

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

The Certificate of Leave Without Pay (LWOP)/No LWOP is issued to current Officials and employees in the Field Office, 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:	G2G – Government to Government			
Who may avail:	Current Field Office (FO) Officials and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Document Request Form (DSWD-HRMD5-GF-015) or formal letter or email request		PAS Receiving Area Client		
Special Power of Attorney or authorization letter with attached photocopy of the IDs of the current 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 focal) 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 review vis-à-vis Leave Card *if ELARS was already reviewed, encode the details to the CLWOP/CNLWOP and print	None	6 days, 5 hours and 45 minutes <i>(Maybe shortened if there is already a reviewed ELARS, or may be extended depending on the number of ELARS being encoded/ reviewed at the given time, the time needed to review the ELARS, or length of service of the client)</i>	Irene M. Orbita (Leave Administrator)

	2.2. Certifying authority shall sign/initial the CLWOP/CNLWOP	None	2 hours	Maria Rea R. Sampiano (PAS Head) and Mary Chill L. Momo (HRMDD Chief)
3. Get the CLWOP/CNLWOP	3.1. Inform the client that the CLWOP/CNLWOP is ready for releasing via email/SMS/call/chat 3.2. Provide one duly signed CLWOP/CNLWOP to the client and request the client to accomplish the Client Satisfaction Measurement Form to be submitted via drop box, email or google form.	None	10 minutes	JC Lee D. Celeste (incoming / outgoing focal) or Irene M. Orbita (Leave Administrator)
TOTAL		No Fees	7 days	May be extended depending on the number of transactions being handled

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 <div></div>

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: property.focrg@dswd.gov.ph</p>
Contact information of ARTA, CSC, PCC	<p>ARTA: complaints@arta.gov.ph 8478 m-5091 / 8478-5093 / 8478-5099</p> <p>CSC: 8931-8092 / 8931-7939 / 8931-7935</p> <p>PCC: pcc@malacanang.gov.ph 8736-8645 / 8736-8603 / 8736-8629 / 8736-8621</p>
Contact Center ng Bayan (CCB)	<p>SMS: 0908 881 6565</p> <p>Email: email@contactcenterngbayan.gov.ph</p> <p>Web: https://contactcenterngbayan.gov.ph</p> <p>FB: https://facebook.com/civilservicegovph</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: property.focrg@dswd.gov.ph