

1. **ISSUANCE OF COMPLETED CENTRAL OFFICE CLEARANCE CERTIFICATE FROM MONEY, PROPERTY AND LEGAL ACCOUNTABILITIES (CO CLEARANCE) TO SEPARATED OFFICIALS AND EMPLOYEES**

A copy of duly accomplished DSWD Clearance Certificate is being provided to Officials and employees who were separated from the Department which certifies that the former Official/employee no longer has money, property and legal accountabilities. The provision of the Office Clearance Certificate may be requested by separated Officials and employees if the Clearance Certificate initially-issued to them was lost, damaged, etc., or the Official/employee was not able to secure the duly-accomplished Clearance Certificate at the time of their separations.

Office or Division:	Personnel Administration Section			
Classification:	Simple			
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-HRMD5-GF-015) or formal letter or email /online system request		PAS Receiving Area Client		
Letter of Separation and its acceptance		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 personnel handling the Per 16 records	None	10 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 the documents submitted and check the 201 file / PER 16 to retrieve the clearance certificate on file.	None	2 days and 4 hours <i>May be extended depending on the number of transations being handled and the length of service of the client</i>	<i>Daryl Bersano (Records Officer)</i>
	2.2. If there is an extra original copy of the clearance Certificate on file, provide the original copy to the client. If there is only one (1) original copy of the Clearance Certificate on file have it photocopied then put a "Certified True Copy" stamp on it	None		<i>Daryl Bersano (Records Officer)</i>
	2.3. Certifying authority shall certify the copy of the CO clearance	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 original/CTC of the clearance Certificate	3. Inform the client that the original/CTC of his/her Clearance 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	10 minutes	JC Lee D. Celeste (incoming/ outgoing clerk) or <i>Daryl Bersano (Records Officer)</i>
4.1. If the original/CTC of the clearance 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/CTC copy of the Clearance certificate and one (1) CSM accomplishment form	None	1 hour and 30 minutes	<i>Daryl Bersano (Records Officer)</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	None		JC Lee D. Celeste

	applicable document tracking system or thru logs			(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 original/CTC of the clearance certificate is for pick-up, proceed to PAD and get the requested document.	4.2.1. Provide one duly signed/CTC of the Clearance to the client and request the client to accomplish the Client Satisfaction Measurement Form to be submitted via dropbox, email or google form.	None	10 minutes	JC Lee D. Celeste (incoming/ outgoing clerk) or <i>Daryl Bersano (Records Officer)</i>
<b>TOTAL</b>		<b>No Fees</b>	<b>3 days</b>	May be extended depending on the number of transations being handled and the length of service of the client

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>