

5. Re-issuance of Equipment and Semi-Expendable Supplies

To ensure that surrendered serviceable equipment and semi-expendable supplies may be requested for re-issuance to optimize the use of equipment or semi-expendable equipment or supply due to lack of equipment, lack of capital outlay and other exigencies.

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) Officials and Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. One (1) Original copy of memorandum requesting for issuance of property		1. From concerned OBSUs and personnel, interoffice memorandum format		
2. Two (2) Original copies of Furniture and Equipment Transfer Slip (FETS)		2. From PREMIS online through the Designated Property Officer of concerned Office		
3. Two (2) Original copies of Property Accountability Receipt or Inventory Custodian Slip		3. From PREMIS online through the Designated Property Officer of concerned Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare request letter containing item specifications, quantity, purpose and to whom the equipment or semi-expendable equipment/supply shall be assigned.	1. Receive, review and verify the availability of request	None	1 Hour	Requesting Office  * Designated Program DPO
	1.1. Inform requesting Office on the availability/non-availability of items	None	1 Hour	* Designated Program DPO

	1.2. Request approval of FETS for confirmation of transfer	None	1 Hour	* Designated Program DPO
2. Process the signing of FETS of the recipient office or accountable person for the re-issuance of item or equipment	2. Update PREMIS and generate PAR/ICS and barcode	None	1 Hours, 30 Minutes	Requesting Office  * Designated Program DPO
	2.1 Transfer accountability through updating of database and issuance of PAR or ICS	None	30 Minutes	* Designated Program DPO
	2.2 Process the approval of PAR or ICS	None	15 Minutes	* Designated Program DPO
	2.3 Attach generated barcode sticker on the requested item	None	15 Minutes	* Designated Program DPO
3. Confirm acceptance of item or property through signing of PAR or ICS	3. Physical issuance of item or equipment and filing of PAR or ICS	None	1 Hour	Requesting Office  * Designated Program DPO
	3.1. Provide customer feedback form to the requesting party for the the service provided	None	5 Minutes	* Designated Program DPO
<b>TOTAL:</b>		<b>None</b>	<b>6 Hours, 35 Minutes</b>	

**\*Designated Program DPO:**

- 1. **Argemenic Leopardas** - ORD/ARDA/ARDO Office, PPD, Admin and Protective Division (ARRS, MTA, RRPTP, Standards, Combased , Soctech, Centenarians), CBU, Donations and Transfer of Property from CO or other FOs, INFRA projects, AICS/SWAD
- 2. **Mary Grace M. Mendoza** - SFP, SocPen
- 3. **Karen Grace M. Maputol** - Pantawid Pamilya, HRMDD, UCT
- 4. **Lemar John C. Berido** - SLP, EPAHP, ICTMS
- 5. **Christian Billy S. Encarnado** - KC, FMD (Acctg., Budget, Cash), SMU
- 6. **Carlo S. Dumanon** - RRCY, HFG, PSD Chief, NHTS
- 7. **John John L. Ponte** - RJJWC, COA, Legal Office, DRMD

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: <a href="mailto:property.focrg@dswd.gov.ph">property.focrg@dswd.gov.ph</a>
Contact information of ARTA, CSC, PCC	ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8478 m-5091 / 8478-5093 / 8478-5099  CSC: 8931-8092 / 8931-7939 / 8931-7935  PCC: <a href="mailto:pcc@malacanang.gov.ph">pcc@malacanang.gov.ph</a> 8736-8645 / 8736-8603 / 8736-8629 / 8736-8621

Contact Center ng Bayan (CCB)	SMS: 0908 881 6565 Email: <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a> Web: <a href="https://contactcenterngbayan.gov.ph">https://contactcenterngbayan.gov.ph</a> FB: <a href="https://facebook.com/civilservicegovph">https://facebook.com/civilservicegovph</a> Call: 165 65 (P5+VAT per call anywhere in the Philippines via PLDT landlines)
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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: <a href="mailto:property.focrg@dswd.gov.ph">property.focrg@dswd.gov.ph</a>