

1. CERTIFICATION OF PERFORMANCE RATING

This process covers the facilitation of the issuance of Certificate of Performance Ratings of all DSWD officials and employees for the performance period being requested regardless of the employment status.

Office or Division:	Human Resource Planning and Performance Management Section			
Classification:	Simple			
Type of Transaction:	Government-to-Citizens (G2C); Government-to-Government (G2G)			
Who may avail:	Covers all DSWD Employees regardless of employment status			
Schedule of Availability of Service	Monday-Friday, 8:00 AM- 5:00 PM			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Formal email letter request with complete details pertaining to the year and specific semester being requested.		Requesting individual		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Received request for Certificate of Performance Rating	The incoming clerk from the Performance Management Section (PMS) shall receive the Request for Certificate of Performance Rating from requesting ODSUs/ Individual.  Upon receipt of the request, the same shall be acknowledged by the staff and forwarded to the concerned PMS Staff for Action.	None	8 Hours (1 day)	Requesting Individual          Cyrille Ann A. Pasiliao (PMS In-charge)
2. Preparation of the Certificate of Rating	Upon receipt of the request from the incoming clerk, the PMS Staff shall check whether ratings are available in the PMS database or not.	None	12 Hours (1 ½ days)	Genelyn P. Marturillas (HRPPMS Head)  Mary Chill L. Momo (HRMDD-OIC Chief)

	<p>If rating is available, the same shall prepare the Certificate of Rating for approval.</p> <p>If rating is not available, the PMS staff shall prepare the Certificate of No Rating for approval.</p>			Atty. Faizal A. Padate (ARDA)
3. Releasing of Certificate	Once certificates have been signed, the documents will be forwarded to the outgoing clerk for subsequent release to the requesting ODSUs/ Individual together with the client feedback	None		Cyrille Ann A. Pasiliao (PMS In-charge)
4. End	Receiving copy of the issued Certificate and filled-out Client Feedback Form shall be filed in the appropriate filing folder	None		Cyrille Ann A. Pasiliao (PMS In-charge)
TOTAL		-	20 Hours (2 ½ days)	
FEEDBACK AND COMPLAINTS MECHANISM				
How to send feedback?	<p>The client gives feedback through the Client Satisfaction Measurement (CSM) Form and is encouraged to make their honest evaluation on service delivery.</p> <p>A designated portion of the form is provided for client's suggestion(s) or comment(s).</p> <p>The client will then return the fully accomplished CSM Form and drop it to the designated CSM feedback box. The attending Administrative Assistant (AA) assists the client.</p>			
How feedback is processed?	<p>Every 17<sup>th</sup> 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.</p> <p>The report shall be reviewed and signed by the Section Head before forwarding to the CSMR Focal Person of the HRMDD.</p>			

	<p>The CSMR Focal Person in HRMDD will make a consolidated report out from the submitted reports from the different ODSUs.</p> <p>Every 25<sup>th</sup> day of the month is the deadline of the consolidated report.</p>
<b>How to file complaints?</b>	<p>The client shall fill out a Complaint/s Form requiring the following information:</p> <ul style="list-style-type: none"> <li>▪ Optional (Name of Complainant)</li> <li>▪ Narration of Complaint/s</li> </ul> <p>They can also write their complaints in the CSM Form</p>
<b>How complaints are processed?</b>	<p>Complaints received are consolidated every 25<sup>th</sup> day of every month and will be part of the agenda during the monthly/ emergency meeting.</p>
<b>Contact Information</b>	<p><b>Human Resource Planning and Performance Management System (HRPPMS)</b>          2<sup>nd</sup> Floor, Pahigayon Building,          DSWD Caraga, R. Palma Street,          Barangay Dagohoy, Butuan City          Telephone: Tel. Nos.: (085) 303-8620          E-mail: <a href="mailto:hrppms.focrg@dswd.gov.ph">hrppms.focrg@dswd.gov.ph</a></p> <p>ARTA : <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a>          PCC: 8888</p> <p><b>CONTACT CENTER NG BAYAN:</b>          SMS : 0908 881 6565          Call : 165 56                    P 5.00 + VAT per call anywhere in the Philippines via PLDT landlines          Email : <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a>          Facebook : <a href="https://facebook.com/civilservicegovph/">https://facebook.com/civilservicegovph/</a>          Web : <a href="https://contactcenterngbayan.gov.ph/">https://contactcenterngbayan.gov.ph/</a></p>