

1. Issuance of Gate Pass for Service Providers and Suppliers

Issued for properties that are to be used outside of DSWD premises, for properties to be brought outside of DSWD premises for repair or replacement by the supplier, for properties that are to be disposed through sale/transfer/other mode of disposition.

Office/Division:	Property and Supply Section (PSS)
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen; G2G - Government to Government; G2B - Government to Business Entities
Who may avail:	Department of Social Welfare and Development (DSWD) Employees who are: <div>a. DSWD service providers b. DSWD suppliers</div>
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<div>1. Three (3) original copies of duly accomplished Gate Pass</div> <div>2. Property/ies to be brought outside the DSWD premises</div> <div><u>In the absence of the authorized signatory secure any of the following:</u><div>1. Signed by the personnel authorized to sign in behalf of the authorized signatory – with attached one (1) photocopy of Special Order (SO) for order of succession</div><div>2. Digitally signed using the PNPKI registered digital signature</div><div>3. Printed copy of email using the official DSWD email account allowing the property to be brought outside DSWD premises</div></div> <div><u>Properties for repair/replacement attach:</u></div>	<div>1. To be prepared by the concerned Office's Designated Property and Supply Custodian (DPSC) through the Property Records and Equipment Monitoring Inventory System (PREMIS)</div> <div>2. To be prepared by the DPSC of concerned Office without any prescribed format</div> <div>1. Records and Management Service (RMS)</div> <div>2. Digital signature of:<div><div>● Authorized signatory or;</div><div>● Authorized representative with attached 1 photocopy of SO for order of succession;</div></div></div> <div>3. From the:<div><div>● Authorized signatory or;</div><div>● Authorized representative with attached 1 photocopy of SO for Order of succession</div></div></div>

<div><div><div>1. 1 photocopy of pull-out slip indicating the name of person who will bring out the property or authorization letter</div><div>2. 1 photocopy of Technical Assistance Report</div><div>3. 1 photocopy of approved Purchase Order (PO) or Purchase Request (PR)</div><div>4. 1 photocopy of PAR/ICS if property is under warranty</div><div>5. 1 photocopy of government issued ID and company ID of client or representative</div></div><div><b><u>For loaned properties to be returned to supplier attach:</u></b><div><div>1. 1 photocopy of pull-out slip indicating the name of person who will bring out the property or authorization letter</div><div>2. Personal Property Item Pass Slip (PPIPS) and/or delivery or acknowledgement receipt</div><div>3. 1 photocopy of government issued ID and company ID of client or representative</div></div></div></div>	<div><div><div>1. Issued by the supplier/contractor</div><div>2. From concerned DSWD Office (IT Equipment – ICTMS/RICTMU; Motor Vehicle, Office Equipment, Furniture and Fixtures – GSS; Maintenance Equipment – GSS)</div><div>3. Procurement Management Service (PMS)</div><div>4. From the accountable personnel</div><div>5. From supplier or representative</div></div><div><div>1. Issued by the supplier/contractor</div><div>2. Issued by the Security Personnel upon entry of the property, from supplier or contractor</div><div>3. From supplier or representative</div></div></div>			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished gate pass with attachments and present the property / Items requested	1. Receive and review submitted duly accomplished gate pass and attachments vis-à-vis property presented	None	3 Minutes	Rochelle C. Macuno / John John L. Ponte

for validation				
	<p>1.1 Review if the Gate Pass is duly accomplished and with attachments (PPIP and other supporting documents)</p> <p><b>Complete/Duly Accomplished:</b></p> <p>Update PREMIS through scanning the barcode of the Gate Pass to record the time of receipt of request and endorse the same to the Head of Property Office for approval</p> <p><b>Incomplete/Not Duly Accomplished:</b></p> <p>Return the Gate Pass to requestor/DPSC for proper accomplishment</p>	None	5 Minutes	John John L. Ponte
	1.2 Approval of Gate Pass from 8:00 AM to 4:00 PM	None	2 Minutes	Elizabeth C. Lipa
	<p>1.3 Scan the Gate Pass barcode to record the time of approval.</p> <p>The property staff shall provide the customer feedback form to the requesting party for the service provided</p>	None	2 Minutes	John John L. Ponte
	1.4 Forward copy of the approved Gate Pass to:	None	5 Minutes	John John L. Ponte

	<div><div>a. Original copy – Security Guard</div><div>b. Duplicate copy – Person who shall bring the equipment out of DSWD premises to present to Security Guard On-Duty/Property Officer</div><div>c. Triplicate – Property Office copy</div></div>			
2.Present property together with the duplicate copy of the approved Gate Pass to the security guard	<div>2. Review the presented property vis-a-vis the duplicate copy of the approved Gate Pass</div> <div><b>With discrepancy</b>  Return gate pass to the person who shall take the equipment out of DSWD premises and instruct the latter to secure new gate pass reflecting the correct details of the property to be brought outside DSWD premises</div> <div><b>Without discrepancy</b>  Security Guard On-Duty shall sign the original and duplicate copy of gate pass, return signed duplicate copy to the client</div>	None	8 Minutes	Security Guard On-Duty

	2.1. Scan the barcode of the Gate Pass to record the time when the property was brought outside DSWD in PREMIS.	None	3 Minutes	Security Guard On-Duty
	2.2. Surrender the original copy of gate pass to Property, Supply and Asset Management Division (PSAMD)/Property and Supply Section (PSS)  The Security Guard will return the copy of the gate pass upon return of the equipment brought outside the DSWD premises for monitoring purposes	None	5 Minutes	Security Guard On-Duty
	2.3. File gate pass for safekeeping and future reference	None	10 Minutes	John John L. Ponte
TOTAL:		None	43 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?	<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: <a href="mailto:property.focrg@dswd.gov.ph">property.focrg@dswd.gov.ph</a>