

5. ISSUANCE OF CERTIFICATE OF LEAVE CREDITS TO CURRENT OFFICIALS AND EMPLOYEES

The CLC is issued to current Officials and employees of the office, which certifies their unutilized leave credit balances 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-HRMDS-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 Certificate and	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)

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	2.2. Certifying authority shall sign/initial the Certificate	None	2 hours	<i>Maria Rea R. Sampiano (PAS Head) and Mary Chill L. Momo (HRMDD Chief)</i>
3. Get the CLC issued	3.1. Inform the client that the certificate is ready for releasing via email/SMS/call/chat 3.2. Provide one duly signed Certificate 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 volume of transactions handled
FEEDBACK AND COMPLAINTS MECHANISM				
How to send feedback?		The client gives feedback through the Client Satisfaction Measurement (CSM) Form and is encouraged to make their honest evaluation on service delivery. A designated portion of the form is provided for client's suggestion(s) or comment(s). The client will then returns the fully accomplished CSM Form and drop it to the designated CSM feedback box. The attending Administrative Assistant (AA) assists the client.		
How feedback is processed?		Every 17 th day of the month, the AA of the Section will collect all the CSM form in the designated feedback box and make a report out from the feedback of the clients written in the CSM form. The report shall be reviewed and signed by the Section Head before forwarding to the Administrative Assistant of the Office of the HRMDD Chief. The AA in the HRMDD will make a consolidated report out from the submitted reports from the different Units/ Sections. Every 25 th day of the month is the deadline of the consolidated report.		

How to file complaints?	<p>The staff shall fill out a Complaint/s Form requiring the following information:</p> <ul style="list-style-type: none"> ▪ Optional (Name of Complainant) ▪ Narration of Complaint/s <p>They can also write their complaints in the CSM Form</p>
How complaints are processed?	<p>Complaints received are consolidated every 25th day of every month and will be part of the agenda during the monthly/ emergency meeting.</p>
Contact Information	<p>Personnel Administration Section 2nd Floor, Pahigayon Building, DSWD Caraga, R. Palma Street, Barangay Dagohoy, Butuan City Telephone: Tel. Nos.: (085) 303-8620 loc. 113 E-mail: personnel.focrg@dswd.gov.ph</p> <p>ARTA : complaints@arta.gov.ph PCC: 8888</p> <p>CONTACT CENTER NG BAYAN: SMS : 0908 881 6565 Call : 165 56 P 5.00 + VAT per call anywhere in the Philippines via PLDT landlines Email : email@contactcenterngbayan.gov.ph Facebook : https://facebook.com/civilservicegovph/ Web : https://contactcenterngbayan.gov.ph/</p>