complaint/s</li> </ul> <p>They can also write their complaints in the CSM Form</p>
How complaints are processed?	<p>Complaints received are consolidated every 19<sup>th</sup> day of every month and will be part of the agenda during the monthly/ emergency meeting.</p>
Contact Information	<p><b>Personnel Administration Section</b>            2<sup>nd</sup> Floor, Pahigayon Building,            DSWD Caraga, R. Palma Street,            Barangay Dagohoy, Butuan City            Telephone: Tel. Nos.: (085) 303-8620 loc. 113            E-mail: <a href="mailto:personnel.focrg@dswd.gov.ph">personnel.focrg@dswd.gov.ph</a></p> <p>ARTA : <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a>            PCC: 8888</p>

	<b>CONTACT CENTER NG BAYAN:</b> SMS : 0908 881 6565 Call : 165 56 P 5.00 + VAT per call anywhere in the Philippines via PLDT landlines Email : <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a> Facebook : <a href="https://facebook.com/civilservicegovph/">https://facebook.com/civilservicegovph/</a> Web : <a href="https://contactcenterngbayan.gov.ph/">https://contactcenterngbayan.gov.ph/</a>
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